Illinois Quarterly EVV Townhall Webinar

June 16, 2025

HFS
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Introductory Comments

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EVV in Illinois

HHAeXchange (HHA) is the State's elected EVV vendor and aggregator.

Provider agencies may use HHA for FREE or use a qualified third-party EVV vendor.

Provider agencies with third-party EVV vendors are REQUIRED to transmit visit data to HHA for aggregation.

Billing and Payroll features are NOT currently available through the free HHA option.

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Illinois HHA Implementation Timelines

September 1, 2023

- DDD Personal Support Workers (PSWs) billing through ACES$ are required to use CellTrak for EVV. HHAeXchange (HHA) aggregates ACES$ PSW EVV data.
- DDD PSW agencies are required to either use HHA directly or transmit EVV data from a third-party EVV system to HHA for aggregation.

December 31, 2023

- DSCC, State Plan (Illinois Medicaid or MCO), and DDD Home Health Care Services (HHCS) agencies are required to either use HHA directly or transmit EVV data from a third-party EVV system to HHA for aggregation.

June 2025

- HHA aggregation of DRS Personal Assistants (PAs), Individual Provider (IP) CNAs, IP RNs, and IP LPNs visit data from Sandata.

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DRS and DoA Provider Agencies

IDoA

- Homemaker agencies currently required to secure their own third-party EVV vendors and use EVV for service provision to Community Care Program (CCP) customers.
- Original go-live date for availability of free HHA option to IDoA Homemaker agencies: November 1, 2024.
- November 1, 2024, go-live date was postponed (see 07/12/2024 HFS Provider Notice).
- **New go-live date TBA.**
- Billing processes to remain the same.

DRS

- DRS has its own EVV vendor and aggregator, Sandata.
- Homemaker and HHCS agencies serving Home Services Program (HSP) customers with under ten staff may use Sandata at no cost.
- Homemaker and HHCS agencies serving HSP customers with ten or more staff must secure their own third-party EVV vendors and transmit visit data to Sandata for aggregation.
- **Availability of free HHA option: TBA**.
- Billing processes will remain the same.

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The "Why" Behind EVV

Legislative
- Illinois: Save Medicaid Access and Resources Together (SMART) Act (2012)
- Federal: 21st Century Cures Act (2016)

Provider Liability
- Evidence to support services were rendered as authorized, quality assurance monitoring of staff.

Customer Health, Safety, and Welfare
- Services support impairment and needs based assessment, ability to report concerns via EVV system.

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The "Why" Behind EVV

Claim Reliability

- EVV data aligns with payment for services/payment is based on actual service delivery. Provider was qualified to perform services.

Fiscal Integrity and Accountability

- Preventing improper payments, reduction of fraud and waste. In 2018, the Congressional Budget Office predicted that EVV would save states $290 million over a 10-year period.

EVV Policy for Providers In Scope for HHA

Illinois Department of Healthcare and Family Services (HFS)	Division of Developmental Disabilities (DDD)	Division of Specialized Care for Children (DSCC)
• EVV Policy for State Plan HHCS providers (billing Illinois Medicaid or the MCOs)	• EVV Policy for PSW and HHCS provider agencies	• EVV Policy for HHCS provider agencies

Policies, cont.

HFS, DDD, and DSCC policies all reflect a requirement for 50% overall visit compliance within six (6) months of HFS, DDD, and DSCC compliance threshold start dates.

75% overall visit compliance required within 12 months of compliance threshold start dates.

ALL Medicaid Providers billing Illinois Medicaid, DSCC, DDD, DRS, IDoA, or MCOs for Personal Care Services (PCS) or HHCS are required to attest to EVV compliance during IMPACT revalidation.

DSCC, DDD, and State Plan HHCS providers that do not achieve 75% overall visit compliance within 12 months of the start of their respective compliance threshold timeframes will be required to develop remediation plans. Failure to complete remediation activities may result in a referral to HFS' Office of Inspector General (OIG) for fraud, waste, and abuse investigation.

DSCC providers may be put "on hold." DDD providers may be subject to Overpayment Recovery, Denial of Claims, Suspension, or Termination.

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EVV Policy for Providers In Scope for HHA cont.

- Questions regarding HFS State Plan HHCS EVV Policy: HFS.EVV@illinois.gov
- Questions regarding DDD EVV Policy: DHS.DDDEVV@Illinois.gov
- Questions regarding DSCC EVV Policy: O365-dscc-evv@UIC365.onmicrosoft.com
- Questions regarding DoA EVV Policy: Aging.EVV.Support@Illinois.gov
- Questions regarding DRS EVV Policy: DHS.EVV@illinois.gov

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The Role of the State

Provide guidance on EVV policy and implementation processes.

