

Electronic Visit Verification (EVV) HHAeXchange+ Mobile Application User Guide for Home Help Individual Caregivers

Table of Contents

Policy Background	3
Intention and Disclaimer	3
HHAeXchange+ Mobile Application	3
Overview	3
Mobile App Data Retention	3
Accessibility	4
Key Terms and Definitions	4
HHAX Michigan Terms and Definitions	4
Downloading the HHAeXchange+ Mobile Application	5
New Users Sign Up Here	6
Log In Page	9
Log In	10
Menu	12
Tools	13
Compliance	13
Messages	13
Open Shifts.....	13
Availability	13
Visit Search	13
Settings & Help	13
Profile	13
Biometric Settings.....	14
Providers	16
Forgot Password	20
Select Language	22
Help.....	24
Navigation Bar	25
Schedule.....	25
Clock In/Clock Out	25
Unscheduled Visit	25
Member.....	29
Offline Mode	30

Additional Resources	32
Document Revisions	33

Page intentionally left blank.

Policy Background

The Michigan Department of Health and Human Services (MDHHS) has implemented an Electronic Visit Verification (EVV) system to validate in-home visits for Medicaid clients. This EVV system ensures clients receive services as planned and authorized and improves the accuracy of payments for services provided.

Under Section 12006(a) of the 21st Century Cures Act, states are required to implement EVV for all Medicaid personal care services and home health services that require an in-home visit by a provider. The EVV system must verify the type of service performed, along with the date, time and location of the service, as well as the individual receiving and individual providing the service.

Michigan has partnered with HHAeXchange for a State-sponsored EVV system. The HHAeXchange EVV system collects all six required data elements. [2023 MDHHS Press Release](#).

Intention and Disclaimer

By using this document Home Help individual caregivers will be able to navigate and submit EVV data using the HHAeXchange+(plus) mobile application. This document is not intended to be used by those providers who are employed by a Home Help Agency or who perform EVV services under another Medicaid program.

If you are employed through a Home Help Agency, providers will need to contact their Agency for training and materials. Agencies are required to train their providers on the EVV collection methods available.

The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group on the basis of race, national origin, color, sex, disability, religion, age, height, weight, familial status, partisan considerations, or genetic information. Sex-based discrimination includes but is not limited to, discrimination based on sexual orientation, gender identity, gender expression, sex characteristics, and pregnancy.

This document is subject to change at the discretion of MDHHS, revisions are noted in the revision table.

HHAeXchange+ Mobile Application

Overview

The HHAeXchange+ mobile application is used to Clock In and Clock Out for services requiring Electronic Visit Verification (EVV), review Patient and Visit information and perform other tasks. The mobile application is available for both iPhone and Android users.

This document covers mobile application functions and setup performed on the Home Help Individual caregiver's device. Refer to Help in the Mobile App for immediate questions or tap the link to contact support for further assistance.

Mobile App Data Retention

Caregivers have access to the following number of days of historical data on the Mobile App:

- Member List Includes Beneficiaries serviced during the past 30 days plus other Beneficiaries assigned to the Caregiver by the MDHHS Adult Services Worker (ASW).
- Patient Search – Up to 365 days (starting with 90 days at migration to the HHAeXchange+ mobile application).

Accessibility

The HHAeXchange+ mobile application adheres to W3C's Web Content Accessibility Guidelines (WCAG). The mobile application screens include color contrasts, button color changes, and icons or markings to achieve this. The new mobile app supports iPhones and iPads running iOS or iPadOS 15 or higher, and Android devices running version 10 or higher.

Key Terms and Definitions

Refer to the HHAX Michigan Terms and Definitions Table for the specific Michigan terms and how they are used throughout the application and documentation.

Term	Definition
Beneficiary	Refers to the Member, Consumer, or Recipient. The patient is the person receiving the services.
Caregiver	Refers to the Aide Homecare Aide, Homecare Worker, or Worker. The caregiver is the person providing services.
Provider	Refers to the Agency or organization coordinating services.
Payer	Refers to the Managed Care Organization (MC), Contract, or Health and Human Services (HHS). The payer is the organization that manages patient Medicaid benefits and claims payments.
HHAX	Abbreviation for HHAeXchange.

HHAX Michigan Terms and Definitions

The following table lists terms used in the HHAeXchange system and cross-references them to terms and definitions used in EVV policy in Michigan.

HHAX Mobile App Term	Michigan Home Help Program Term	Definition
Caregiver	Home Help Individual Provider	The person who provides an EVV service to a Beneficiary and is enrolled with Michigan Medicaid.
HHAX	HHAeXchange Electronic Visit Verification Vendor for the State of Michigan	Acronym for HHAeXchange.
Member	Client	A Medicaid beneficiary receiving personal care services through the Home Help program.
	ASW	MDHHS Adult Services Worker approves and authorizes care for the client.
Clock In	EVV Clock In	Time is captured by the EVV system using the electronic verification method (mobile application or home phone landline/IVR) that the service provider uses to indicate the beginning of a service delivery visit.

HHAX Mobile App Term	Michigan Home Help Program Term	Definition
Clock Out	EVV Clock Out	Time is captured by the EVV system using the electronic verification method (mobile application or home phone landline/IVR) that the service provider uses to indicate the end of a service delivery visit.
Visit Location	Service Location	Location where EVV services were provided other than the beneficiary's home. A valid value is Community.

Downloading the HHAeXchange+ Mobile Application

The HHAeXchange+(plus) mobile application is available for download through the App Store for iPhone devices or the Google Play Store for Android devices. Caregivers are responsible for downloading and installing the HHAeXchange+ mobile application onto their mobile devices. To locate and download the App, enter the keyword HHAeXchange+ in the search bar of the App Store or Google Play.



Caution: Be sure to download the **HHAeXchange+** app, not the older HHAeXchange mobile app.

After installing the mobile application, Caregivers must use the app to Sign Up and connect to the State of Michigan Home Help IP portal to use the mobile application.

New Users Sign Up Here

Note: The first time you open the mobile application, you must select your preferred language and tap Apply.

To sign up for and log in to the Mobile App:

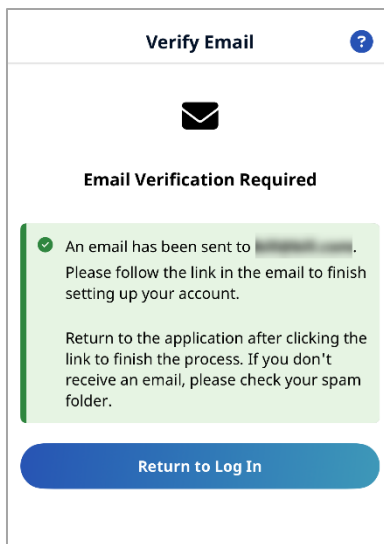
1. From the Login Page, tap Sign Up Here.

