Illinois Quarterly EVV Townhall Webinar

September 19, 2025

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Introductory Comments

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Expanding HHAeXchange Access to IDoA and DRS Provider Agencies

DoA and DRS EVV History

- Homemaker (Home Care) agencies serving DRS Home Services Program (HSP) and IDoA Community Care Program (CCP) customers have been required to use EVV for over a decade now (see 2012 Save Medicaid Access and Resources Together Act).

- Home Health Care Service (HHCS) agencies serving HSP customers are required to use EVV (see Feb 2025 policy) as the result of the Federal 21st Century Cures Act.

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DoA and DRS EVV History, cont.

- DRS secured their own EVV vendor, Sandata, when the SMART Act went into effect. DRS policy requires Homemaker and HHCS agencies with ten or more staff to contract with an EVV vendor and transmit visit data to Sandata for aggregation. Agencies with under ten staff may use Sandata at no cost.

- IDoA requires Homemaker agencies to secure their own EVV vendors and currently conducts on-site compliance reviews.

- Questions regarding current DoA and DRS EVV policies: Aging.EVV.Support@Illinois.gov, DHS.EVV@illinois.gov

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Expanding HHAeXchange Access to DoA and DRS Provider Agencies

- Providers will be offered the choice of using HHAeXchange at no cost, or maintaining current third-party EVV vendors

- If maintaining current vendors, provider agencies and their vendors will be required to complete integration activities and transmit visit data for aggregation

- Provider agencies will ensure visit data is in the HHAeXchange for ALL customers, regardless of whether DoA, DRS, or an MCO is paying for services

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Spring 2026 DoA/DRS Go-Live

- Informational sessions, training, timelines for required use of the free HHAeXchange solution/integration with third-party vendors, and the 21st Century Cures Act requirement for a "minimally burdensome" EVV system.

- Consideration of current DoA and DRS requirements for provider agencies and the need to map out transitional guidance.

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How Should IDoA and DRS Providers Prepare?

- Subscribe to [EVV Provider Notices and Email Notifications](#)

- Ensure your agency's IMPACT enrollment is ACTIVE, with current business eligibility and administrative contact information

- Ensure your agency's contact information is current with DRS and with IDoA

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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**

- **DRS: Division of Rehabilitation Services**

- **IDoA: Illinois Department on Aging**

Terminology

- **Payer = State = MCO = Contract**

- **Member = Client = Customer = Patient**

- **Provider = Agency**

- **Caregiver = Worker = Service Provider = Nurse**

- **EDI = Third-Party EVV = Alternate EVV**

IDoA & DRS
Agency Onboarding

Onboarding Milestones

Fall 2025

Fall/Winter 2025

Winter 2026

Early Spring 2026

- Attend Information Session
- Complete EVV Provider Enrollment Form
- Receive Welcome Packets
- EDI Providers: Review integration specs and complete attestation
  - Work with the HHAX Integration team to setup and test the integration before go-live
  - Attend EDI webinars

- **IDOA/DRS Go-Live**
- Open Office Hours w/HHAX Staff

- Receive Welcome Letter
- Sign up for an Information Session

- Obtain access to HHAX Learning Management System (LMS)
- Attend system user training webinars
- Complete required system training
- Log into HHAX portal
- IDOA/DRS data linked and available in HHAX portal
- Review data and complete set up for Go-Live

Integration Strategy

- The Welcome Letter will contain the Provider Enrollment Survey, which allows agencies to designate as Alternate EVV (EDI) providers

- Agencies identified as Alternate EVV will follow the steps in the Alternate EVV Getting Started Checklist

- **Note:** If your vendor is not listed on the next slide, or Epic is your EVV system, please get started as soon as possible after you've received the Welcome Letter
  - **Testing is required for all new vendors**, and the testing timeline is dependent on the vendor
  - Vendors who are already integrated do not need to repeat testing, and production credentials will be issued after the attestation is enrollment survey are complete

Vendors Currently Integrated with HHAeXchange

Caresmartz360	Alora	Netsmart
Axxess Technology	Medsys	CareVoyant
CellTrak	MatrixCare	Arrow
Verveware LLC	Provisio Partners	Axxess
Kantime	Paycom Payroll LLC	MITC
**Epic	AxisCare	WellSky
HCHB	CareTime	Sandata
Aquila Software Inc	Boss Software Solutions LLC	eRSP (Kaleida Systems)
AxisCare	Quantum Solutions	EPAY Systems
Generations Homecare System	AlayaCare	

