

Illinois Quarterly EVV Townhall Webinar

March 26, 2026



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Illinois Department of
Healthcare and Family Services

Introductory Comments



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EVV Policy Updates

Effective 04/01/2026



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State Fiscal Year (SFY) Quarters

- July 1 – September 30
- October 1 – December 31
- January 1 – March 31
- April 1 – June 30



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Quarterly Compliance Monitoring

- Is there EVV to support the claim?
- Did the visit capture all six elements required under the 21st Century Cures Act?
 - *Type of service performed;*
 - *Individual receiving the service;*
 - *Date of the service;*
 - *Location of service delivery;*
 - *Individual Providing the service; and*
 - *Time the service begins and ends.*
- Was the visit manually entered or edited?



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Quarterly Compliance Expectations

- 75% Overall visit compliance per SFY quarter; and
- Visit data to support any claims for service in scope for EVV during the SFY quarter.



Non-Compliance Penalties

- **First quarterly compliance occurrence:** Formal non-compliance notice and requirement for provider agency staff with administrative roles to complete HHAeXchange (HHA) Learning Management System (LMS) modules within thirty days;
- **Second quarterly compliance occurrence (non-compliant for two consecutive quarters):** Formal notice, requiring submission of a Compliance Action Plan (CAP) within ten (10) days and implementation within 20 days of approval; and
- **Third quarterly compliance occurrence (non-compliant for three consecutive quarters):** Referral to HFS Office of Inspector General (OIG) for investigation.



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Additional Requirements

- Tracking of full caregiver Social Security Numbers (see [HHA guidance](#));
- Mobile Application as preferred method of visit verification (**refer to DRS, DoA, and DDD policy to determine whether alternate methods are allowed and under what circumstances*);
- When Interactive Voice Response (IVR) is allowed: the phone line must be landline, belong to the individual receiving the service (e.g., participant, customer), and caller id must be included in the visit; and
- Provider agencies electing to use third-party EVV vendors **MUST** ensure vendor capacity to capture all six elements required under the 21st Century Cures Act, complete integration with HHA, and consistently transmit visit data for aggregation.



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EVV Readiness

- Ensure active enrollment in IMPACT;
- Completion of HHAEExchange [Provider Enrollment Survey](#);
- Completion of Steps within HHA's Getting Started Checklist – for [HHA users](#), or for [EDI providers](#); and
- Successful integration of a third-party EVV vendor with HHA when applicable.



MCO Responsibilities

- Successfully transmit to HHAeXchange authorization data for Home Health Care Services (HHCS) authorized under State Plan, Homemaker services authorized under the Elderly waiver, and HHCS and Homemaker services authorized under the DRS waivers;
- Establish and oversee EVV email contacts for providers to outreach regarding authorization concerns;
- Remediate authorization issues and concerns;
- Outline EVV responsibilities and requirements within provider agreements; and
- Facilitate outreach and education to EVV non-compliant providers.



MCO EVV Contacts

Aetna Better Health of Illinois - HealthChoice Illinois (HCI):
UMInquiryABHIL@AETNA.com

Aetna FIDE-SNP: AetnaLMMAIEVVCompliance@aetna.com

Illinois Blue Cross Blue Shield HCI: LTSS_SupportCtr@bcbsil.com

CountyCare Health Plan Illinois HCI:
countycare.evv@cookcountyhealth.org

Humana Health Plan FIDE-SNP: ILMMAI-LTSSCM@humana.com

Molina Healthcare of Illinois HCI & FIDE-SNP:
Itsseti@molinahealthcare.com

Meridian Health Plan, Inc. (DBA Wellcare) HCI & FIDE-SNP:
MeridianEVV@centene.com



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EVV Policy Contacts

State Plan Home Health Care Service (HHCS) Providers (billing HFS or MCOs)

- [HFS EVV website](#)
- HFS.EVV@illinois.gov

DDD HHCS and PSW Agencies

- [EVV Program Manual](#)
- DHS.DDDEVV@illinois.gov

DSCC HHCS Agencies

- [EVV Information and Resources](#)
- O365-dscc-evv@UIC365.onmicrosoft.com

IDoA Homemaker agencies (i.e., In-Home providers)

- [Partner Portal](#)
- Aging.EVV.Support@Illinois.gov

DRS Homemaker and HHCS Agencies

- [EVV Information for Agencies](#)
- DHS.EVV@illinois.gov



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2025 CAPs

State Plan, DSCC, DDD

- Non-compliance notices distributed between from October through November 2025;
- Ongoing performance monitoring by HFS, DSCC, and DDD;
- Review of overall visit compliance percentage and claims to EVV match for the 01/01/2026 to 03/31/2026 SFY quarter; and
- Referrals to HFS OIG for provider agencies either under 75% or continuing to submit claims without using EVV.



Lessons Learned

- Caregiver access to visit verification methods capable of capturing ALL six elements required under the 21st Century Cures Act;
- Provider Agency administrative monitoring of caregiver EVV compliance;
- Provider Agency training, policy implementation, and ongoing oversight of EVV compliance for services billed to ALL State and MCO payers;
- Provider Agency engagement with third-party vendors; and
- Provider Agency monitoring of visit data in both third-party system and HHAeXchange.