Tip: Tap Not You? in the email field to enter a different email address.

2. On the Sign-Up page, type the same email address within your CHAMPS provider enrollment information and a strong Password.
3. Type your password again in Confirm Password, and then tap Sign Up.

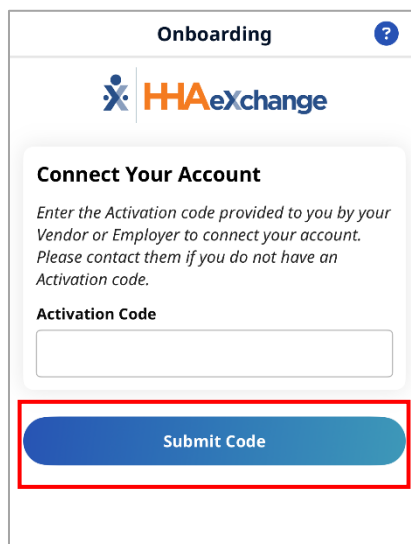
Tip: To see the characters entered in the password field, tap the eye icon in the password field.

4. On the Email Verification Required page, follow the instructions to open the verification email sent to your email address by HHAX, and then follow the instructions in the email to proceed with the mobile application setup.



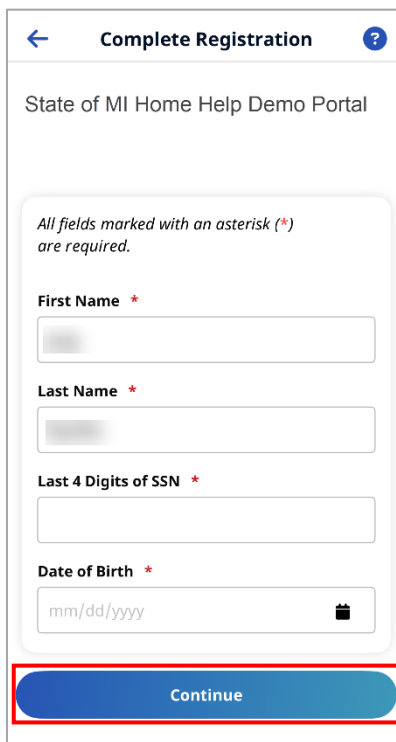
Note to HHAeXchange Services Portal users: If you sign up for the Services Portal before signing up for HHAeXchange+, you must still enter your Email Address and Password to sign up for HHAeXchange+. If you sign up for HHAeXchange+ first, after you verify the Email Address, you can use the same credentials to log into the Services Portal as well.

5. You are logged into the mobile application.
6. On the Connect your Account page, type the Mobile Activation Code (valid for 7 days) sent by HHAeXchange via email to your CHAMPS Provider Enrollment email address and tap Submit Code.



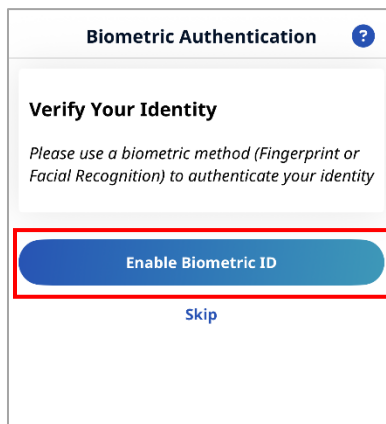
Note: If the mobile activation code has expired contact the Atypical Provider Support hotline at 1-800-979-4662.

7. On the Complete Registration page, complete all required fields (marked with*) and then tap continue.



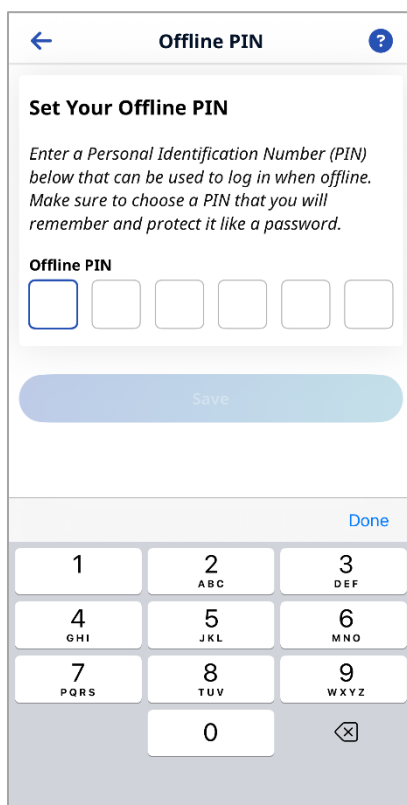
Note: You must respond to an email verification of your Primary Phone Number before you can continue.

8. Tap Enable Biometric ID. From the Biometric Authentication page, tap the method you use to verify your identity.
- If you tap Use your fingerprint, when prompted, place your identifying finger on your phone's fingerprint sensor.
 - If you tap Use facial recognition, when prompted, orient your front-facing camera toward your face.



Note: You must log in at least one time with Email and Password before using Biometric Authentication.

- Set your Offline Pin and tap Save. The PIN is used when in offline mode. Make sure to choose a PIN that you will remember and protect it like a password.



Tip: The Offline PIN **cannot** be reset by MDHHS and can only be reset by the caregiver when reconnected to internet or cellular signal.

Log In Page

From the Log In page, caregivers can perform the following tasks:

- [Log In](#) to the Mobile App.
- [Sign Up Here](#) to use the Mobile App if you have not already been set up to use the Mobile App.
- Change the language in which the Mobile App and Mobile App Help are displayed by tapping the [Select Language](#) icon.

Note: From the Log In page footer, caregivers can access the Mobile App's Privacy Policy and Terms of Use.

Log In

To log in to the Mobile app to report EVV visits. If caregivers log in before the Sign-Up process has been completed, caregivers will be returned to the Sign-Up Page.

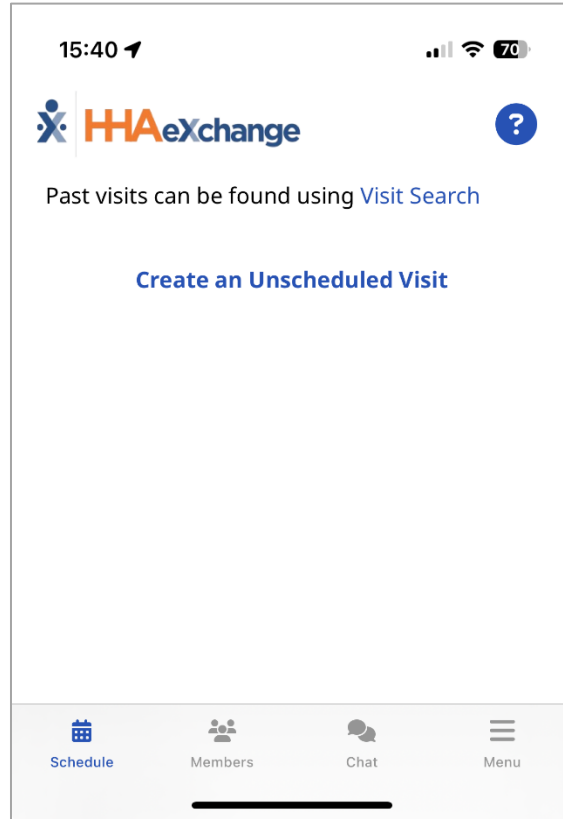
1. From the Log In page, type your valid Email Address and Password, and tap Log In.

