



HFS

Illinois Department of
Healthcare and Family Services

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Illinois Electronic Visit Verification (EVV) Notification

Date: December 16, 2024

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

Re: EVV December 2024 Updates

The Illinois Department of Healthcare and Family Services (HFS) has outlined the most up-to-date information for State-wide EVV Aggregation below:

I. Timelines for EVV Implementation

- Personal Support Worker (PSW) agencies billing IDHS-DDD are required to either use HHA directly for EVV or transmit EVV from a third-party EVV system to HHAExchange (HHA) for aggregation.
- Home Health Care Services (HHCS) provider agencies billing DSCC, IDHS-DDD, fee-for-service Medicaid, HCI MCOs, or MMAI MCOs are also required to use HHA directly for EVV or transmit EVV from a third-party EVV system to HHA for aggregation.
- A date for Illinois Department on Aging's (IDoA's) Community Care Program (CCP) EVV aggregation with HHA has not yet been determined. In-home (Homemaker) provider agencies billing IDoA or MCOs (S5130) for service provision to CCP customers will be notified when a date for aggregation of IDoA EVV data with HHA has been established. Until this time, IDoA CCP providers should continue with business as usual. Providers with questions regarding IDoA EVV policy should reach out to [IDoA's EVV inbox](#).
- A date for Illinois Department of Human Services—Division of Rehabilitation Services' (IDHS-DRS') Home Services Program (HSP) EVV aggregation with HHA has not yet been determined. In-home (Homemaker) and HHCS provider agencies billing IDHS-DRS or MCOs (S5130) for service provision to HSP customers will be notified when a date for aggregation of DRS EVV data with HHA has been established. Providers with

questions regarding IDHS-DRS EVV policy should reach out to [IDHS-DRS' EVV inbox](#).

II. Compliance Expectations


- The HFS EVV Policy for HHCS providers billing fee-for-service Medicaid, HCI MCOs, and MMAI MCOs has been updated and can be accessed at [HFS' EVV website](#). The EVV policies for [DSCC](#) and [IDHS-DDD](#) can be found on each of their public facing websites.
- IDHS-DDD, DSCC, and HFS provider agencies who do not achieve 75% overall visit compliance by October 31, 2025, will receive Corrective Action Plans that if not implemented, will ultimately result in a referral to HFS OIG; **Beginning November 15, 2024:** "Know Your Numbers" is a tool that will auto generate from HHA as a monthly report to each provider agency having a portal within the IL HHA EVV system, regardless of whether a provider agency is using HHA directly for EVV or using a third-party system to collect and aggregate EVV with HHA. On the 15th of every month, each provider agency will receive via email a report showing EVV compliance information for the month prior. For this report to generate an accurate picture of the prior month, all provider agencies need to ensure **all EVV data for the prior month are entered and aggregated within HHA in as close to real-time as possible and no later than the 10th of the month**. Agencies need to ensure their contact information within HHA is up to date to ensure reports are emailed to the appropriate contact(s). The first report should have been received by each provider agency on or shortly after November 15, 2024;
- The deadline for tracking full caregiver SSNs was October 17, 2024, as reflected in [HFS' July 26, 2024, Provider Notice](#) and covered during the [Illinois EVV Townhall webinars](#). You can also review HHA's [Caregiver SSN Requirements](#) for guidance. This is applicable to agencies using the HHAExchange solution and agencies transmitting to HHAExchange from third-party EVV systems as:
 - Agencies using the HHAExchange solution will need to update caregiver profiles within the HHAExchange system.
 - Agencies using third-party EVV systems must update existing caregiver profiles to include a valid nine-digit SSN via the Application.
- Resources from HHA's November 8, 2024, "Know Your Numbers" Compliance Webinar, including the Slide Deck and Q&A, may be accessed in the "**EVV Compliance**" section of [HHA's Illinois Info Hub](#).

III. Technical Assistance


Providers that are currently required to use HHA or transmit EVV data to HHA for aggregation should follow the below approach for technical assistance:

- First review HHA’s Learning Management System (LMS) and/or [HHA’s Illinois Information website](#);
- Providers might also review EVV FAQ and Illinois EVV Townhall webinar materials on [HFS’ EVV website](#);
- If providers are unable to resolve technical concerns through review of HHA resources, they may submit their concerns to HHA via the Illinois EVV Helpline at 1-833-961-7429, the [Illinois email support address](#), or through visiting the HHA [Client Support portal](#);
- Please note that use of the Client Support portal is the ideal method for obtaining assistance from HHA. Provider agencies need to access the Client Support portal directly to view and send responses to messages from HHA. It is the provider agency’s responsibility to respond to questions and follow up from HHA via the Client Support portal **within a couple of business days to avoid closure of Client Support portal tickets prior to resolution**. To avoid premature ticket closure, provider agency representatives who anticipate barriers to responding to feedback from HHA within a couple of business days are encouraged to add contact information for multiple provider agency staff to tickets;
- In instances where provider agencies have not received initial response from HHA within two business days of submitting a concern to the Client Support portal or have not received the level of guidance needed for resolution within one business week, provider agencies may escalate their concerns to the respective state payer’s EVV inbox:
 - [EVV inbox for HHCS provider agencies billing fee-for-service Medicaid and/or MCOs](#)
 - [EVV inbox for HHCS provider agencies billing DSCC](#)
 - [EVV inbox for PSW and HHCS provider agencies billing IDHS-DDD](#)
- Providers may add an above EVV inbox to HHA support tickets by either carbon copying the respective EVV inbox when emailing HHA’s [Illinois email support address](#), or by adding an EVV inbox as a “participant” to a ticket after creating the ticket within [HHA’s Client Support portal](#). Please see the following screen shot for reference.

We've collapsed your details and activities view to help you focus on the work that matters most. ✕




Client Support Portal / Technical Customer Care / HHA-

Test between HFS and

 raised this on 13/Nov/24 11:12 AM [Show details](#)

Activity

[Show 5 more](#)

 Automation for Jira 24/Nov/24 8:03 PM
Hi  


We've reached out a few times requesting additional information about your HHAeXchange support request but haven't heard back 😊

We'll keep your request open for 2 more days and if we don't hear back, we'll assume you no longer need assistance.

If you do still need help, please click [here](#) to visit the Customer Support portal to provide the needed information or simply reply to this email (just be sure that the subject line is not changed, and it includes the full ticket number [@ HHA-!\[\]\(1ceb42afd62c9acbe8146077bae91574_img.jpg\): Test between HFS and Decree Sweeney](#) **RESOLVED**)

Thank you,

The HHAeXchange Support Team




 Automation for Jira Yesterday 8:03 AM
Hi Susana Marchan-Ochoa,

We haven't heard back from you about HHAeXchange ticket number [@ HHA-!\[\]\(d2a453ad79ba6c75d2420095eee4a832_img.jpg\): Test between HFS and !\[\]\(163fb2f11a2432bad0e32b39b90d6b3d_img.jpg\) !\[\]\(cd44791772463cb89682c39386024e0e_img.jpg\)](#) **RESOLVED**

Status
RESOLVED

Notifications on
Close

Request type
Admin (Free Portal)

Shared with
Creator




Add request participant

[Add](#) [Cancel](#)

For questions regarding this notice, please email HFS.EVV@illinois.gov.