Broker resources, including avenues for technical assistance.

Monitor EVV compliance across all EVV in-scope provider agencies, issuing corrective action plans as needed.

Compliance monitoring: remediation & corrective action plans.

Communicate systemic concerns to HHAeXchange weekly.

Disseminate updates to agencies on factors impacting EVV compliance.

Elevate unresolved issues to HHAeXchange leadership.

State payers and the MCOs do **NOT** provide technical assistance. Must come from HHA or respective third-party vendors.

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What is the State Monitoring?

- **Visit compliance**—does the visit capture the type of visit performed, the individual receiving services, date of service, location of service delivery, individual providing the service, and the time the service begins and ends? Were edits made to the visit after the service was performed?
- **Provider EVV adoption**—are EVV in-scope providers enrolled with HHA and actively using the HHA system, or transmitting EVV data from a third-party EVV system to HHA for aggregation?
- **Paid Claims to EVV analysis**—is there EVV data present to support the service claim?
- **"Know Your Numbers" Reports**—sent to EVV in-scope provider agencies on the 15th of every month cc the State. Offers overall visit compliance percentage for the preceding month. <u>HFS, DSCC, and DDD leveraged reports sent on 5/15/2025 for determining outreach to provider agencies with under 50% overall visit compliance.</u>

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What is the State Monitoring? cont.

- **Provider agency tracking of full caregiver Social Security Number (SSN)**—communicated in a July 26, 2024, HFS Provider Notice, with a deadline of **October 27, 2024.** The State reviews monthly reports from HHA that track providers' compliance with this requirement.

The Role of MCOs

Transmission of authorizations (when required) to HHA for State Plan HHCS provider agencies.

FUTURE transmission of authorizations to HHA for Homemaker agencies serving HSP (DRS) or CCP (DoA) customers enrolled with MCOs for management of waiver services.

FUTURE transmission of authorizations to HHA for HHCS agencies serving HSP (DRS) customers enrolled with MCOs for management of waiver services.

Addressing authorization concerns from provider agencies via MCO EVV inboxes.

Remediating authorization transmission issues.

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Addressing MCO Authorization Concerns

Contact MCO
- At email included in MCO Contact List
- Verify MCO successfully transmitted authorization for patient and authorization has not expired

Contact HHA
- Via HHA Client Support portal if MCO indicates authorization successfully transmitted and is current

Contact HFS.EVV@illinois.gov
- If MCO is non-responsive.
- With HHA ticket number if HHA is non-responsive

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Importance of Proper IMPACT Enrollment

The IMPACT system is the source of provider data the State is transmitting to HHA—HHA receives a weekly provider file from the State for ALL EVV in-scope provider agencies.

Providers will NOT have access to HHA or the ability to successfully transmit EVV to HHA for aggregation when:

- Business Eligibility Date has expired and/or the provider agency fails to complete revalidation activities.
- Current required licenses (i.e., public health license) have not been uploaded to IMPACT.
- The Provider Agency's Tax Identification Number (TIN) in IMPACT does not align with the TIN the provider agency entered when completing enrollment with HHA.

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Importance of Proper IMPACT Enrollment (cont)

The IMPACT system is the State's source of provider agency contact information—Provider agencies must maintain current email, mailing addresses, administrator names, and phone numbers in IMPACT.

For Guidance and Technical Assistance with IMPACT updates:
- 1-877-782-5565
- IMPACT.HELP@illinois.gov

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Additional State EVV Resources

- HFS EVV Website
- HFS Provider Notices (select "Electronic Visit Verification" category to receive EVV specific emails and provider notices)
- DDD EVV Website
- DSCC EVV Website
- DRS EVV Website
- DoA EVV Standards

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Sign up for HFS EVV Communications

- Visit the HFS Provider Notice Subscription webpage
- Enter your email address
- Select "Electronic Visit Verification"
- Submit

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Illinois Provider EVV Townhall

June 2025

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**

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 & EDI Process

> Member Placement Review

> EVV Compliance & Caregiver SSN Reporting

> Recently Recorded Webinars

> Refreshed 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

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

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.

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.

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.

https://info.hhaexchange.com/getting-started-checklist-illinois-alternate-evv

EDI Provider
Data Exchange Workflow

HFS sends Member Demographic files to HHAeXchange

Caregiver & Visit Response Status

- **Success**
- **Failed**

Contains member demographic information; creates member's record in HHAeXchange

Third Party Provider / EVV Vendor

Caregiver Records

Contains authorization data when applicable (date range, units, service code), member ID, provider ID (Tax ID)

Visit Records

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-xxxxxxxxxxxx)**

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)	Payer (MCO) 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.