Tip: To see the characters typed in Password, tap the eye icon in the Password Field.

Tap Enable Biometric ID. From the Biometric Authentication page, tap the method you use to verify your identity.

- a. If you tap Use your fingerprint, when prompted, place your identifying finger on your phone's fingerprint sensor.
- b. If you tap Use facial recognition, when prompted, orient your front-facing camera toward your face.

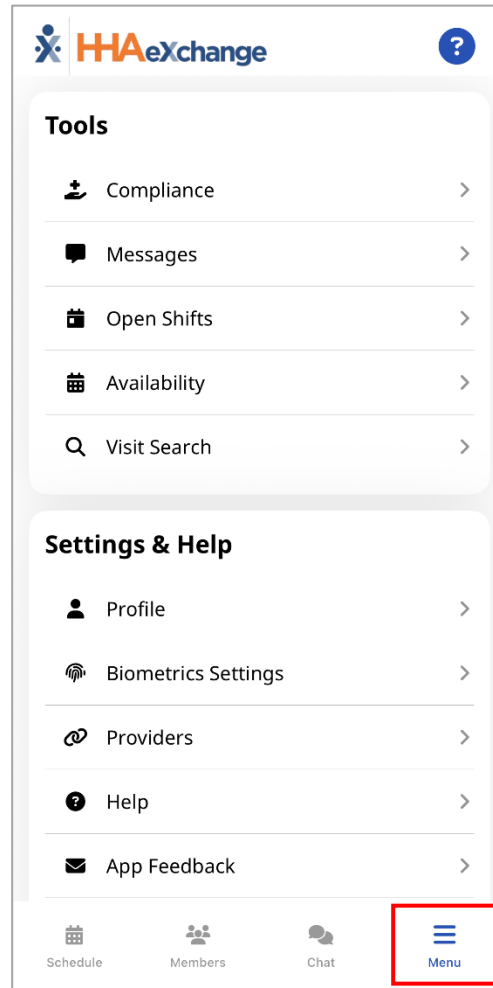
2. If the Third-Party Terms page displays, read the terms and tap Accept Terms to acknowledge.
3. You have successfully logged in, and the Schedule landing page is displayed.



Menu

Using the Mobile App, caregivers can keep track of completed visits, view beneficiary details, and Clock In and Out of Visits.

The Menu is divided into three sections (Tools, Settings & Help, and Legal) with a navigation Bar displayed at the bottom. Certain functions or features may display but are not currently used by Home Help Individual caregivers.



Tools

Compliance

Used to review your Caregiver Compliance status (based on Discipline), tracking completed and upcoming medical and evaluation due dates. This function is not used for Home Help Individual caregivers.

Messages

Used to send and review messages. This function is not used for Home Help Individual caregivers.

Open Shifts

use to review and request open shifts as broadcast by the Agency/Office. This function is not used for Home Help Individual caregivers.

Availability

Allow users to review and adjust schedule Availability preferences. This function is not used for Home Help Individual caregivers.

Visit Search

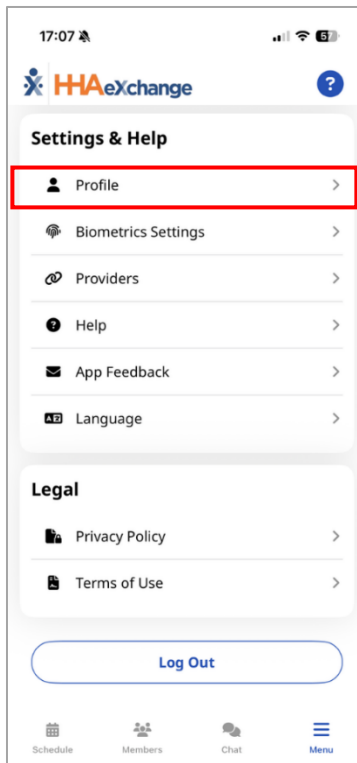
Use Visit Search to find a specific Beneficiary if they do not display on the schedule. Search by Patient Name, Date Range, and Visit Type.

Settings & Help

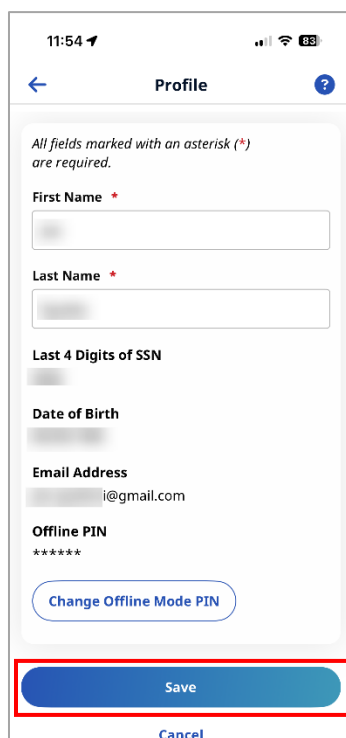
Profile

Used to maintain your Caregiver information.

1. To edit your Profile information, tap Profile from the Settings & Help section of the Menu.



- On the Profile page, make any changes, and then tap Save.



11:54

Profile

All fields marked with an asterisk (*) are required.

First Name *

Last Name *

Last 4 Digits of SSN

Date of Birth

Email Address
i@gmail.com

Offline PIN

Change Offline Mode PIN

Save

Cancel

Note: The SSN, Date of birth, and email address cannot be updated in the mobile app. Home Help individual caregivers will need to update, change, or modify these pieces of information in their CHAMPS Provider Enrollment information. Instructions can be found on the Home Help website [CHAMPS Instructions & Information \(michigan.gov\)](https://www.michigan.gov/CHAMPS).

