

New Provider Registration Portal

We're pleased to announce the rollout of a new Provider Registration Portal designed to streamline the registration and onboarding experience. This enhancement reflects our ongoing commitment to providing the best tools and resources to support your needs.

To help you prepare, we've answered some common questions below.

1. What is the purpose of the Registration Portal?

This Registration Portal collects information about your agency to support EVV-compliant visits with all applicable payers. HHAeXchange will use the information you provide to create your Provider Portal, so please ensure all details are accurate before submitting.

2. Who should use the Registration Portal?

Agencies providing services in scope for EVV.

3. When asked to provide "Provider Name", what should I provide?

Enter the Provider Name exactly as it should appear on claims submitted to the payer.

4. What Provider Address should I provide?

Enter the address that will be used on claims and EVV encounters.

5. How do I answer the question "Does your agency use an EVV system to capture the start time, end time, and location of the members service"?

- Select **Yes** if your agency currently uses an EVV system other than HHAeXchange, and identify the system you use.
- Select **No** if your agency does not currently use an EVV system and will use HHAeXchange to perform EVV.

6. What happens after I complete the registration?

A welcome email will be sent to the email address provided in the form. This email includes helpful resources and next steps to support your onboarding.

7. What should I do if I have trouble registering or don't receive the welcome email?

If you experience issues completing registration or do not receive the welcome email, please submit a support ticket to the TCC Support Team through the [Services Portal](#).

[Click Here](#) to view instructions on creating an account or submitting tickets.