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.

This applies to the following programs:
- DDD Personal Care
- State Plan, MCO, DSCC and DDD Skilled Nursing & Home Health Care Services

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

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

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

Reports Updates

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

EVV Compliance Reports Pathway

- Navigate to **Report** module > **EVV Compliance Reports**

EVV Compliance Summary
Previously named Exception Summary by Vendor Report

- **Overview:** Provides EVV % exception based on payer for selected date range.

- **Who should run it**: Staff whose responsibilities include EVV compliance.

- **How often it should be ran:** At minimum, once per week.

EVV Compliance Summary

EVV Compliance Summary Report

Office(s):- UMA healthcare ,UMA Dallas office		Coordinator: All
Type of Service: Non-Skilled	From Date: 1/1/2024	To Date: 1/1/2025
Caregiver Team(s): All	Caregiver Location(s): All	Caregiver Branch(es): All
Payer(s): All	Include Type: All	Healthcare Common Procedure Coding System (HCPCS)(s): All

Sr.#	Payer	Total Visits	Total EVV Compliant Visits	Confirmed Visits	Billed Visits	Missed Visits	Visits with Exceptions	% Exceptions	EVV Compliance Percentage
1	Billing Demo	436	5	25	22	1	20	80.00%	20.00%
2	Life Care Demo Payer (KHC)	1,721	34	148	103	2	114	77.03%	22.97%
3	Life Care Demo Payer (UMA)	627	29	81	41	2	52	64.20%	35.80%
4	MI home health	6	2	5	2	0	3	60.00%	40.00%
	Total:	2,790	70	259	168	5	189	72.97%	27.03%

EVV Compliance by Caregiver
Previously named Exception by Caregiver Report

- **Overview:** Provides EVV % exception based on Caregiver for selected date range.

- **Who should run it**: Staff whose responsibilities include EVV compliance.

- **How often it should be ran:** At minimum, once per week.

EVV Compliance by Caregiver

EVV Compliance By Caregiver (New)

Office(s):	From Date: 12/28/2024	To Date: 1/3/2025
Caregiver: All	Type of Service: Non-Skilled	Coordinator: All
Discipline(s): All	Service Code(s): All	Contract(s): All
Caregiver Location(s): All	Caregiver Team(s): All	Caregiver Branch(es): All
Include Type: All		

Sr.#	Contract	Caregiver Code	Caregiver Name	Total Visits	Confirmed Visits	Total EVV Compliant Visits	Billed Visits	Missed Visits	Visit with Exceptions	% Exceptions	EVV Compliance Percentage
1				7	7	5	2	0	2	28.57%	71.43%
2				7	5	0	2	0	5	100.00%	0.00%
3				7	7	4	2	0	3	42.86%	57.14%
4				7	7	7	2	0	0	0.00%	100.00%
5				5	4	4	0	0	0	0.00%	100.00%
6				7	7	7	2	0	0	0.00%	100.00%
7				7	7	5	2	0	2	28.57%	71.43%
8				7	7	6	2	0	1	14.29%	85.71%
9				7	4	4	2	3	0	0.00%	100.00%
10				5	5	5	2	0	0	0.00%	100.00%

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

Boost Your EVV Compliance

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 5 EVV Compliance Reports** in HHAeXchange—tools designed to give you clarity, control, and confidence in your EVV process. This webinar was held on April 29, 2025. You can review the webinar below.

Recording

Slides

EDI Provider Lunch & Learn

An exclusive Lunch & Learn webinar **designed specifically for Third-Party EVV Providers in Illinois** was held on May 19, 2025**. 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.
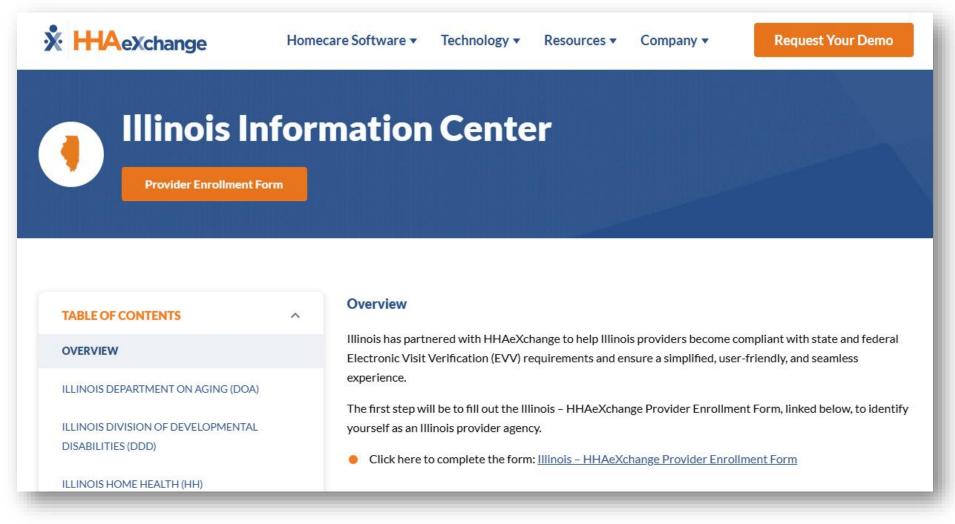
Recording