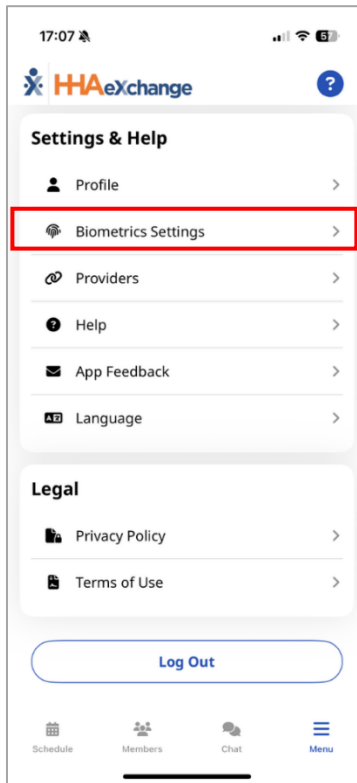
A confirmation text is sent to the phone when the Primary Phone Number is added or changed. The user must respond to the confirmation text to use the phone number to reset a password.

Biometric Settings

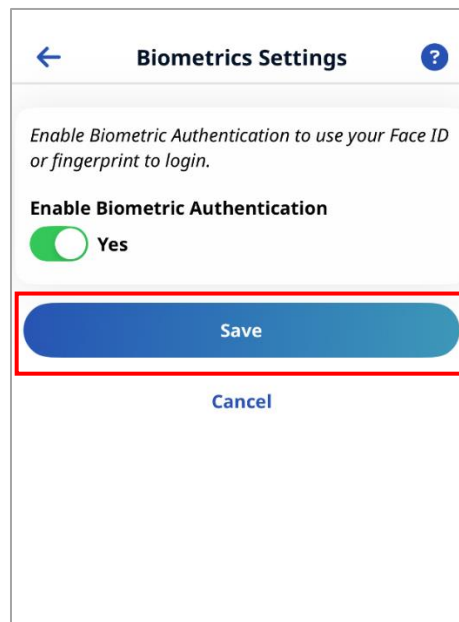
Caregivers can log in with Fingerprint Authentication or Facial Recognition if the capability is enabled on the device. You can log in with Fingerprint Authentication or Facial Recognition if you enable the capability on your device and the app during sign up. To enable Biometric Login if skipped during sign up, go to Menu > Biometric Settings > Toggle Enable Biometric Authentication > Tap Save.

Note: If caregivers change or reset the password, the Biometric Log In option is reset. Caregivers must log into the Mobile App using Email and Password and log out at least once before the Biometric Log In option becomes available again.

- Tap Biometric Settings from the Settings & Help section of the Menu.



2. Select Yes to enable biometric login and click Save.



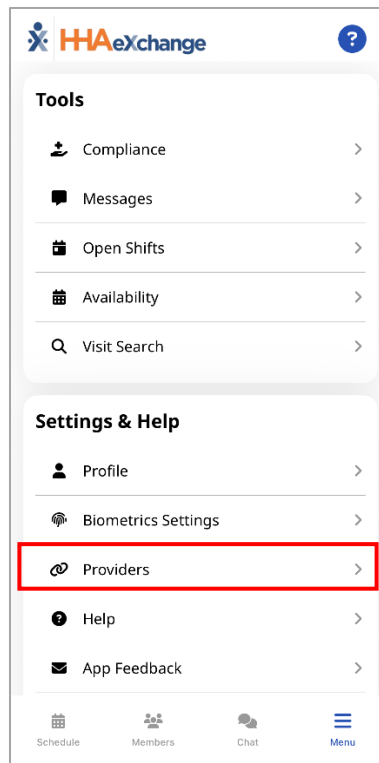
Providers

The Providers page is used to switch between a Home Help Agency or the Home Help Individual portal connected to the caregiver.

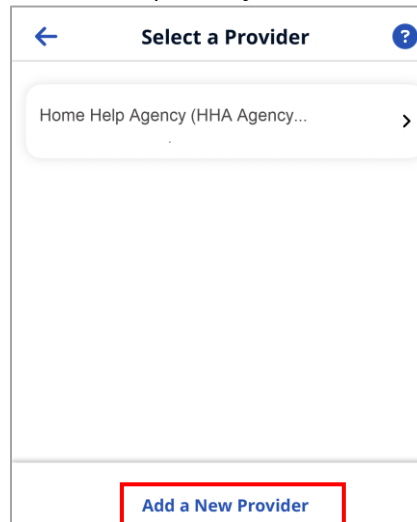
For a caregiver who provides services for **both** a Home Help Agency and as an Individual caregiver, the MI Home Help IP Portal will need to be added by the caregiver as a Provider. If your authorized beneficiaries are not listed, make sure you are connected to the provider labeled MI Home Help IP Portal.

To add an Agency or the MI Home Help IP Portal: (If not currently listed on the Providers page.)

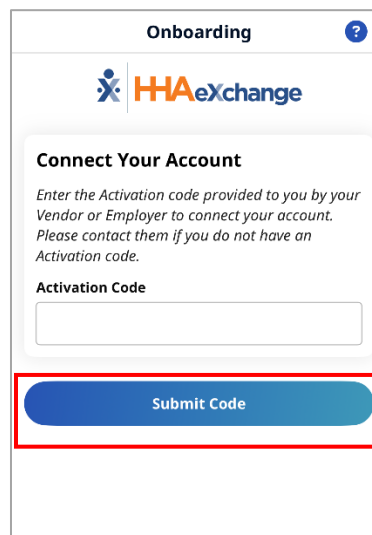
1. From the Menu, tap Providers.



- Existing providers (Agencies/offices/Fis), if any will be shown. Tap Add a New Provider.



- If the Provider is not shown, tap Add a New Provider.
- On the Connect Your Account page, enter the Activation Code and tap Submit Code.

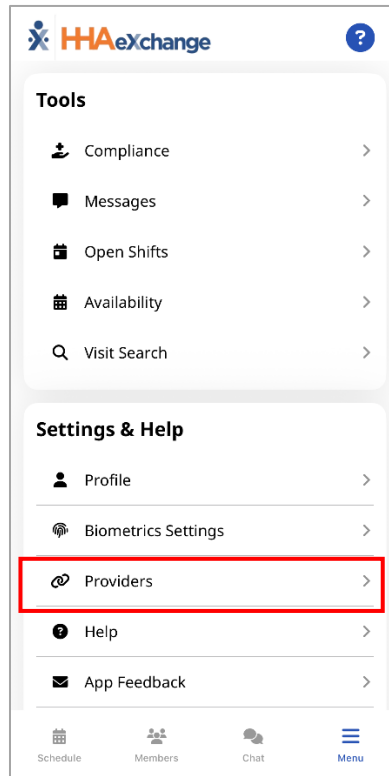


- Finish Provider account setup steps in the Sign Up Here topic.