Acronyms

- EVV: Electronic Visit Verification
- HHCS: Home Health Care Services
- EDI: Electronic Data Interchange (Alternate EVV)
- API: Application Programming Interface
- RIN: Recipient Identification Number
- HFS: Healthcare & Family Services
- DDD: Division of Developmental Disabilities
- DSCC: Division of Specialized Care for Children
- DOA: Department on Aging
- DRS: Department of Rehabilitation Services





Terminology

- Payer = State = MCO = Contract
- Member = Client = Customer = Patient
- Provider = Agency
- Caregiver = Worker = Service Provider = Nurse
- EDI = Third-Party EVV = Alternate EVV

Agenda



- EVV Program Reminders
- Effective Use of Technical Customer Care
- Member Placement Review
- Alternate EVV Setup Process & Switching EVV Systems
- Recently Recorded Webinars & Resources for Providers



EVV Program Reminders

Provider Enrollment



All providers need an HHAeXchange Portal regardless of the system used for EVV

- If your agency does not have a portal with HHAeXchange, fill out the survey at the website address below
- At the time of filling out the survey, you need the following information:
 - Agency Identifiers (TIN/NPI)
 - Chosen EVV System (either HHAX State Sponsored or Alternate EVV)
 - Alternate EVV System contacts

Illinois - HHAeXchange Provider Enrollment Form



Providers will review detailed information to answer questions for portal creation in HHAeXchange.

- 1 Overview 2 Agency Contact 3 Agency Locations & Criteria 4 Agency Information
5 Electronic Visit Verification (EVV) 6 Next Steps

This HHAeXchange Provider Portal Questionnaire is designed to capture information about your agency that is necessary for the Illinois Division of Development Disabilities (DDD), Illinois Division of Specialized Care for Children (DSCC), Illinois Medicaid, Medicaid Managed Care, MMAI, and Illinois Department on Aging (DOA) to obtain confirmed visits and receive electronic claims from providers. This enrollment form applies to providers that are in scope for the personal care services and home health services that are required to submit EVV data to the Illinois Division of Development Disabilities (DDD), Illinois Division of Specialized Care for Children (DSCC), Illinois Medicaid, Medicaid Managed Care, MMAI, and Illinois Department on Aging (DOA). HHAeXchange will build your unique Provider Portal by utilizing the answers that you provide. Please ensure all the data entered is accurate for your agency as it will be used to configure and create your portal.

<https://www.cognitoforms.com/HHAeXchange1/IllinoisHHAeXchangeProviderEnrollmentForm>

Provider Status in IMPACT



Agencies are automatically linked to program payers once the agency's portal is created

- The Illinois Department of Healthcare and Family Services (HFS), the State Medicaid agency, sends HHAeXchange a weekly file with EVV in-scope provider agencies actively enrolled in IMPACT.
- Double Check that your business eligibility in IMPACT is current, any required licenses are current (e.g., Public Health license), revalidation activities have been completed when applicable, and agency identifiers such as Tax Identification Number (TIN) are current. If you require assistance making updates in IMPACT, please reach out to 1-877-782-5565 or IMPACT.Help@illinois.gov



Maintain HHAeXchange Admin User List



The person who filled out the enrollment survey received the first user login for your portal!

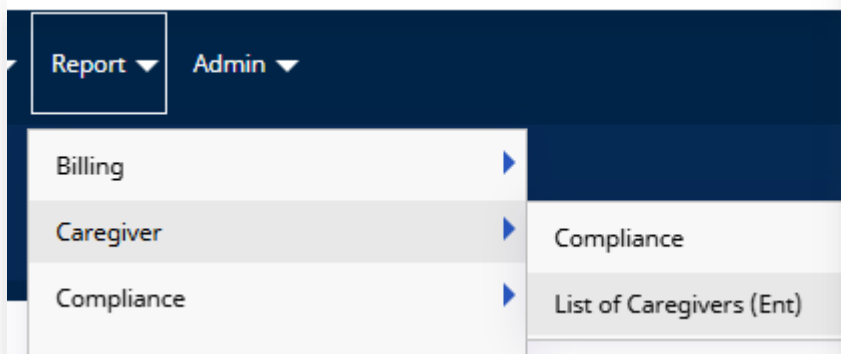
- The first user is set up as an Admin for your HHAeXchange portal
- The first user has the responsibility to set up other users from your agency in HHAeXchange
 - [This short video](#) reviews how to set up users!
- All Admin users will receive the monthly “Know Your Numbers” report via e-mail.
- **Note: Please ensure you have at least two Admin users in HHAeXchange.** If you only have one admin and that person leaves your organization, it is an arduous verification process to set up a new Admin through HHAeXchange Technical Customer Care due to HIPAA precautions.

> Identifying Caregivers with Invalid SSN



HHAeXchange has enhanced the List of Caregivers (ENT) report to include an additional filter, which allows agencies to pull a list of caregivers appearing to have an Invalid SSN on their HHAeXchange profile.

