



**HFS**

Illinois Department of  
Healthcare and Family Services

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## Illinois Electronic Visit Verification (EVV) Communication

Date: May 5, 2025

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

Re: May 2025 Illinois Reminders and Training Announcement

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The following reminders and training announcement are applicable **ONLY** to Division of Specialized Care for Children (DSCC), Illinois Department of Human Services—Division of Developmental Disabilities (IDHS-DDD), and State Plan HHCS providers (billing Illinois Medicaid or MCOs) currently required to use HHAeXchange (HHA) or transmit EVV to HHA from a third-party EVV system, and **NOT** providers serving Illinois Department of Human Services—Division of Rehabilitation Services' (IDHS-DRS) Home Services Program (HSP) or Illinois Department on Aging's (IDoA) Community Care Program (CCP) customers.

### REMINDERS

- 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**. State payers will begin outreach to providers with overall EVV compliance under 50% after HHA's release of the June 15, 2025, "Know Your Numbers" compliance reports.
- **Recordings and Slides** from HHA's November 8, 2024 "EVV Compliance Report Training" and April 17, 2025, "EVV Best Practices Webinar" are available in the "Training" section of [HHA's Illinois Information Hub](#).
- **New Customer Support Portal:** On April 1, 2025, HHA transitioned to a new [Customer Support portal](#).
  - Providers may continue to request technical support from HHA via their Illinois EVV Helpline at 1-833-961-7429 and Illinois email support address at [ILsupport@hhaexchange.com](mailto:ILsupport@hhaexchange.com).

- Providers may watch HHA's new [support portal overview video](#) for guidance.
- Providers who submitted a ticket and did not receive initial assistance from HHA within three business days should escalate their concern with ticket # to their respective State payer ([DSCC](#), [DDD](#), or [HFS](#)).

## HHA TRAINING ANNOUNCEMENT

This training is **ONLY** applicable to providers currently transmitting EVV to HHA from a third-party EVV system.

- **Illinois Alternate EVV (EDI) Provider Lunch & Learn** is intended for providers using third-party EVV vendors to transmit EVV data to HHA for aggregation. Third-party vendors may attend this training as well.
  - This training will cover guidance on transmission of visit data, common rejection reasons, frequently asked questions, and will allow time for questions and answers.
  - The training is scheduled for **May 19, 2025, at 12 pm (CST)**.
  - Providers and third-party vendor representatives may register at this [registration link](#).

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).