**Testing is required for all agencies using Epic

HHA Free Solution Strategy

- The Welcome Letter will contain the Provider Enrollment Survey, which allows agencies to designate as using the HHAeXchange State-Sponsored portal

- If you are curious about what the State-sponsored solution offers, a demo and overview will be provided during the **Information Sessions**

- Agencies identified as State-sponsored EVV will follow the steps in the State-sponsored EVV Getting Started Checklist

- **Note:** If you have a contract currently with another vendor, and your agency considers using the State-sponsored system, it is up to you to coordinate that change with your current vendor
  - **Agencies can use the State-sponsored portal at any time after the go-live date**

HHA Paid Solution Strategy

- Agencies will receive a welcome letter, but the enrollment survey does not need to be filled out

- At the time of go-live, agencies will be linked to the appropriate contracts in HHAeXchange.

- Specific information about transitioning to the linked contract, merging member records, billing, etc. will be shared with your agency as the implementation progresses

- **Note:** If your agency is curious about the State-sponsored portal, please make sure to attend the **Information Session**

DSCC, DDD, and State Plan Home Health Providers

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June 16, 2025, RECAP

Current State Program EVV policies, State Compliance Monitoring, HHAeXchange Compliance Reports

Implementation Timelines by State Payer

IMPACT Enrollment

MCO Authorizations and Provider Driven Placement

Maintaining Admin Users

EDI Process

Resources and Recent Webinars

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October-November 2025 Non-Compliance Outreach

DSCC, DDD, and State Plan ONLY

Claims/Encounters Absent EVV

Claims to Illinois Medicaid, Medicaid Managed Care Organizations (MCOs), DSCC, or DDD for EVV in-scope procedure codes (see "services in scope") that do not align with EVV data within HHAeXchange

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October to November 2025 Non-Compliance Outreach

DSCC, DDD, and State Plan ONLY

Transition from Year-To-Date (YTD) to Quarterly

- HFS, DSCC, and DDD will reach out to provider agencies with an overall EVV compliance percentage under 75% for the 07/01/2025 through 09/30/2025 quarter.

Rationale

- YTD does not account for recent improvement or decline in provider EVV performance

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What Informs Compliance Percentage?

Does the visit capture all six elements required under the 21st Century Cures Act?

Were there manual edits to the visit?

Were staff sufficiently trained to use EVV prior to service delivery?

Has there been a change in vendor?

Has there been sufficient administrative oversight of staff compliance with EVV requirements?

Does the number of members and visits have a greater impact on compliance percentage?

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October-November 2025 Compliance Action Plans (CAPs)

Reminder

- The State began monitoring EVV compliance in October of 2024 for State Plan, DDD, and DSCC provider agencies

CAP Letter

- Sent by HFS, DDD, or DSCC to provider agencies under the 75% quarterly compliance threshold
- Requires EVV performance improvement within timeframe specified by State agency

HFS OIG

- Failure to complete remediation within specified timeframe will result in a referral to HFS OIG

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COMING SOON: Updates to HFS, DDD, and DSCC EVV Policies

- Monitoring compliance percentage by State Fiscal Year quarters
  - o **Quarter 1:** *July 1 to September 30*
  - o **Quarter 2:** *October 1 to December 31*
  - o **Quarter 3:** *January 1 to March 31*
  - o **Quarter 4:** *April 1 to June 30*

- Penalties
  - o **Under 75% or no EVV usage for one quarter in SFY:** *Provider Agency Admin completion of HHAeXchange Learning Management System (LMS) training*
  - o **Under 75% or no EVV usage for two quarters in SFY:** *Formal Compliance Action Plan (CAP)*
  - o **Under 75% or no EVV usage for three quarters in SFY:** *Referral to HFS OIG*

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Updates to Know Your Numbers (KYN) Reports

- Two October 2025 Reports will be sent to provider agency administrators.

- Beginning November 2025, KYN reports will reflect compliance percentage for the preceding State Fiscal Year (SFY) quarter and compliance percentage for the current quarter to-date.