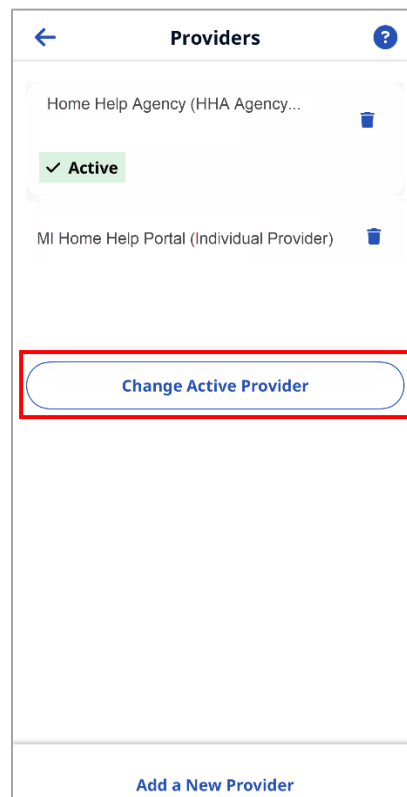
Note: If the mobile activation code to connect to the MI Home Help IP Portal has expired contact the Atypical Provider Support hotline at 1-800-979-4662. If you try to connect to an Agency provider, contact the Agency for mobile activation code information.

To change Providers:

1. From the Menu, tap Providers.

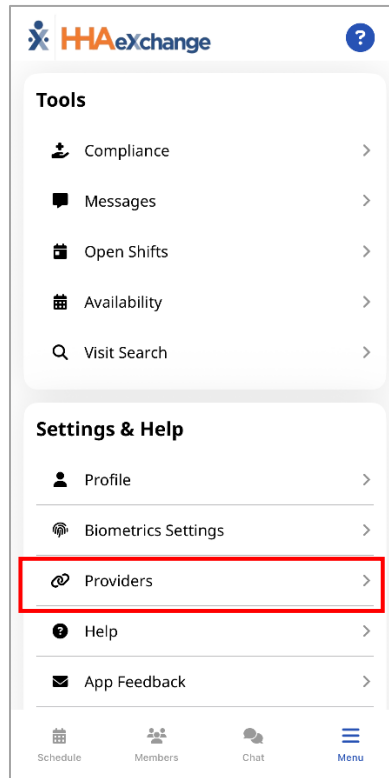


2. On the Providers page, select from the list of connected Providers and tap Change Active Provider. The active provider is indicated by the checkmark and word Active underneath the name.

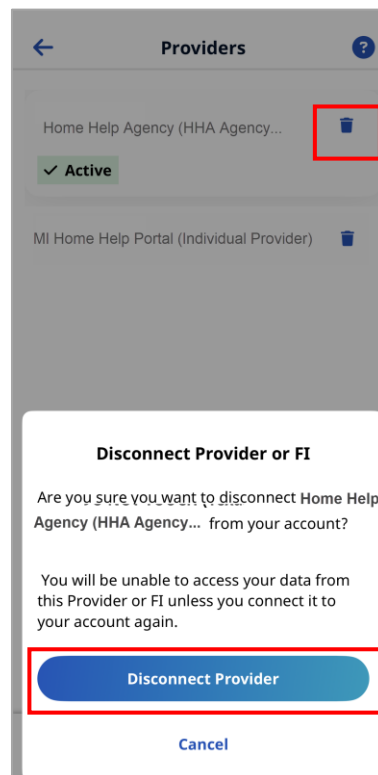


To disconnect a Provider Agency:

1. From the Menu, tap Providers.



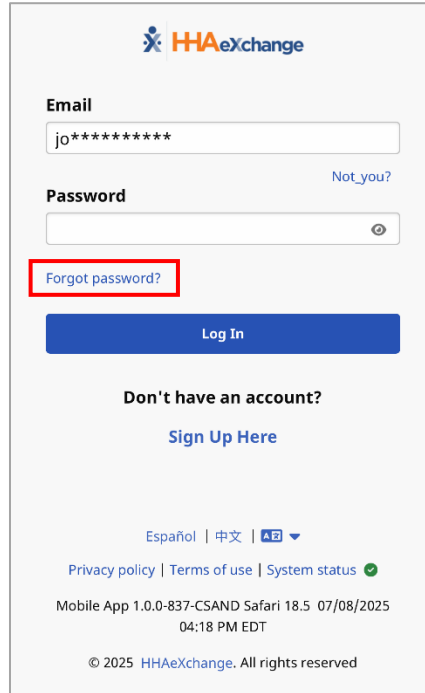
2. On the Providers page, tap the delete or trash icon next to the name of the Provider you want to disconnect.
3. Tap Disconnect Provider.



Forgot Password

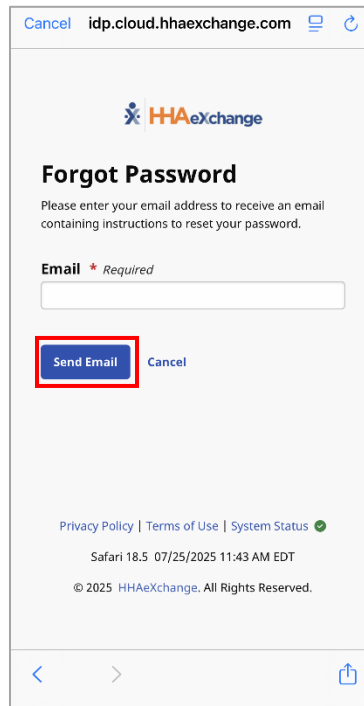
To reset your Mobile App password:

1. From the Login page, tap forgot password?

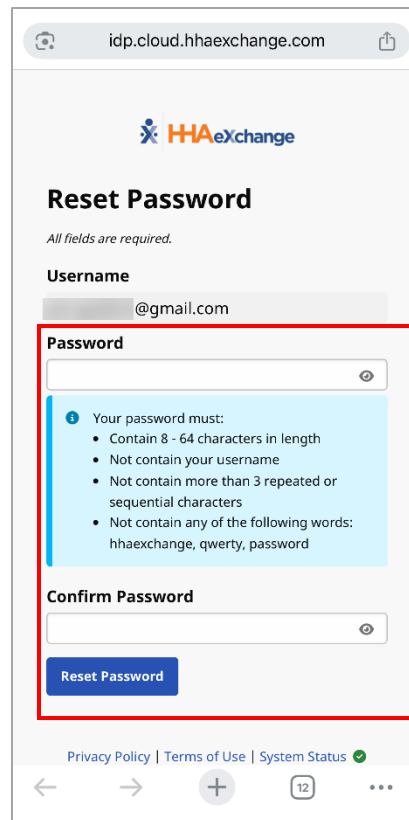


The screenshot shows the HHAExchange login interface. At the top is the HHAExchange logo. Below it are two input fields: 'Email' containing 'jo*****' and 'Password'. A 'Not you?' link is positioned to the right of the password field. Below the password field is a red-bordered button labeled 'Forgot password?'. Underneath is a blue 'Log In' button. Further down, there is a section for new users: 'Don't have an account?' followed by a blue 'Sign Up Here' link. At the bottom, there are language options 'Español | 中文 | 中文', links for 'Privacy policy | Terms of use | System status', and footer text including 'Mobile App 1.0.0-837-CSAND Safari 18.5 07/08/2025 04:18 PM EDT' and '© 2025 HHAExchange. All rights reserved'.