Slides

Resources

UPDATED: State Info Hub

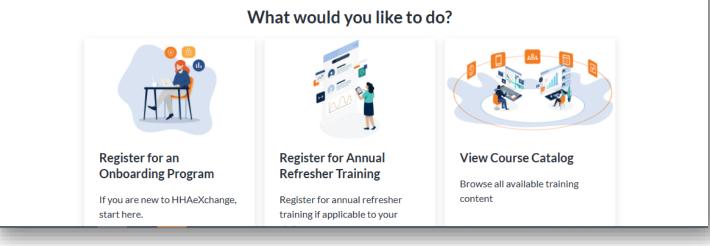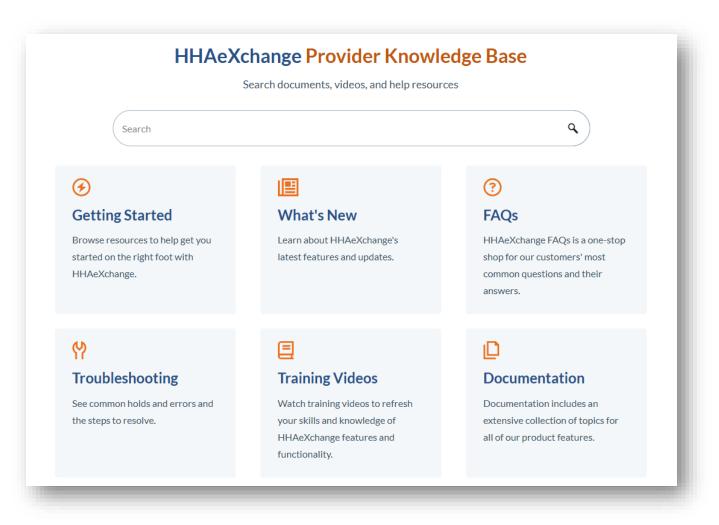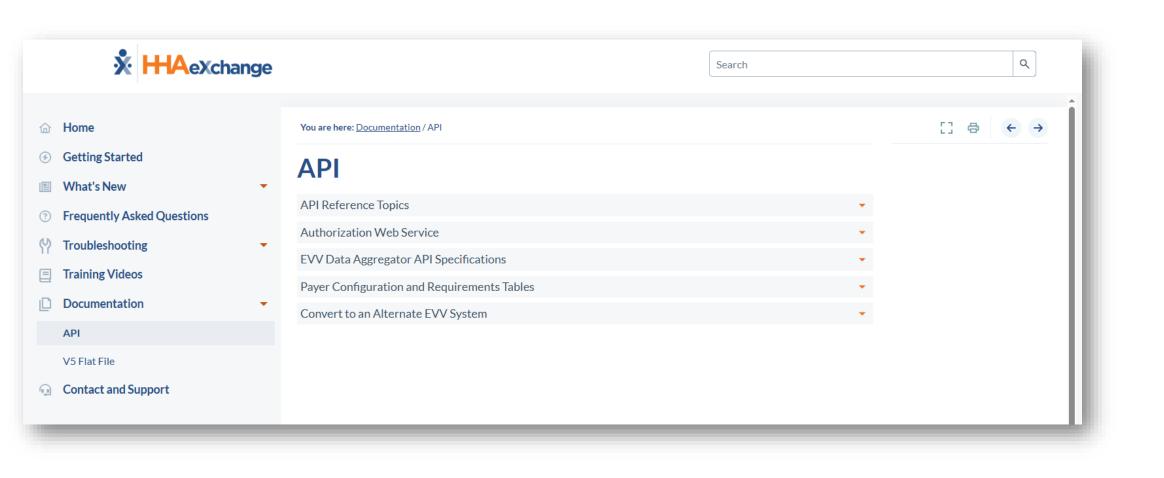https://hhaexchange.com/info-hub/illinois

NEW: HHAeXchange University (LMS)

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

Provider Resources

Q&A

Thank You!