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Location of Service Delivery

EVV Requirement
- One of six elements EVV must capture, per the Federal: 21st Century Cures Act (2016)

State Recommended Method
- Caregiver usage of respective EVV vendor's mobile application on caregiver cell phone
- Captures GPS location at start and end of service delivery
- Capable of offline mode

Alternatives
- Interactive Voice Response (IVR)--appropriate for landline only
- Fixed Object Device (FOB)—at cost to agency, requires installation in customer's home

Reminders for ALL Providers

Reach out to State Payers for Policy Questions

- HFS/State Plan
- DSCC
- DDD
- DRS
- DoA

Contact HHAeXchange or Your Third-Party EVV Vendor for Technical Assistance

- HHAeXchange Client Support Portal

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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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Demo
Collaborator in Salesforce

Tips for Effective Use of Salesforce

Submitting Tickets

Tickets submitted through Salesforce should be specific and detailed.

- If we do not have enough information to start our investigation or understand what you need, we will be asking for more detail, resulting in a longer duration to get to resolution.
- This information is helpful to us to get a quicker resolution:
  - Member Identifier (if relevant)
  - Steps to reproduce if reporting a system issue
  - Screenshots of error messages
  - Transaction ID (if needing help with Alt EVV rejections)
  - The payer who the issue is associated with

Collaborating

- **Be Mindful:**
  - Adding a collaborator allows that user access to the ticket and details shared between you and HHAeXchange
  - Ensure the person you are adding is allowed to have access to what is being discussed

- **Escalations:**
  - If you do not feel you are getting the appropriate assistance from the HHAeXchange team, please add the appropriate Operating Agency's EVV e-mail as the Collaborator
    - Operating Agency e-mails are available at the end of this presentation

Case Follow-up

- **How HHAeXchange communicates:**
  - Agents leave comments within the cases
  - Case comments are viewable within the Salesforce UI, as well as e-mailed to the reporter and any other users that are associated to the case

- **Auto-closing Cases:**
  - HHAeXchange sends three auto-reminders (one each subsequent business day) when we have not heard back from you on a case.
  - On the fifth business day of no response, the case is auto-closed
  - If you realize you still need assistance, please open a new case and reference the previous case number

Community Visit Feature

- The HHAeXchange Mobile App offers a community visit feature to all users*. This feature allows caregivers to select community when they are clocking in and out from outside of the member's home, allowing the EVV to skip the GPS radius validation.

  - **Note:** monitor this closely to ensure caregivers use this appropriately

*Check your office settings to ensure the community feature is enabled. More information about this can be found in the Knowledge Base.

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.
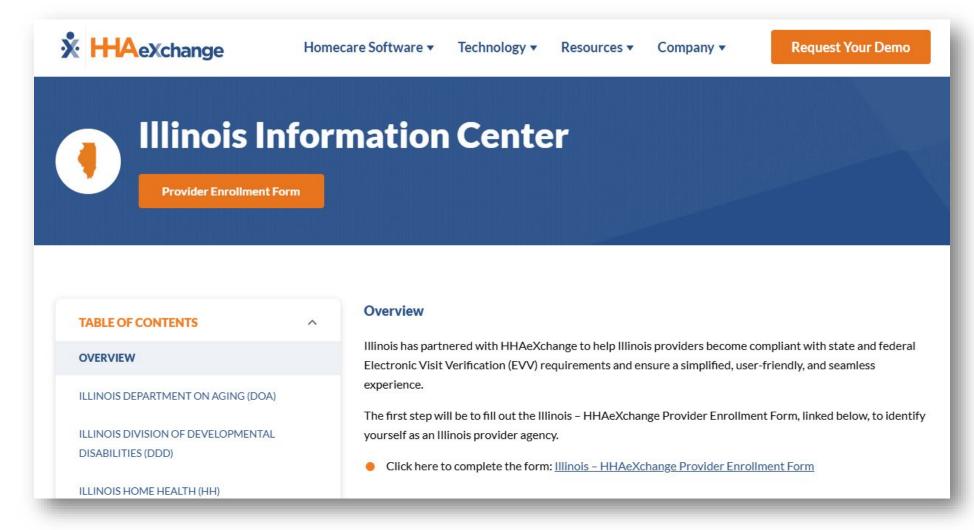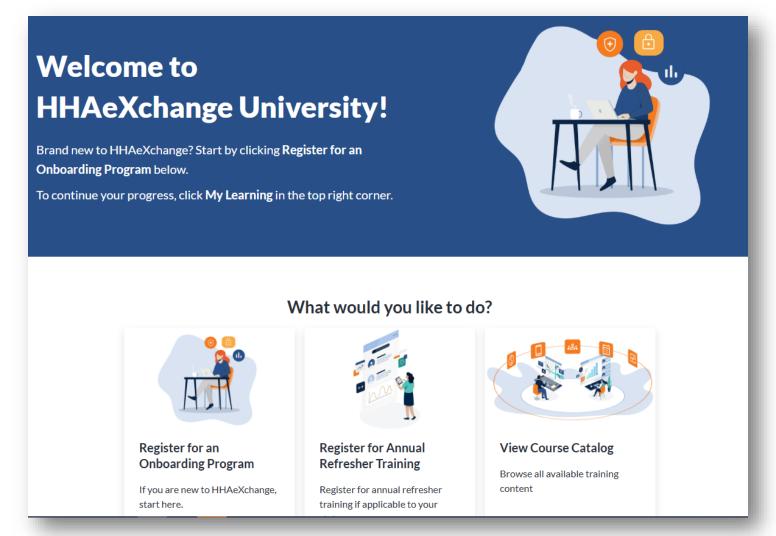
Recording

