

PROVIDER NAME  
MAILING ADDRESS  
CITY, STATE, ZIP CODE

October 25, 2023

Dear PROVIDER,

We are excited to share that the Illinois Department of Healthcare and Family Services (HFS) has partnered with **HHAExchange** to help Illinois home health care providers remain compliant with state and federal Electronic Visit Verification (EVV) law and ensure a simplified, user-friendly, and seamless experience.

As part of this agreement, HHAExchange's EVV Portal will be deployed as the **only no cost offering to program providers**. HHAExchange's EVV Portal will go live on December 31<sup>st</sup>, 2023, but there are a few steps you must take to ensure you are prepared in advance of this date.

#### **What You Need to Know About the HHAExchange EVV Portal**

HFS will offer HHAExchange's EVV Portal at **no cost** to providers. The HHAExchange EVV Portal will enable you to easily meet Illinois state compliance requirements, provide a streamlined and user-friendly experience for both back-office staff and caregivers, and help providers get paid faster. In addition, Illinois providers will benefit by leveraging the HHAExchange EVV Portal for workflow efficiencies including:

- Managing schedules based on authorizations, plans of care, and individual patient needs
- Offering intuitive EVV tools to caregivers, including a robust mobile application available in 20+ languages
- Ensuring a seamless transition of EVV data to the state aggregator

#### **Action Needed: Register Today for an HHAExchange EVV CONNECT Session**

HHAExchange will be hosting a series of online webinars throughout November 2023. Attendees will experience a live demo of the EVV Portal, hear from the HHAExchange staff, learn about all of HHAExchange's solutions, and get your questions answered about the EVV Portal live.

**To register for an HHAExchange EVV Connect Session:**

[https://hhaexchange.zoom.us/webinar/register/WN\\_Ckxk3PO1TVi71irhtTbWjA#/registration](https://hhaexchange.zoom.us/webinar/register/WN_Ckxk3PO1TVi71irhtTbWjA#/registration)

#### **Complete the HHAExchange Provider Onboarding Survey**

In order to complete your portal configuration before the go live date of December 31<sup>st</sup>, 2023, you **MUST** complete the HHAExchange EVV Portal Enrollment Survey no later than November 17<sup>th</sup>, 2023. The information provided through the survey is critical to configure your EVV Portal, ensuring that your agency remains compliant.

**Please use the following link to complete the survey:** [info.hhaexchange.com/ILenrollmentform](https://info.hhaexchange.com/ILenrollmentform)

After you have completed the survey and attended an "Information Session", HHAExchange will provide resources for you and your team to prepare for the December 31<sup>st</sup>, 2023, EVV Go Live date, including training, documentation, and more.

Our goal is to make this process as efficient and simple as possible for you. HHAExchange is fully committed to your success with this transition.

Sincerely,  
Kelly Cunningham  
Medicaid Director



**HFS**

Illinois Department of  
Healthcare and Family Services



**Questions?**

For additional information or to learn more, visit the Illinois State Info Hub at [haexchange.com/info-hub/illinois](https://haexchange.com/info-hub/illinois) or contact us at the [haexchange.com/supportrequest](https://haexchange.com/supportrequest).