2. On the forgot password page, type the email address associated with the account and tap Send Email.



- When the Reset Password page is displayed, type and confirm your new password and tap Reset Password.



Tip: To see the characters typed in Password, tap the eye icon in the Password Field.

Account Locked

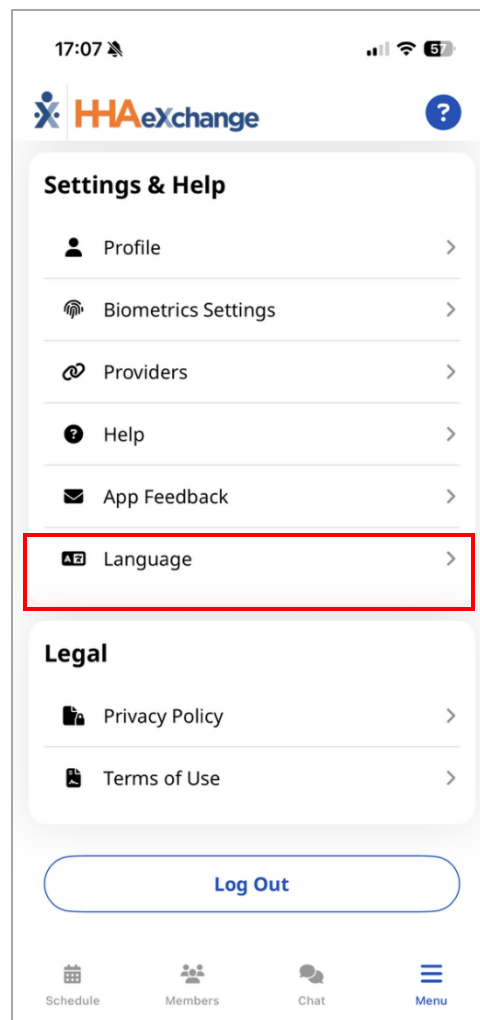
After ten (10) failed login attempts, you are locked out of the Mobile App. A message advises you to use the Forgot Password function (described above) to reset your password.

Select Language

Used to change the language in which the Mobile App and Mobile App Help are displayed. The mobile app offers language options designed to accommodate caregivers with a preferred language when using a mobile device.

When logging in, if the Mobile App login page is displayed in an unfamiliar language, tap the Language Selector icon at the bottom center of the login page to select a different language.

1. To change language settings from the Menu, tap Language.



- From the list of available languages, select the new language. When selected the displayed page is translated into the new language.



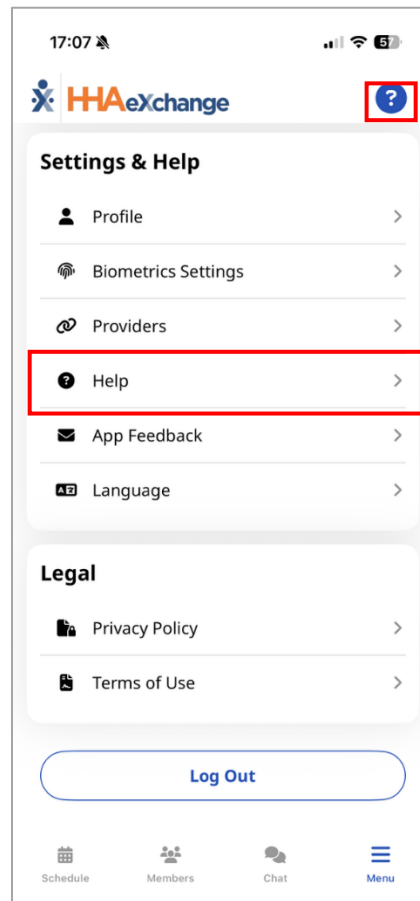
- Tap Apply at the bottom to save the language of choice.

A variety of languages are supported by the Mobile App. Tap Select Language from the Menu to see the most current list.

Note: Maps are displayed in the new language after the Mobile App is restarted.

Help

Used to access the Mobile App Help table of contents. Context-sensitive Help is available from most Mobile App pages by tapping the Help icon (question mark) in the upper right corner or Help option in the Settings and Help menu.



Navigation Bar

Schedule

Used to Clock In and Out. Create an **Unscheduled Visit** for any beneficiary to whom you have access from the Schedule page by tapping **Create an Unscheduled Visit**. At this time the Home Help program does not require Individual caregivers to use schedules.

Clock In/Clock Out

From the Schedule page, you can Clock In and Out of a Visit by creating a new **Unscheduled Visit**.

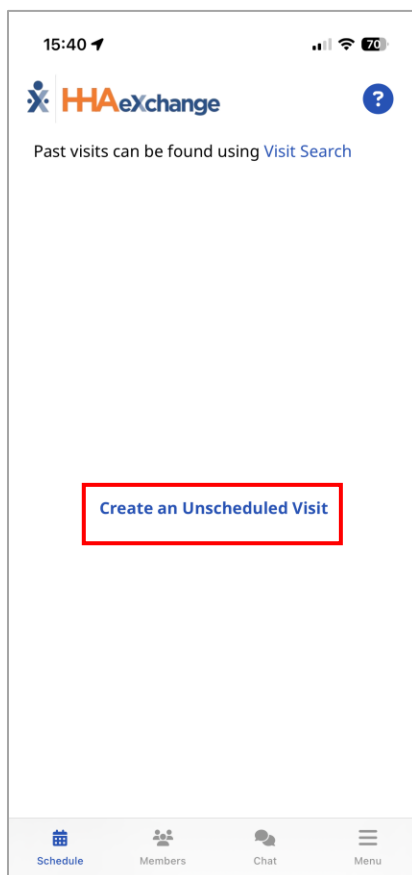
Unscheduled Visit

You can select **Create an Unscheduled Visit** from the Schedule page to create a new **Unscheduled Visit**. You can create an **Unscheduled Visit** for any Beneficiary to whom you have been approved and authorized by the MDHHS Adult Services Worker (ASW).

