

NEW App Communications Template for your agency

We know that change can sometimes feel overwhelming, but it doesn't have to be. We've drafted a message for you in both English and Spanish to share with your caregivers. This will help them easily switch from the old CMA App to the NEW HHAeXchange+ App.

How to use the template:

1. Edit the field marked in yellow.
2. Copy the text into your communications channel (email, text, slack)

Communication Draft for English speaking caregivers

Dear [Caregiver Name],

Starting [Month] 2026, HHAeXchange is upgrading to a new app called HHAeXchange+.

This means your old CMA app will no longer work after [DAY, MONTH, YEAR] and you should download your new app as soon as possible.

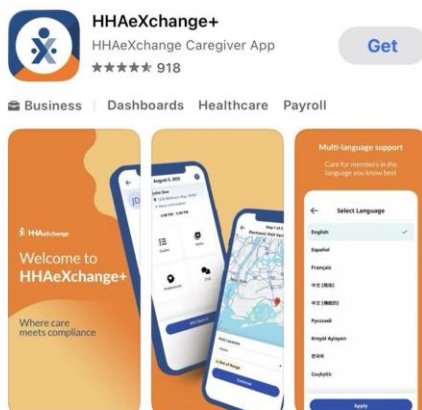
How to Switch to Your App:

- You'll see a pop-up in your CMA app
- Once you see that pop up, you'll have 2 weeks to switch to the new HHAeXchange+ app
- Your login, schedule, and visit history will all carry over
- You do not need to reset your password

****Note: Please do not try switching to the new app during a visit***

→ [This guide will walk you through 8 simple steps to switch to your new app.](#)

Look for this app – HHAeXchange+ – in the app store.



Questions? Reach out to [Contact Name] at [Phone/Email] if you have any questions.

Thank you,
[Agency Name]

Communication Draft for Spanish speaking caregivers

Estimado/a [Caregiver Name],

A partir de [MONTH] de 2026, HHAeXchange se actualizará a una nueva aplicación llamada HHAeXchange+.

Esto significa que su aplicación CMA actual dejará de funcionar después del [DÍA, MES, AÑO], por lo que deberá descargar la nueva aplicación lo antes posible.

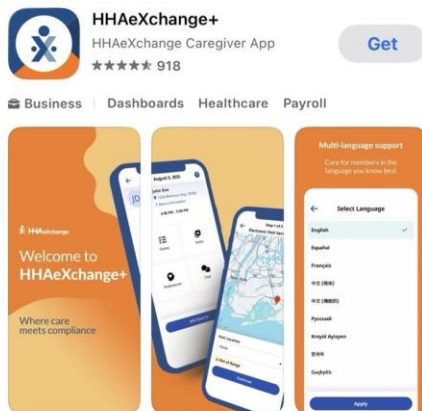
Cómo cambiar a su nueva aplicación:

- Verá una ventana emergente en su aplicación CMA.
- Una vez que vea esa ventana emergente, tendrá 2 semanas para cambiar a la nueva aplicación HHAeXchange+.
- Su nombre de usuario, horario e historial de visitas se transferirán automáticamente
- No necesita restablecer su contraseña

***Nota Importante:** Por favor, no intente cambiar a la nueva aplicación mientras esté realizando una visita.

→ [Esta guía](#) le mostrará 8 sencillos pasos para cambiar a su nueva aplicación.

Busque esta aplicación: HHAeXchange+, en la tienda de aplicaciones.



Gracias,
[Your Agency's Name]