1. Navigate to Report > Caregivers > List of Caregivers (ENT)
2. Check box “Only Include Caregivers with Invalid SSN” and select “SSN” in the demographics section



List of Caregivers AWSWEBRP1 Report No. 116 HHA Reports - Version 2.98

List of Caregivers

Office(s) Discipline(s)

Caregiver Code First Name Last Name

Type Status Sort By

Hire Date From Hire Date To Hired Month

Last Work Date From Last Work Date To

☐ Caregiver not logged in to the mobile app since days

Terminated Date From Terminated Date To ☒ Only Include Caregivers with Invalid SSN

Application Date From Application Date To Restriction

Caregiver Team(s) Caregiver Location(s) Caregiver Branch(es)

This report displays a list of caregivers with the option to select from many caregiver attributes for display, as well as a number of sorting options.

Select Caregiver Demographics Columns

[Check All](#) [Clear All](#)

☒ First Name	☒ Middle Name	☒ Last Name
☐ Initials	☐ Gender	☐ Date of Birth
☒ Caregiver Code	☐ Time & Att. Pin	☐ Alternate Caregiver Code
☐ Ethnicity	☒ SSN	☐ Marital Status



Effective Use of Technical Customer Care



Demo

Collaborator in Salesforce

- **Be Mindful:**
 - Adding a collaborator allows that user access to the ticket and details shared between you and HHAeXchange
 - Ensure the person you are adding is allowed to have access to what is being discussed
- **Escalations:**
 - If you do not feel you are getting the appropriate assistance from the HHAeXchange team, please add the appropriate Operating Agency's EVV e-mail as the Collaborator
 - Operating Agency e-mails are available at the end of this presentation



Operating Agency E-mails for Collaborating



- **HFS:** HFS.EVV@illinois.gov
- **DDD:** dhs.dddevv@illinois.gov
- **DSCC:** O365-dscc-evv@uic365.onmicrosoft.com
- **DOA:** Aging.EVV.Support@illinois.gov
- **DRS:** dhs.evv@illinois.gov



Submitting Tickets



Tickets submitted through Salesforce should be specific and detailed.

- If we do not have enough information to start our investigation or understand what you need, we will be asking for more detail, resulting in a longer duration to get to resolution.
- This information is helpful to us to get a quicker resolution:
 - Member Identifier (if relevant)
 - Steps to reproduce if reporting a system issue
 - Screenshots of error messages
 - Transaction ID (if needing help with Alt EVV rejections)
 - The payer who the issue is associated with



Case Follow-up



- **How HHAeXchange communicates:**
 - Agents leave comments within the cases
 - Case comments are viewable within the Salesforce UI, as well as e-mailed to the reporter and any other users that are associated to the case
- **Auto-closing Cases:**
 - HHAeXchange sends three auto-reminders (one each subsequent business day) when we have not heard back from you on a case.
 - On the fifth business day of no response, the case is auto-closed
 - If you realize you still need assistance, please open a new case and reference the previous case number



Member Placement Review

Member Management by Contract



Contract	Program	Member Placement Responsibility
Division of Developmental Disabilities	HHCS & PCS (Personal Support Worker)	Provider Agency
Division of Specialized Care for Children	HHCS	Provider Agency
Department of Health & Family Services (State Plan)	HHCS	Provider Agency
IL MCOs	HHCS (when authorization is not required yet)	Provider Agency
IL MCOs	HHCS (when authorization is required)/DOA/DRS	Payer (MCO) OR Agency
IL Dept on Aging	PCS	Payer OR Agency
IL Division of Rehab Services	PCS & HHCS	Payer OR Agency

Provider Driven Placement



HHAX Providers

No Member & No Auth from Payer Data
Workflow:

- 1) Create a new member via HHAeXchange portal
- 2) Add Medicaid ID
- 3) Add Payer Contract
- 4) Add Service Code

**Adding the above items will lead to a successful connected placement without an authorization.

This applies to the following programs:

- DDD Personal Care
- State Plan, MCO, DSCC and DDD Skilled Nursing & Home Health Care Services

EDI/3rd Party Providers

- No Manual Entry Required
- Member is automatically created upon visit import from the 3rd Party API
- Refer to the [Illinois API Technical Specifications](#) for visit import details.
- For inquiries or further assistance, please create a support ticket via the [Provider EDI Integrations](#) help desk.



Successful Member Placement (HHAX EVV)



There are a few things to look for to identify a successful auto-placement:

1. No error at the top of the Payers(Contracts) screen
2. Alt. Patient ID Populated
3. History indicates successful payer placement

The screenshot displays the patient profile for Smith Joe (Active) with various demographic and administrative details. The 'Payers' section is highlighted, showing a table of payer placements. The 'Payer Status History' section is also visible, showing a log of placement attempts and their outcomes. Key elements are highlighted with green boxes to indicate successful placement criteria.

Patient Search

Smith Joe (Active)

Home Phone: -- Address: CHICAGO, IL 60614 Languages: -- Payer: UAT Payer Demo (SXS) Date of Birth: 01/01/1950 Patient [Alt ID]: -- [1000006] Admission ID: SXS-90032 Coordinators: Default Office: Demo Portal

Payers

Payer Placements

Placement ID	Payer	Is Primary Payer	Alt Patient ID	Service Start Date	Source Of Adm	Service Code	Discharge Date	Discharge To	Action
35958995	UAT Payer Demo (SXS)	☒	1000006	06/01/2025	--	--	--	--	...

