

Frequently Asked Questions for Electronic Visit Verification

HFS will update this FAQ frequently, so please check the HFS EVV website regularly for new information at [Illinois' Electronic Visit Verification \(EVV\) | HFS](#). Questions regarding EVV may be submitted to HFS.EVV@illinois.gov.

December 13, 2022

1. What is the status of EVV in Illinois?

Answer: Illinois originally launched EVV for personal care services (PCS) about 10 years ago. More specifically, Illinois Department on Aging and the Department of Human Services, Division of Rehabilitation Services (DHS-DRS) implemented EVV for their respective waiver programs around 2014. The Department of Human Services, Division of Developmental Disabilities (DHS-DDD) has not yet started EVV for their waiver programs.

To comply with the 21st Century Cures Act ([Federal Register 21st Century Cures Act](#)), HFS has secured a vendor to serve as the statewide EVV aggregator. Once the contract is finalized with the vendor, the DHS-DDD waivers will be prioritized first in the rollout of EVV. More information will be released at [Illinois' Electronic Visit Verification \(EVV\) | HFS](#) upon initiation of the statewide EVV aggregator contract.

There are two different types of home and community-based services (HCBS) that are required to participate in EVV, and each type has a different implementation date within the 21st Century Cures Act.

- EVV for Personal Care Services (PCS) had an implementation date of January 1, 2020. As stated above, Illinois has implemented EVV for PCS for the applicable HCBS waivers, except for the DHS-DDD waivers.
- EVV for Home Healthcare Services (HHCS) has an implementation date of January 1, 2023. Illinois submitted a Good Faith Effort Exemption request in November 2022, which will allow the date for EVV for home healthcare services to be delayed until January 1, 2024. We are awaiting a response from CMS.

2. Has Illinois been granted a one-year extension on EVV for Medicaid home health customers, or is January 1, 2023, the effective date?

Answer: Illinois submitted a Good Faith Effort Exemption request in November 2022, which will allow the date for EVV for home healthcare services to be delayed until January 1, 2024. We are awaiting a response from CMS.

3. Do home health agencies need to begin use of EVV for Illinois Medicaid customers beginning January 1, 2023?

Answer: No. Illinois submitted a Good Faith Effort Exemption request in November 2022, which will allow the date for EVV for home healthcare services to be delayed until January 1, 2024. We are awaiting a response from CMS.

4. Do nurses who provide services to children on the Medically Fragile Technology Dependent (MFTD) waiver fall under personal care or home health services?

Answer: Yes, nurses who care for individuals on the MFTD waiver fall under the home health services category.

5. How does a provider enroll or register for EVV under the new statewide EVV aggregator? Can Illinois provide instructions, along with the portal?

Answer: Training for provider agencies is a requirement of the new statewide EVV aggregator. More information will be forthcoming upon initiation of the contract. HFS will ensure provider education and materials are widely distributed.

6. Do provider agencies continue to use their existing systems or must they move to the new state EVV aggregator's system?

Answer: Provider agencies can elect to continue to use their current EVV system; however, the EVV provider will need to ensure all data is submitted to the EVV state aggregator.

Provider agencies have the option of using the EVV state aggregator directly. HFS provides 100% funding for the EVV state aggregator.

7. Is SanData still the state-selected EVV aggregator for DHS-DRS customers?

Answer: Yes. All questions regarding SanData should be referred to DHS-DRS. For questions regarding EVV, please call the DHS EVV Help Line at 1-888-713-5139 (1-888-575-0531 TTY) or email dhs.evv@illinois.gov.

8. Will the Managed Care Organizations (MCOs) be required to utilize the EVV system? Will this include both the HealthChoice Illinois and Medicare Medicaid Alignment Initiative (MMAI) programs?

Answer: Yes, MCO customers are included in EVV requirements. Provider agencies who contract with MCOs have the same options as outlined in Question #5 above.

9. With the implementation of EVV, will there be any exceptions for individuals who have Personal Support Workers or Individual Providers living in the same household, such as parents and guardians?

Answer: All providers of personal care services will be required to use EVV. There will be no exceptions.

10. Could you please specify what type of services are covered under the Personal Care Services?

Answer: Personal care services are in-home visits by a provider that include activities of daily living (ADL), such as bathing, grooming, dressing, meal preparation, household tasks, etc. Each HCBS waiver offers different services, with some waivers offering personal care services. To learn more about Illinois' HCBS waivers and those that include personal care services, visit: [Home and Community Based Services Waiver Programs | HFS \(illinois.gov\)](#).