Slides

Resources

State Info Hub

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

NEW: HHAeXchange University (LMS)

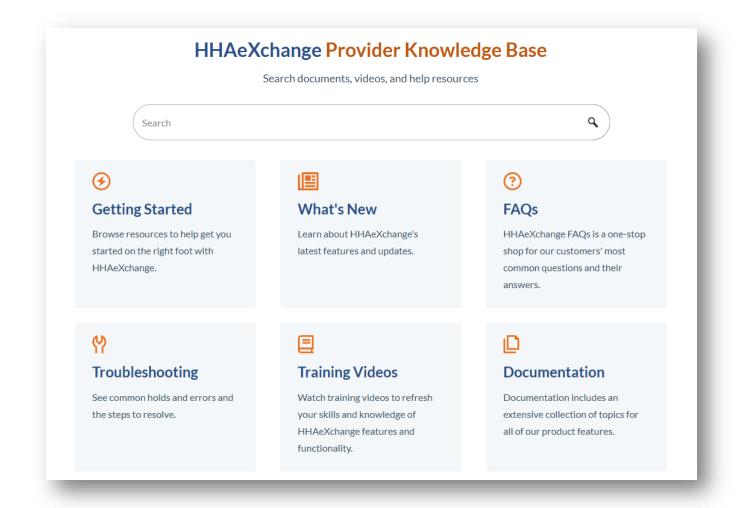https://university.hhaexchange.com

LMS Self-Registration

Sign up for HHAeXchange University

Already have an account? Sign In

First Name

First name

Last Name

Last name

Work Email

Work Email address

Password
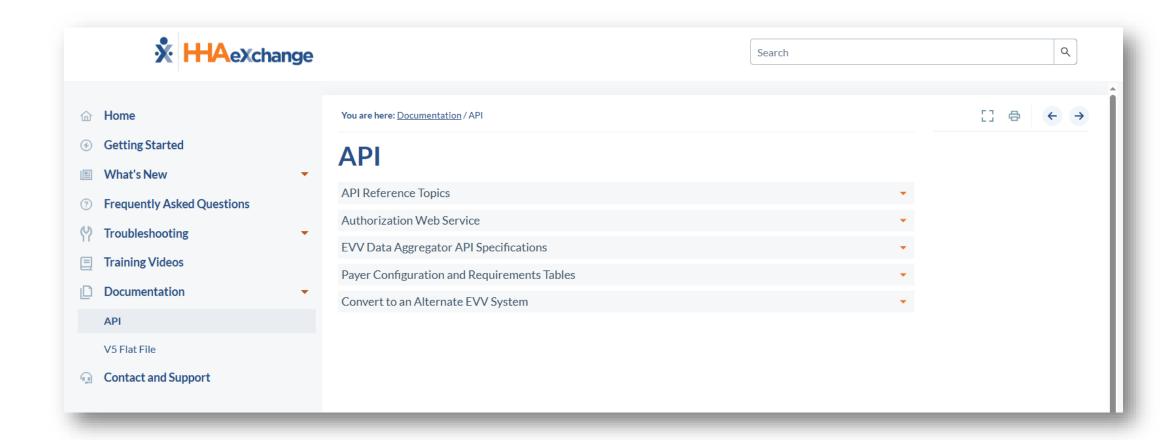
Password

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

DOA Email
Aging.EVV.Support@illinois.gov

DRS Email
dhs.evv@illinois.gov

Provider Resources

Q&A

Thank You!