Payer Status History

Placement ID	Date	Payer	Note	User Name
35958990	6/3/2025 10:35:09 AM	UAT Payer Demo (SXS)	Please note that Placement (35958990) has been deleted due to a new placement (35958994) sent by the payer.	Auto Placement (205667)
35958995	6/3/2025 10:35:08 AM	UAT Payer Demo (SXS)	The Placement request was completed successfully (06/03/2025, Alt Patient ID: 1000006, Payer Placement ID: 35958994)	Auto Placement (205667)
35958990	6/3/2025 10:33:22 AM	UAT Payer Demo (SXS)	The placement request has been sent to the Payer. A matching Payer Patient is not found.	cwardmidemprov
35958990	6/3/2025 10:33:22 AM	UAT Payer Demo (SXS)	Contract Added(06/01/2025)	cwardmidemprov



Unsuccessful Member Placement (HHAX EVV)



Unsuccessful member placement results in an error message at the top of the Payers (Contracts) screen. To troubleshoot, please follow these steps:

1. Check that the Medicaid ID (RIN) on the Member Profile is populated
2. Verify the Medicaid ID is correct via HFS MEDI or by calling 1-800-842-1461
3. If verification is successfully completed and still receiving an error, submit a ticket to Technical Customer Care

Smith Mary Active

Home Phone: -- Address: CHICAGO, IL 60614 Languages: -- Date of Birth: 01/01/1950 Patient [Alt ID]: -- [--] Admission ID: SXS-900033 Payer: UAT Payer Demo (SXS) Coordinators: Default Office: Demo Portal

Payers

Payer Placements

Jun 04, 2025 - No matching Patient found or a placement already exists for UAT Payer Demo (SXS) with Placement ID 35960787. Resend an auto placement request for this Payer. Resend Auto Placement Request

Placement ID	Payer	Is Primary Payer	Alt Patient ID	Service Start Date	Source Of Adm	Service Code	Discharge Date	Discharge To	Action
35960787	UAT Payer Demo (SXS)		--	06/01/2025	--	--	--	--	...

Payer Status History

Placement ID	Date	Payer	Note	User Name
35960787	6/4/2025 11:06:58 AM	UAT Payer Demo (SXS)	The placement request has been sent to the Payer. A matching Payer Patient is not found.	cwardmidemoprov
35960787	6/4/2025 11:06:50 AM	UAT Payer Demo (SXS)	Contract Added(06/01/2025)	cwardmidemoprov



Demo

Provider Driven Placement



Unsuccessful Member Placement (EDI)

Member Not Found Based on Qualifier Value



- Only use the Member's state-issued Recipient Identification Number (RIN), also referred to as the Medicaid ID, as the member identifier.
- Medicaid ID (RIN) will be a 9-digit value.
- If verification is successfully completed and still receiving an error, submit a ticket to Technical Customer Care

```
Member:
  required:
    - identifier
    - qualifier
  type: object
  properties:
    qualifier:
      maxLength: 50
      type: string
      description: Value being sent to uniquely identify the member.
      example: MedicaidID
    identifier: 012345678
      maxLength: 64
      type: string
      description: Member identifier identified by Member Qualifier.
      example: 1EG4TE5NL74
```



Identifying Existing Failed Member Placements (HHAX EVV)



All agencies have access to a report that identifies members where an attempt has been made to place with the payer, but an error exists.

- Navigate to Report > Patients > Auto Placement Report

The screenshot displays the HHAX EVV system interface. On the left, a dark blue sidebar contains a menu with the following items: Billing, Caregiver, Compliance, Events, EVV Compliance Reports, Exception Reports, Other Reports, and Patients. The 'Patients' item is highlighted, and a sub-menu is open showing 'Auto Placement Report'. In the top right corner of the sidebar, there are two dropdown menus labeled 'Report' and 'Admin'. Overlaid on the right side of the screen is a white form titled 'Auto Placement Report'. The form includes the following fields: 'Office(s):' with a dropdown menu set to 'All', 'Patient:' with a text input field, 'Visit From Date:' with a date picker, 'Visit To Date:' with a date picker, and 'Payer(s):' with a dropdown menu set to 'All'. A blue 'View Report' button is located at the bottom right of the form. The top right corner of the form displays the text 'AWSWEBRP1 HHA Reports - Version 2.98'.



Compliance Report Impact – Failed Placements



When auto-placement fails, the payer is **NOT** able to see your visits, and they will not count toward compliance until resolved.

- Please ensure your organization is familiar with the process, knows how to identify failed auto-placement and makes corrections as soon as those are identified
- HHAeXchange EVV users can refer to this [job aid](#) for step-by-step guidance on the auto-placement process within the portal.



EDI Process



Getting Started Checklist (Alternate EVV/Third Party EVV)



Once the survey is filled out, use this checklist (found at the **website address** below) to complete the integration with HHAX.

