



2025 Aetna Better Health of Texas (ABHTX) Upcoming HHAeXchange Webinars

Background:

The state provided Electronic Visit Verification (EVV) system vendor, HHAeXchange will host a webinar on Oct. 23, 2025, pertaining to the HHAeXchange+ Mobile Application updates. The webinar will be recorded and available. HHAeXchange will host a Town Hall on Oct. 30, 2025, for EVV program providers, FMSAs, and CDS employers who use HHAeXchange as their EVV system. In addition, HHAeXchange's Annual System Training for Program Providers and FMSAs is scheduled for Nov. 13, 2025, and Dec. 10, 2025.

Key Details:

Oct. 23, 2025: Updates to the HHAeXchange+ Mobile Application

[Register for the Webinar.](#)

Beginning Oct. 27, 2025, and ending Nov. 17, 2025, HHAeXchange, will roll out an updated version of the HHAeXchange+ (HHAX+) mobile application to all HHAX+ users.

- If HHAX+ users have automatic updates enabled on their mobile device, the HHAX+ user will receive the new HHAX+ version when they log into the application during the rollout period.
- If HHAX+ users do **not** have automatic updates enabled on their mobile device, the HHAX+ user **must** manually update their HHAX+ mobile application by Dec. 3, 2025.

Oct. 30, 2025, 2:00pm – 3:00pm (CST): HHAeXchange Texas Town Hall

[Register for the webinar.](#)

- HHAeXchange hosts the virtual Texas Town Hall to share information on recent HHAeXchange system enhancements. HHAeXchange will review resolutions for holds in the EVV Aggregation Transaction Manager.
- Attendees will receive additional resources for support and participate in a live question and answer (Q&A) session.

Upcoming Annual System Training for Program Providers and FMSAs

o Nov. 13, 2025: 10-12pm CST; [Webinar Registration - Zoom](#)

o Dec. 10, 2025: 11-1pm CST; [Webinar Registration - Zoom](#)

We want to partner with providers on any concerns about this process. Do not hesitate to contact your Aetna Better Health of Texas Provider Relations Representative with any questions or comments.

CHIP

Bexar area
1-866-818-0959 (TTY:
711)
Tarrant area
1-800-245-
5380 (TTY: 711)

STAR (Medicaid)

Bexar area
1-800-248-
7767 (TTY: 711)
Tarrant area
1-800-306-
8612 (TTY: 711)

STAR Kids

Dallas and Tarrant
areas
1-844-787-5437 (TTY:
711)

Thank you for your valued partnership in caring for our Aetna Better Health Members.

Sincerely,

Provider Services and Chief Medical Officer
Aetna Better Health of Texas