

06/30/2025

Important Reminders for HHAeXchange Customer Support Requests

Background:

On June 24, 2025, Texas Medicaid & Healthcare Partnership (TMHP) posted the provider notification, [Important Reminders for HHAeXchange Customer Support Requests | TMHP](#) informing program providers, financial management services agencies (FMSAs), and Consumer Directed Services (CDS) employers that use HHAeXchange as their state-provided Electronic Visit Verification (EVV) system vendor of the following methods to submit support requests.

- [The Client Support Portal](#)
- By calling 833-430-1307
- By emailing TXsupport@hhaexchange.com

Key Details:

The provider notification, [Important Reminders for HHAeXchange Customer Support Requests | TMHP](#), includes detailed information for the program providers, FMSAs, and CDS employers, so that their inquiries and tickets are resolved efficiently as possible.

Action Required:

By July 7, 2025, MCOs must post the provider notification or a link to the provider notification on their EVV webpage.

Contact:

EVVMCO@hhs.texas.gov

Type: Action Required

To: MMP; STAR; STAR+PLUS; STARHEALTH; STAR_KIDS

From: EVV