ILLINOIS STATE-SPONSORED ALTERNATE EVV PROVIDER'S

Getting Started Checklist

You have your HHAeXchange login credentials and are ready to get started--now what? We've created a checklist of the first steps you should take to set your agency up for success.

STEP 1

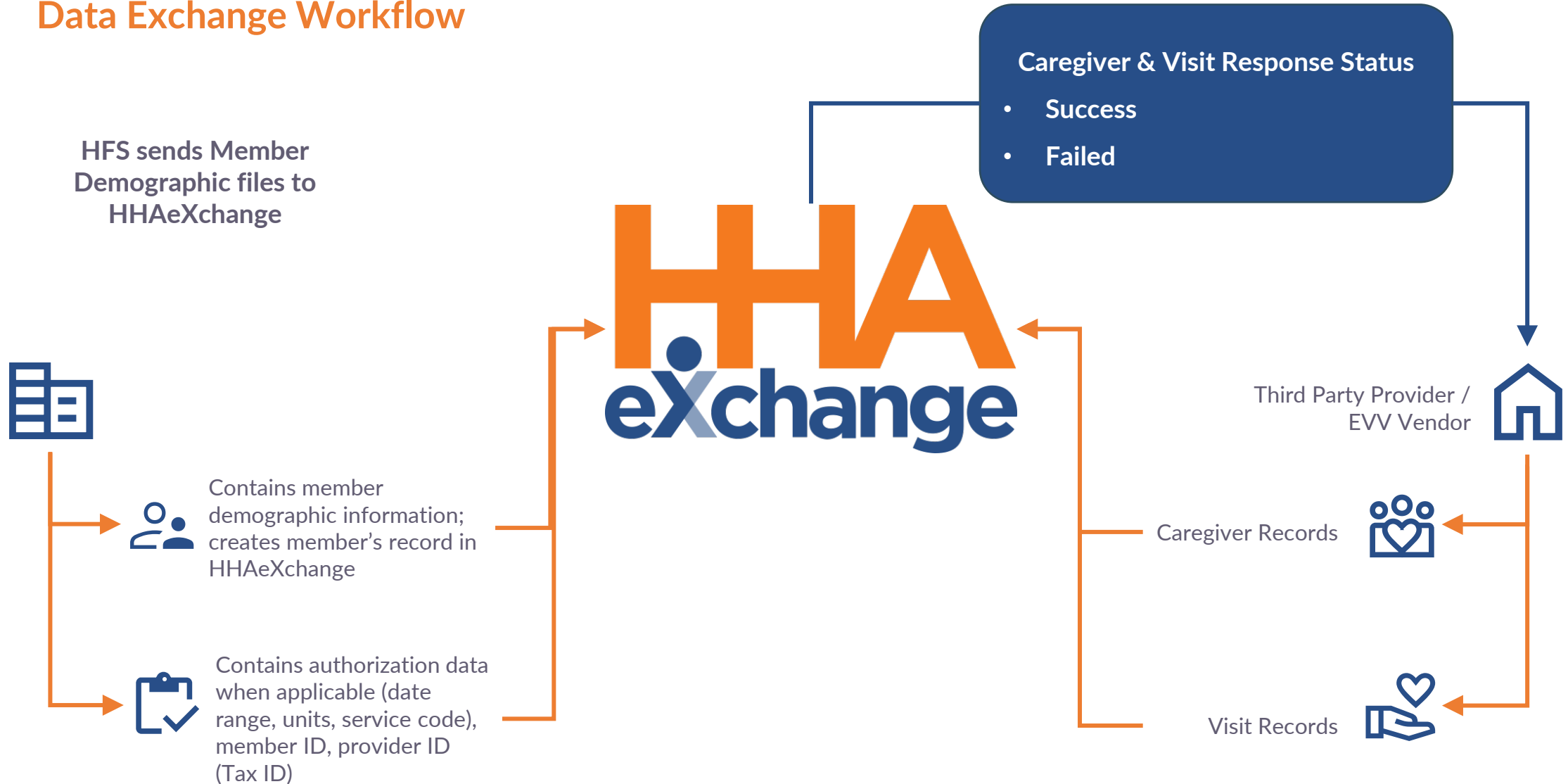
Review Alternate EVV Specifications with Your Vendor

Review the **Illinois Technical Specifications** with your vendor. All vendors must adhere to these specifications. When your vendor acknowledges that they can meet the requirements, please move to the next step.



EDI Provider

Data Exchange Workflow



Visit Import Rejections



- Through your Third-Party System's integration with HHAeXchange, your Agency will submit all required EVV data to the HHAeXchange Aggregator.
- Not all visits will import successfully. You will be provided a visit rejection reason for each visit that failed to import to the HHAeXchange Aggregator.
- It is your responsibility, with assistance from your Third-Party System and HHAeXchange, to continuously review and resolve visit import rejections.



