

Mississippi Provider Webinar FAQs

HHAExchange+ Mobile App & Conversations Webinar | June 24,
2026



The content contained herein ("Confidential Information") are the confidential property of HHAExchange and may not be copied or distributed outside the HHAExchange organization without the express written consent of HHAExchange. Distribution of this document or disclosure of any Confidential Information set forth herein to any party other than the intended recipient(s) of this presentation is expressly prohibited.

FAQs Guide

HHaEXchange+ is the new, free caregiver mobile app available to all Mississippi providers (including those using the state funded solution and those contracted with HHAX directly for the Enterprise version) starting July 6, 2026. It has a fresh look and new features to help busy agencies and on-the-go caregivers simplify care and compliance. Caregivers on the app are already rating it 4.8 ★ on Google! Top favorite features include simplified clock in/clock out, 23 languages for caregivers to choose from, an improved Offline Mode and GPS, and more.

Access & Timing

Q: Is HHAeXchange+ mobile app the paid Enterprise version?

A: No. HHAeXchange+ mobile app is the new, free caregiver mobile app for Mississippi providers. It is available to providers using the state-funded solution and to those contracted directly with HHAX for the Enterprise version.

Q: When can caregivers start using the new app?

A: Caregivers can download and use HHAeXchange+ mobile app starting July 6, 2026.

Q: When will the current mobile app no longer be available?

A: Caregivers have until **August 29, 2026** to voluntarily download the new HHAeXchange+ mobile app. Effective **August 31, 2026**, the new HHAeXchange+ mobile app will be required to complete EVV.

Features & Readiness

Q: Will Offline Mode change?

A: Offline Mode has been improved, but the way caregivers use the feature will not change.

Q: Will the provider portal update automatically?

A: Conversations will roll out in phases, and providers will be notified when their agency goes live and the feature is enabled in the portal.

Q: What should agencies do before go-live?

A: Share the caregiver user guide and plan internal training for your staff.

thank you