



**HFS**

Illinois Department of  
Healthcare and Family Services

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## Illinois EVV Communication

Date: April 1, 2025

To: Personal Care Services (PCS) and Home Health Care Services (HHCS)  
Providers

Re: April 2025 Illinois Electronic Visit Verification (EVV) Reminders and  
Announcements

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### REMINDERS

The [Illinois Department of Healthcare and Family Services \(HFS\)](#) is reminding Personal Care Service (PCS) and Home Health Care Service (HHCS) providers of the following:

- Direct use of HHAeXchange (HHA) or transmission of EVV to HHA from a third-party EVV system is **REQUIRED** for:
  - Personal Support Workers (PSWs) and HHCS providers billing IDHS-DDD; HHCS providers billing Division of Specialized Care for Children (DSCC); and HHCS providers billing Illinois Medicaid, HealthChoice Illinois (HCI) Managed Care Organizations (MCOs), and Medicare-Medicaid Alignment Initiative (MMAI) MCOs.
- Per [HFS](#), [IDHS-DDD](#), and [DSCC](#) policy, the above provider populations are required to have an overall EVV compliance rate of 50% by **May 1, 2025**.
- HHA is **NOT** live for providers serving [IDHS-DRS](#) Home Services Program (HSP) customers or [IDoA](#) Community Care Program (CCP) customers. HSP and CCP providers may **NOT** yet use the free State-sponsored HHA software to fulfill HSP and CCP requirements and should **continue business as usual until further notice from IDHS-DRS and IDoA**.

### ANNOUNCEMENTS

The following announcements are applicable **ONLY** to providers currently required to use HHA or transmit EVV to HHA from a third-party EVV system, and **NOT** providers serving IDHS-DRS HSP or IDoA CCP customers.

- **NEW HHA Customer Support Portal:** Effective April 1, 2025, Illinois providers must use HHA's new [Customer Support portal](#) to submit requests to HHA for technical Support.
  - Providers with tickets that are open at the time of HHA's transition to the new Customer Support portal will have their tickets transferred over to the new portal.
  - Providers that have opened a ticket within the last 60 days should have received a "Create Your Support Login" email from HHA, offering guidance on setting up new usernames and passwords for HHA's new Customer Support portal. The new [Customer Support portal login page](#) includes a form for providers to request credentials.
  - Providers may continue to request technical support from HHA via their Illinois EVV Helpline at 1-833-961-7429 and Illinois email support address: [ILsupport@hhaexchange.com](mailto:ILsupport@hhaexchange.com).
  - Providers may watch HHA's new [support portal overview video](#) for guidance.
- **NEW HHA Trainings:** HHA is hosting two trainings intended to assist providers with developing an HHA portal, using HHA directly or integrating a third-party EVV system with HHA, and tracking EVV compliance.
  - These trainings are ONLY intended for providers currently in-scope for HHA and NOT providers billing IDoA, DRS, or the MCOs for service provision to Elderly or DRS waiver customers.
  - In-scope providers who have not yet completed [HHA's Illinois provider enrollment survey](#) should do so **as soon as possible**.
  - Providers may register for HHA's "EVV Best Practices" training on **April 17, 2025 from 2 to 3 pm (CST)** at this [registration link](#). During this training, HHA will cover provider onboarding steps and ensuring successful EVV usage.
  - Providers may register for HHA's "Boost Your EVV Compliance" webinar on **April 29, 2025, from 11 am to 12 pm (CST)** at [this registration link](#). During this training, HHA will cover troubleshooting tools and EVV compliance monitoring technique for providers.
  - The training recording and materials will be uploaded to [HHA's Illinois Information Hub](#).

For additional Illinois EVV resources and guidance, providers are encouraged to visit [HHA's Learning Management System](#), [HHA's Illinois Information Hub](#), and [HFS' EVV website](#).

For questions regarding this notice, please email [HFS.EVV@illinois.gov](mailto:HFS.EVV@illinois.gov).