Reviewing and Resolving Visit Import Rejections



- **Step One:** Regularly review your Agency's visit import rejections from the HHAeXchange Aggregator.
- **Step Two:** Based on the specific visit import rejection reason, you may need to change certain data points in your visit import. For example, you may need to change the Caregiver or Member information in order for the visit to import correctly. You must first work with your Third-Party System on resolving visit import rejections.
- **Step Three:** If you and your Third-Party System cannot resolve a visit import rejection, please submit a Customer Support ticket.
 - **Provide the Following Information to Submit a Successful Customer Support Ticket:**
 - Federal Tax ID
 - Third-Party System Vendor Name
 - External Visit ID / Transaction ID (Format: xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxxx)

> DOA & DRS Member Qualifier Update



- If you are experiencing rejections due to Member Qualifier Not Found, please ensure your vendor is using the correct qualifier value defined in the [specifications](#)

3	Member				
qualifier	Value being sent to uniquely identify the member. Possible Values: MedicaidID, Client ID, or Case Number. • For IL Department on Aging (IDOA), send Client ID. • For IL Division of Rehabilitation Services (DRSI), send Case Number. • For all other MCOs, send Medicaid ID.	50	String	Required	



Switching EVV Systems



HHAeXchange Portal – Switching EVV Methods



How do I switch from EDI to HHAX EVV or vice versa?

- Please submit a ticket to our Technical Customer Care team, advising them of your intent to switch from one method to another. Our team will be able to direct you through the proper steps
- The steps can also be found on the [State Info Hub](#) in the detailed FAQ
- If you need to switch Alt EVV Vendors, please fill out a NEW [Attestation](#) to let us know!



Recently Recorded Webinars

Getting Started & EVV Best Practices



Stay ahead of the curve with our exclusive *Electronic Visit Verification (EVV) Best Practices* webinar, designed to help your agency navigate the EVV Journey. Whether you're new to EVV or looking to optimize your current process, this webinar will help you along the way. This webinar was held on April 17, 2025. You can review the webinar below.

[Recording](#)
[Slides](#)

Compliance Monitoring



Stay ahead with actionable insights to enhance compliance and avoid payment delays. Effective EVV management is essential for running a smooth, compliant, and well-paid agency. In this exclusive webinar, we'll introduce you to the **Top EVV Compliance Reports** in HHAeXchange—tools designed to give you clarity, control, and confidence in your EVV process. This webinar was held on March 24, 2026. You can review the webinar below.

[Recording](#)
[Slides](#)

IL DRS/DOA EDI Onboarding



A webinar **designed specifically for Third-Party EVV Providers in Illinois** was held on January 27, 2026. This focused 1-hour session covered the basics of being a Third-Party EVV Provider, interacting with HHAeXchange as the Illinois state-wide EVV Aggregator, and addressing frequently asked questions. **Provider staff responsible for interacting with their Third-Party EVV Vendor** as they submit EVV visit data to the HHAeXchange Aggregator and **their Third-Party point of contact** benefitted from the webinar. You can review the webinar by clicking on the deck below.

[Recording](#)
[Slides](#)



IL DRS/DOA System Setup and Data Readiness



This training is designed to prepare your agency for successful onboarding to the HHAeXchange EVV Portal. We've walked through the essential setup steps required to ensure your system, users, and core data are ready for daily operations. This training was conducted on February 3, 2026, and you can review the webinar content below.

[Recording](#)
[Slides](#)



IL DRS/DOA Scheduling & Visit Capture



This training is designed to introduce the scheduling and visit capture features in HHAeXchange. These tools enable providers to set up schedules and allow caregivers to perform Electronic Visit Verification (EVV), making it easier to maintain compliance. This training was conducted on February 18, 2026, and the webinar content can be reviewed at the links below:

[Recording](#)
[Slides](#)

IL DRS/DOA Visit Maintenance



This training provides an end-to-end walkthrough of the Visit Maintenance feature and workflows in HHAeXchange to support accurate EVV capture and smooth daily operations. This training was conducted on March 10, 2026, and the webinar content can be reviewed at the links below:

[Recording](#)
[Slides](#)



IL DRS/DOA Linked Contract Training



This training is intended for those providers using the Enterprise version of HHAeXchange and is designed to give an overview of how you will see your placements on the new linked contracts, how to accept and merge placements from your internal contracts, and how to adjust schedules to the linked contracts. This training was conducted on February 17, 2026, and the webinar content can be reviewed at the links below:

[Recording](#)
[Slides](#)



Resources

> State Info Hub – IL State Plan, DDD and DSCC



The screenshot shows the HHAeXchange website's Illinois Information Center. The top navigation bar includes the HHAeXchange logo, links for Homecare Software, Technology, Resources, and Company, and a prominent orange 'Request Your Demo' button. The main header features a blue background with a white circle containing an orange map of Illinois, the title 'Illinois Information Center', and an orange 'Provider Enrollment Form' button. Below this, a left sidebar contains a 'TABLE OF CONTENTS' section with a list: 'OVERVIEW' (highlighted), 'ILLINOIS DEPARTMENT ON AGING (DOA)', 'ILLINOIS DIVISION OF DEVELOPMENTAL DISABILITIES (DDD)', and 'ILLINOIS HOME HEALTH (HH)'. The main content area, titled 'Overview', explains the partnership with HHAeXchange for EVV compliance and provides a link to the enrollment form.

