

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

## March 26, 2026, Quarterly Illinois EVV Townhall Webinar

### Slides and Recording

The Slides and Recording from the March 26, 2026, Quarterly Illinois EVV Townhall are now available within the [EVV Townhall](#) section of the [HFS EVV website](#).

### Q&A

The State is working in collaboration with HHAeXchange (HHA) to develop a Questions and Answers (Q&A) document based on provider questions fielded during the March 26, 2026, Quarterly Illinois EVV Townhall webinar. This document will be communicated by way of the HFS EVV listserv.

## Provider Support Resources

### Technical Support

- For Technical Support with the HHAeXchange system, please submit a ticket to the HHAeXchange [Client Support Portal](#).
- The State and HHAeXchange strongly advise provider agencies to include more than one provider agency representative on the ticket, as tickets will automatically close within five (5) business days if there is no response from the provider agency.
- Provider agency administrators may request Client Support Portal access for additional users within their agency. Please review the [HHAeXchange Provider Knowledge Base](#) article on the [Client Support Portal](#) for guidance.
- Provider agencies with third-party vendors may add a third-party vendor representative to tickets related to integration concerns. To be added to a ticket, third-party vendor representatives must submit [requests](#) to HHAeXchange for a Client Support profile. Please ensure your third-party vendor representative has your provider agency's HHA Customer ID and Tax Identification Number (TIN).
- When a provider agency has an open Client Support Portal ticket and experiences a lack of adequate assistance from HHA, the provider agency may add the Illinois Medicaid program they serve to the ticket as a collaborator. Please use the appropriate email address listed within the "Illinois Medicaid Programs" section of this communication.

## Managed Care Organization (MCO) Authorizations

- Illinois MCOs are required by the State to ensure successful transmission of authorization data to the HHAeXchange system. If your provider agency has been serving a client who has been enrolled with a MCO for more than 15 days and there is no authorization data within the HHAeXchange system, please reach out to the MCO directly with your concern. See [MCO EVV Contact list](#).
- Provider agencies that have reached out to a MCO and did not receive a response within three business days should forward their MCO email communication to [HFS.EVV@illinois.gov](mailto:HFS.EVV@illinois.gov) for escalation to MCO leadership.

## Illinois Medicaid Programs

- Provider agencies with questions or concerns regarding EVV policy requirements should reach out directly to the Illinois Medicaid Program(s) they serve for guidance.
  - [Aging.EVV.Support@illinois.gov](mailto:Aging.EVV.Support@illinois.gov) for Illinois Department on Aging (IDoA) EVV policy;
  - [DHS.EVV@illinois.gov](mailto:DHS.EVV@illinois.gov) for Illinois Department of Human Services – Division of Rehabilitation Services (DRS) EVV policy;
  - [DHS.DDDEVV@illinois.gov](mailto:DHS.DDDEVV@illinois.gov) for Illinois Department of Human Services – Division of Developmental Disabilities (DDD) EVV policy;
  - [O365-dscc-evv@UIC365.onmicrosoft.com](mailto:O365-dscc-evv@UIC365.onmicrosoft.com) for Division of Specialized Care for Children (DSCC) EVV policy; and
  - [HFS.EVV@illinois.gov](mailto:HFS.EVV@illinois.gov) for Medicaid State Plan Home Health EVV policy.