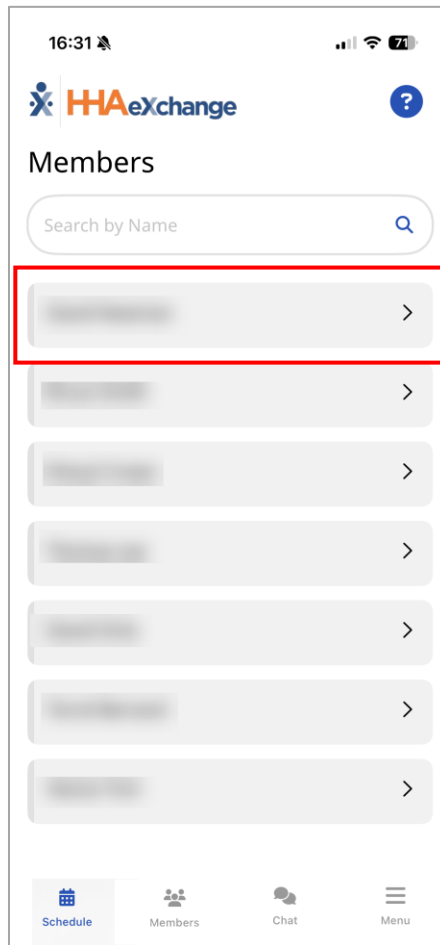
Note: An **Unscheduled Visit** can also be created from the Member Page.

To create an **Unscheduled Visit** from the Schedule Page:

1. Tap **Create an Unscheduled Visit**.



2. On the **New Visit** page, select the beneficiary from the list of approved beneficiaries.

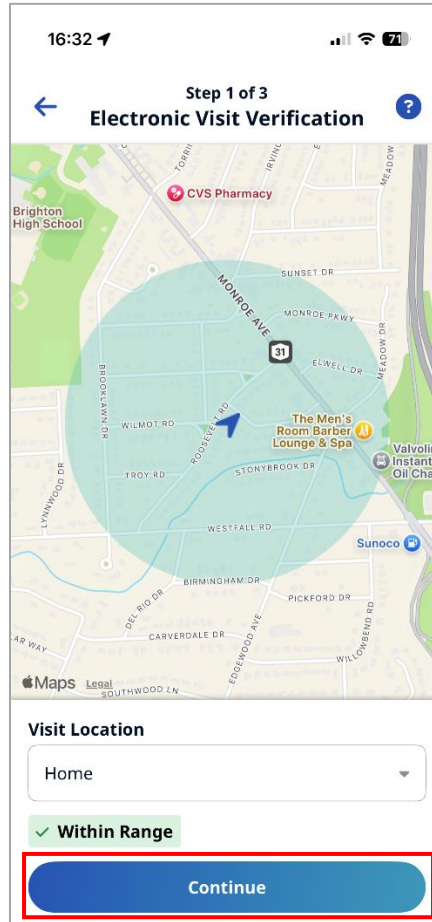


3. On the Electronic Visit Verification page, select GPS.

If you have not already allowed the application to use location services, the location services pop-up will display. MDHHS recommends selecting 'Allow While Using App'.



- If you select 'Allow Once' or 'Don't Allow' the next time you access the application, you will need to update your location or GPS settings first. To find your location or GPS settings, use your device's Settings Application.
- After you allow the app access to your location you can use the map to help locate the beneficiary's home address and if services are provided in the community change the Visit Location from the beneficiary's home to the Community.

4. Once you have confirmed your clock-in location tap continue.

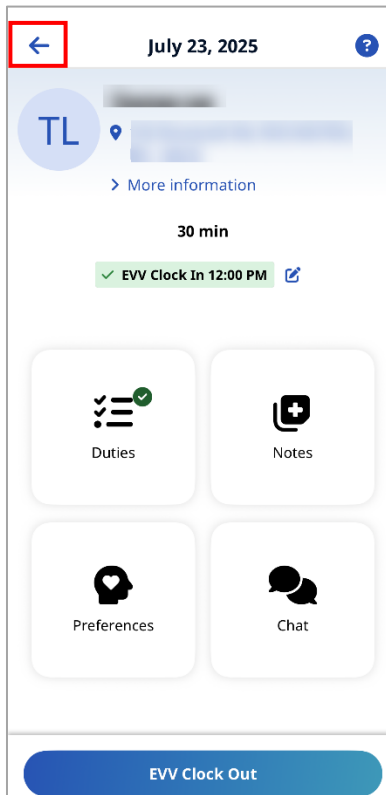


Tip: If services are provided in the community change the Visit Location from the beneficiary's home to the Community.

The map displays the following icons:

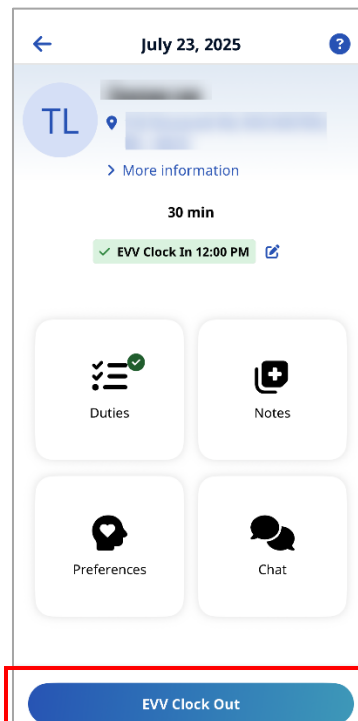
-  Clock-in location
-  Geofence surrounding the location.

5. The Visit Details page is displayed. Tap the back arrow to be returned to the schedule landing page.



Note: To add a note about the visit, tap the Notes icon. Notes are optional and not required. Additionally, notes are not reviewed by MDHHS staff.

6. When finished with services, tap EVV Clock Out at the bottom of the page.



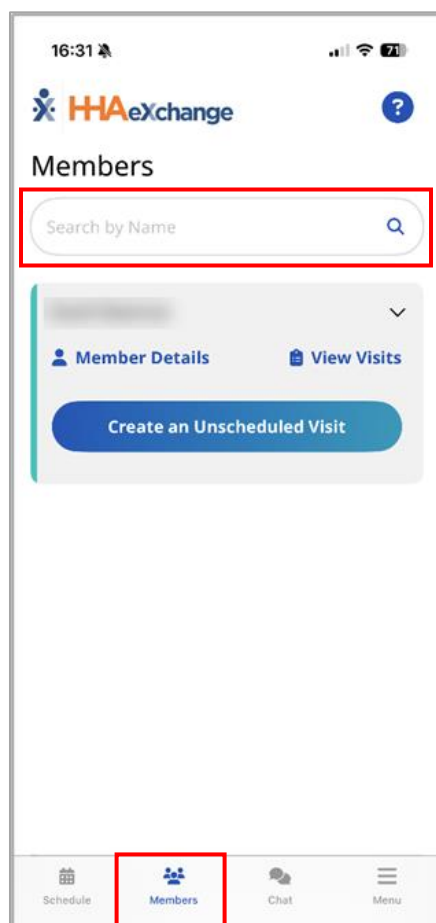
7. On the Electronic Visit Verification page, update GPS settings if needed and tap Continue to clock out of the visit.
8. The visit is complete.

Note: Visits may show a 'Pending Approval' status. This should refresh and show approved the next time the app is accessed.

