



HFS

Illinois Department of
Healthcare and Family Services

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Frequently Asked Questions for Electronic Visit Verification

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The FAQs below include the most common EVV questions HFS has received related to Electronic Visit Verification (EVV). HFS monitors all questions received through HFS.EVV@illinois.gov. HFS will frequently update the FAQ, so please check the HFS EVV website regularly for new information.

1. Which aggregator will serve the state of Illinois?

Answer: HHAeXchange was selected as the EVV vendor and aggregator.

2. Illinois Department of Healthcare and Family Services submitted a Good Faith Effort to Federal Centers for Medicare and Medicaid requesting an extension of the Home Health services deadline date for EVV to January 1, 2024. Can you confirm Illinois is extending EVV Phase II, for HHCS, to 1/1/2024?

Answer: If approved by CMS, the Department plans to delay the implementation of EVV for home health services until January 1, 2024.

3. Can you please provide some clarification on the EVV system?

- Confirm your MCO's plans in regards to EVV.

Answer: Managed Care Organizations (MCOs) are required to ensure that any provider of personal care services or home health services are utilizing an EVV system, and that all data is being transmitted to HHAeXchange. Implementation timeframes and other information regarding this question will be addressed during the upcoming EVV trainings.

- Reason codes you will be using

Answer: This issue will be addressed during upcoming EVV trainings.

- The allowed radius you will be using for GPS verification, as well as the allowed variance for visit start times, if applicable

Answer: This issue will be addressed during upcoming EVV trainings.

- The allowed variance, in minute, that visit durations can differ the scheduled duration

Answer: This issue will be addressed during upcoming EVV trainings.

4. What is the start date of capturing EVV data?

Answer: The Department will release information regarding implementation dates for all programs once determined.

5. What is the “hard date” that all agencies must comply?

Answer: The Department will release information regarding implementation dates for all programs once determined.

6. Can you direct me to the process for agencies to get signed up, so that I may share that information once the agency inquires of us?

Answer: The information on how to sign up for EVV is not available at this time. The Department will release this information once determined.

7. Is the EVV requirement just for straight Medicaid, or is it also required for any Managed Care Organizations?

Answer: EVV is required are for all Medicaid customers receiving personal care services and home health services, regardless of if they are straight Medicaid or enrolled in an MCO.

8. Will we be reimbursed for any cost related to the EVV vendor services?

Answer: If a provider utilizes the Department’s EVV vendor, HHAeXchange, there will be no cost to the provider. If a provider opts to use an alternate EVV provider of their choosing, the cost of that service will be the responsibility of the provider. In this case, EVV data captured by the provider will be required to be transmitted to HHAeXchange, as the State’s aggregator. HHAeXchange will work with the provider agency and their EVV vendor to ensure the data is transferred correctly.

9. Does EVV apply to skilled nursing services with the MFTD waiver? This falls under Home Nursing and not Home Health. If so when is the deadline?

Answer: Yes, EVV applies to skilled nursing services for all Medicaid customers. The State has requested an extension that would extend the deadline for this implementation to January 1, 2024.

10. I thought the aide requirement was set for 1/1/2024 and nursing would be some time in the future but I’m not seeing that differentiation on the below site.

Answer: EVV for personal care services provided by aides is currently required but has not been implemented. This issue will be addressed during upcoming EVV trainings. EVV for nursing visits was required as of January 1, 2023. As stated above, the State has requested an extension for implementation until January 1, 2024.