HHAeXchange Homecare Software Technology Resources Company [Request Your Demo](#)

Illinois Information Center

[Provider Enrollment Form](#)

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- ILLINOIS DIVISION OF DEVELOPMENTAL DISABILITIES (DDD)
- ILLINOIS HOME HEALTH (HH)

Overview

Illinois has partnered with HHAeXchange to help Illinois providers become compliant with state and federal Electronic Visit Verification (EVV) requirements and ensure a simplified, user-friendly, and seamless experience.

The first step will be to fill out the Illinois – HHAeXchange Provider Enrollment Form, linked below, to identify yourself as an Illinois provider agency.

- Click here to complete the form: [Illinois – HHAeXchange Provider Enrollment Form](#)

<https://hhaexchange.com/info-hub/illinois>

> State Info Hub – DOA/DRS



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WELCOME TO HHAEXCHANGE

The Illinois Department of Healthcare and Family Services, the **Illinois Department on Aging (DOA)**, and **Illinois Division of Rehabilitation Services (DRS)** have partnered with HHAeXchange to support providers in maintaining compliance with state and federal EVV requirements and to deliver a streamlined, user-friendly experience.

As part of this agreement, HHAeXchange's EVV Portal will be deployed as the only no cost offering to program providers. HHAeXchange's EVV Portal will go live for providers on **March 2, 2026**, but there are a few steps you must take to ensure you are set up well in advance of this date.

All providers must **EITHER** use the HHAeXchange EVV Portal **OR** ensure that the provider's chosen EVV vendor connects with HHAeXchange to aggregate EVV data. The HHAeXchange EVV Portal will enable you to easily meet Illinois state requirements, providing a streamlined and user-friendly experience for both back-office staff and caregivers. In addition, Illinois providers will benefit by leveraging the HHAeXchange EVV Portal for workflow efficiencies including:

<https://www.hhaexchange.com/info-hub/illinois-doa-drs>

> NEW: HHAeXchange University (LMS)



Welcome to HHAeXchange University!

Brand new to HHAeXchange? Start by clicking **Register for an Onboarding Program** below.

To continue your progress, click **My Learning** in the top right corner.



What would you like to do?



Register for an Onboarding Program

If you are new to HHAeXchange,
start here.



Register for Annual Refresher Training

Register for annual refresher
training if applicable to your



View Course Catalog

Browse all available training
content

<https://university.hhaexchange.com>

LMS Self-Registration



Sign up for HHAeXchange University

Already have an account? [Sign In](#)

