

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

April 16, 2026

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

### Frequently Asked Questions (FAQ)

The State and HHAeXchange have addressed questions submitted ahead of and during the March 26, 2026, Quarterly Illinois EVV Townhall Webinar. The FAQ can be accessed [here](#).

## April 15, 2026, Know Your Numbers (KYN) Reports

### KYN Reports for Home Health Care Service (HHCS) Provider Agencies

As relayed in HHAeXchange's April 15, 2026, [communication](#) to Illinois providers, the compliance data reflected for HHCS billed to Illinois Department of Healthcare and Family Services (HFS), HealthChoice Illinois (HCI) Managed Care Organizations (MCOs), and Fully Integrated Dual Eligible Special Needs Plan (FIDE SNP) MCOs may not be accurate. The Department and HHAeXchange are working to resolve this. **PLEASE NOTE THIS IS ONLY APPLICABLE TO STATE PLAN MEDICAID HHCS, NOT DSCC, DDD, DRS OR DOA SERVICES.**