An Important Message from

The Texas Health and Human Services Commission (HHSC)

HHAeXchange Outage Resolved

The HHAeXchange EVV system outage preventing users from clocking in and out of the HHAeXchange mobile application and causing intermittent login issues for their portal this morning, Friday, Jan. 16, has been resolved.

If you were unable to record an EVV visit during the outage, you will need to manually create a visit using the following reason code:

- Reason Code: No Electronic Clock In or Clock Out
- Number: 210
- Description: J - EVV system down

The list of EVV Reason Codes (PDF) and a quick reference guide with examples of When to Use Reason Code Numbers and Descriptions (PDF) is found on the EVV webpage.

Contact EVV with questions.