Member

Used to view a list of all clients you can access. Caregivers can create an **Unscheduled Visit** for any beneficiary who has been approved by the MDHHS Adult Services Worker (ASW).

The Member page lists clients the caregiver has been approved to provide services for or has created a visit for in the past.



Select a listed beneficiary, or type part of a beneficiary name, and tap the Search icon (magnifying glass) to look up a Beneficiary you are authorized to visit. When you select a Beneficiary, caregivers can view Member Details and View Visits.

Member Details include the Beneficiary Name, Admission ID, Phone Numbers, and Addresses. Details cannot be edited and are sent to the HHAExchange system from CHAMPS.

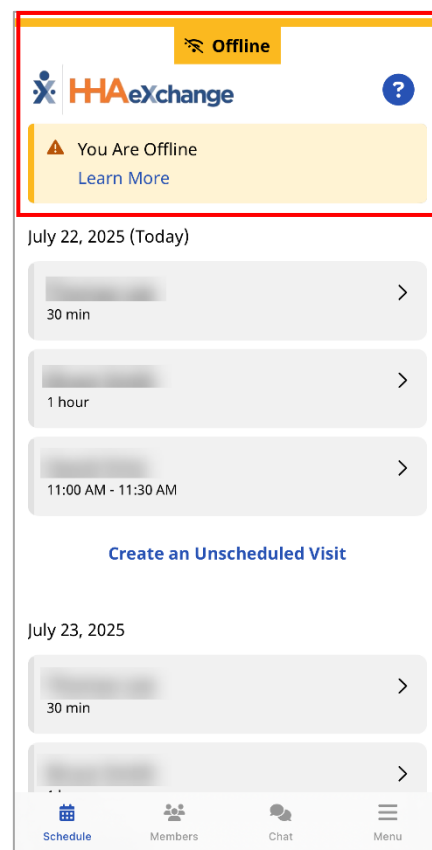
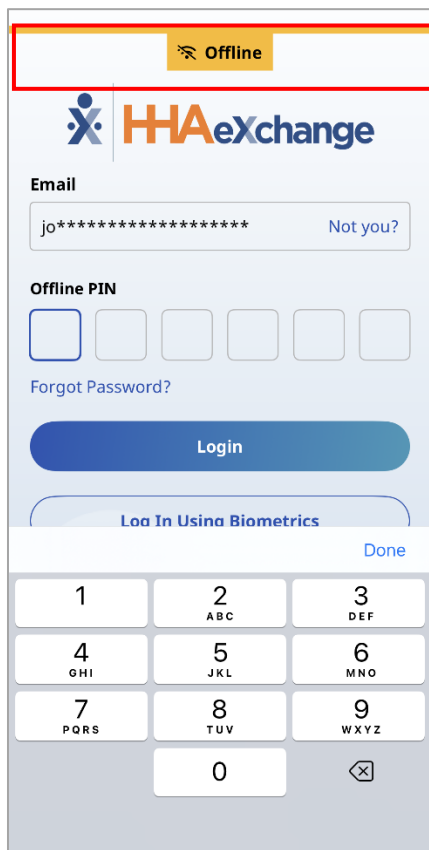
Menu

Returns the caregiver from any point in the Mobile App to the Menu.

Offline Mode

The mobile application has an offline mode that allows caregivers to use the mobile app when there is no cellular or internet connectivity. When the cellular or internet connection is restored, the mobile app automatically synchronizes with HHAExchange. When in Offline Mode, users can Log In with the Offline Pin, view existing Beneficiaries, as well as Start and End Visits. Make sure to choose a PIN that you will remember and protect it like a password. The Offline PIN **cannot** be reset by MDHHS and can only be reset by the caregiver when reconnected to internet or cellular signal.

As outlined in MDHHS policy bulletin [MMP 24-21](#), the data stored in the mobile application is time-sensitive and requires the caregiver to ensure access to a cellular or internet connection within seven(7) calendar days of service delivery.



A message displays on the App when you are in Offline Mode.

If a feature is selected that is unavailable while working offline a message will display 'Feature is not available while Offline'. Additionally, during clock in and clock out the GPS map will show blank, and a message will display to indicate the GPS location is not able to be captured.

The infographic explains how to use the mobile app in Offline Mode.

USING THE MOBILE APP IN OFFLINE MODE

Stay on track even with no signal - here's what you can do in Offline Mode.

PREPARE BEFORE YOU LOSE SIGNAL

1

Log in to the mobile app while you still have internet so it can load your visit and patient information.

2

Once you're in an area with poor signal, turn off your cellular data to enable offline mode.

3

Log in to the mobile app. Make sure you see the "Offline Mode Active" message.

All other app features are unavailable until you're back online.

ONCE LOGGED IN, AVAILABLE ACTIONS FROM TODAY'S SCHEDULE OR UNSCHEDULED VISIT SCREEN

1

Complete your visit tasks as usual (clock in/out, and/or enter duties).

2

The mobile app will upload everything once you're back online.

GET BACK ONLINE TO SYNC YOUR WORK

1

Turn on your cellular network.

2

Open the mobile app and log in.

3

Offline activity will upload automatically once you're back online.

Your clock-ins/outs and duties are automatically saved and synced!

As outlined in MDHHS policy bulletin [MMP 24-21](#), the data stored in the mobile application is time-sensitive and requires the caregiver to ensure access to a cellular or internet connection within seven(7) calendar days of service delivery.

Additional Resources

- For help downloading the app, updating your CHAMPS provider enrollment information, or for your mobile activation code, contact the Atypical Provider Hotline at 1-800-979-4662.
- Beneficiary Demographic Information Updates
 - o Address or phone number changes should be reported directly by the beneficiary
 - either online in MiBridges at michigan.gov/MiBridges,
 - directly to their Medicaid Eligibility Case Worker, and
 - to their Home Help Adult Services Worker (ASW).
 - o If the beneficiary has a secondary address where services are received, for the address to be added in the EVV system caregivers can contact the Atypical Provider hotline by phone at 1-800-979-4662 or email providersupport@michigan.gov

Document Revisions

Revisions to this document are noted below along with the revision date.

Version Date	Revision Description	Addition/Removal Date
1	Created	September 3, 2024
2	Added Atypical Provider Support Hotline information, GPS map icon information	October 14, 2024
3	Replaced mobile app screen shots and wording to align with HHAeXchange mobile app update taking place in November 2025. An Update to the HHAeXchange+ Mobile App is Coming! New Look: A refreshed, user-friendly interface that simplifies workflows, boosting compliance, and empowering care teams. An improved Offline Mode is more accurate and reliable, letting caregivers access patient info and manage visits even without internet. Once a connection is restored, the app automatically syncs with HHAeXchange.	November 2025
4	Added system requirements for new app update. The new mobile app supports iPhones and iPads running iOS or iPadOS 15 or higher, and Android devices running version 10 or higher.	November 25, 2025