

Illinois Department of Healthcare and Family Services (HFS) – Electronic Visit Verification (EVV) Communication

February 2026 EVV Reminders

Upcoming Trainings and Webinars

- **March 24, 2026, at 1 pm (CST), HHAeXchange Compliance Monitoring Training for Home Health Care Service (HHCS) and Homemaker provider agencies** – *This training is focused on provider use of automatic “Know Your Numbers” compliance reports and HHAeXchange tools for monitoring agency and caregiver EVV compliance.* [Register Here.](#)
- **March 26, 2026, at 11:00 am (CST), Quarterly Illinois EVV Townhall Webinar** – *This is a two-hour webinar that will cover updates to EVV policy, authorization processes, the HHAeXchange Client Support portal, and the Electronic Data Interchange (EDI) process.* [Register Here.](#)

Provider Agencies Using Third-Party EVV Vendors

- MUST ensure third-party EVV systems can capture all six elements required under the Federal 21st Century Cures Act (see [HFS EVV website](#) for Cures Act information) and are able to successfully integrate with HHAeXchange.
- Should follow steps outlined in HHAeXchange’s, “[Getting Started Checklist for Illinois State-Sponsored Alternate EVV Providers.](#)” Please note that testing and production credentials MUST be shared with the third-party vendor representative for successful integration with HHAeXchange. **Generally, provider agencies using third-party vendors that have previously integrated with HHAeXchange can forego the testing phase and proceed directly to production.*
- Provider agencies should consistently monitor their HHAeXchange portal to ensure visit data within the HHAeXchange system aligns with visit data in the provider agency’s third-party vendor system.
- Provider agencies should monitor visit rejection reports within their third-party EVV system and work to resolve those rejections with the third-party vendor. For HHAeXchange insight on visit rejections, please submit a sample of rejected visits to HHAeXchange via the HHAeXchange [Client Support portal.](#)