First Name

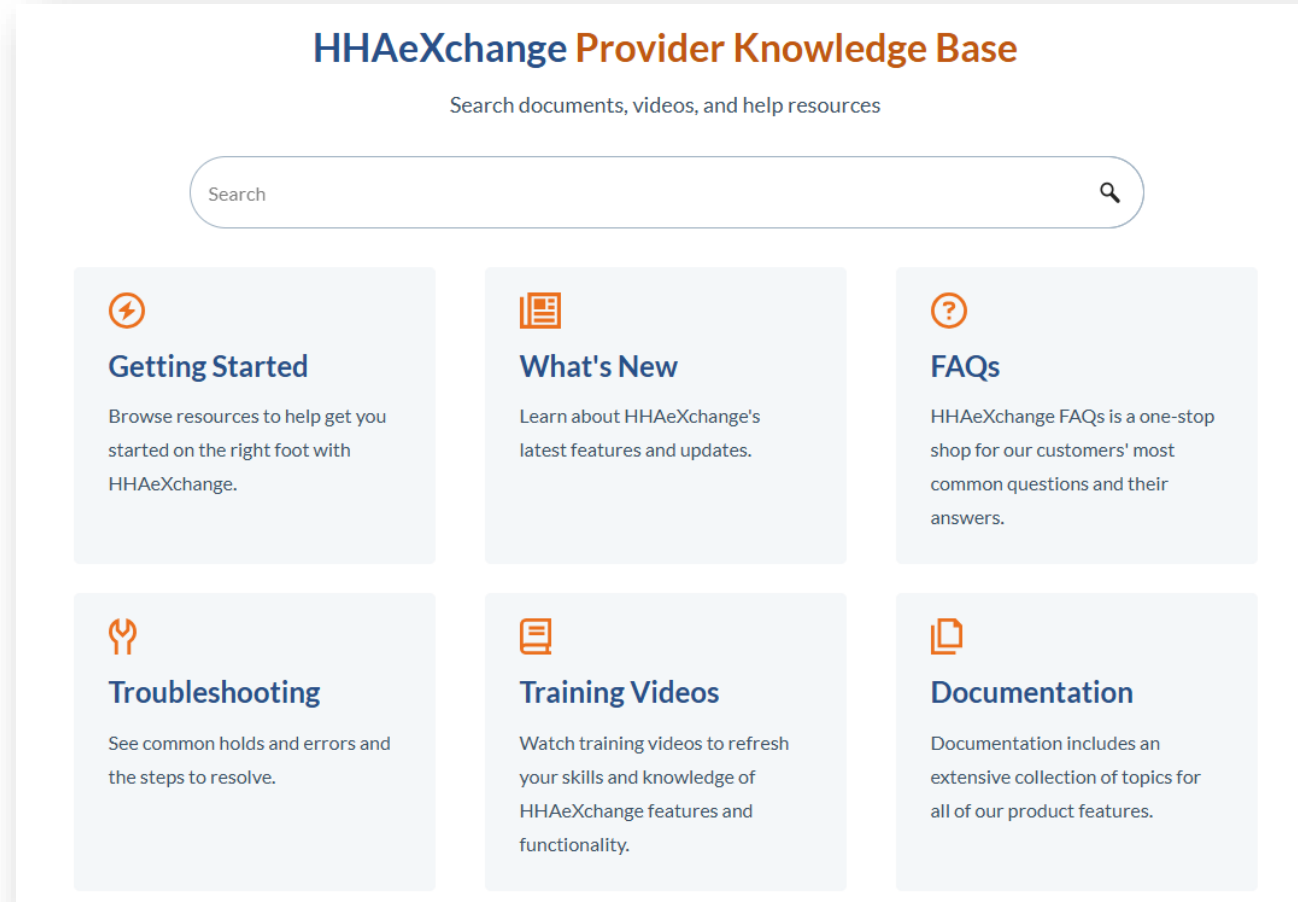
Last Name

Work Email

Password

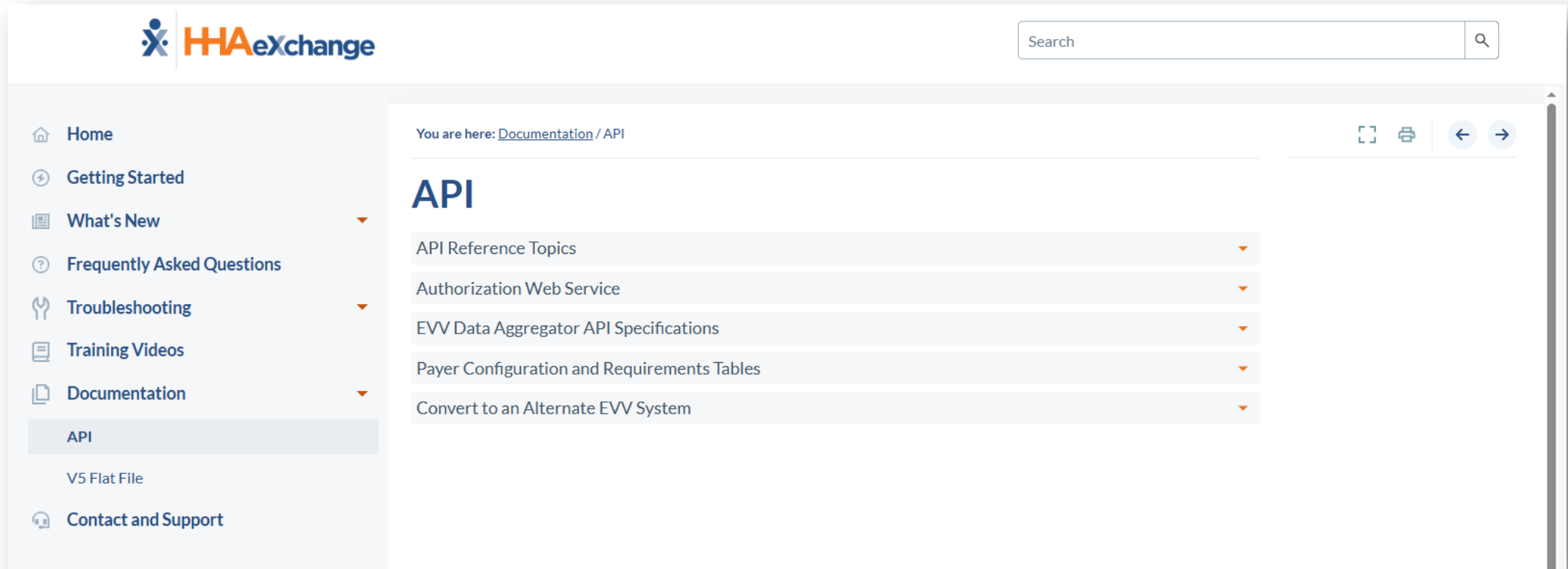
<https://university.hhaexchange.com>

NEW: HHAeXchange Knowledge Base



<https://knowledge.hhaexchange.com/enterprise/Content/Home/Home-N.htm>

NEW: HHAeXchange Knowledge Base (API)



<https://knowledge.hhaexchange.com/EDI/Content/Documentation/EDI/API.htm>

HHaEXchange Support

State Info Hub

<https://hhaexchange.com/info-hub/illinois>

Client Support Portal

<https://hhaexchange.my.site.com/s/login/>

Email

ILSupport@hhaexchange.com

Phone

1-646-821-8784

Illinois Support

HFS Email

HFS.EVV@illinois.gov

DSCC Email

O365-dscc-evv@uic365.onmicrosoft.com

DDD Email

dhs.dddevv@illinois.gov

DOA Email

Aging.EVV.Support@illinois.gov

DRS Email

dhs.evv@illinois.gov

Provider Resources



Q&A



Thank You!