

HHAeXchange completed Informational Sessions for Home Health Agencies in mid-November. A [recording](#) and [slidedeck](#) can be located by accessing the “Info Sessions” tab on [HHAeXchange’s Illinois Information page](#), and utilizing the links at the top of the page that are specific to Home Health. Home Health Care Service (HHCS) agencies are strongly encouraged to attend upcoming Provider System User Trainings in [December](#) or [January](#). Links for these trainings can be located by accessing the “Training” tab on HHAeXchange’s Illinois Information page.

Please note that all concerns and inquiries regarding access to the HHAeXchange system and/or the EDI process should be submitted directly to the HHAeXchange Support team through their Client Support Portal, located at <https://hhaxsupport.atlassian.net/servicedesk/customer/portals>. Providers who submitted a request for assistance and did not receive feedback within three business days may reach out to HFS.EVV@illinois.gov for advocacy.

The State has received a number of inquiries regarding service provision to individuals enrolled in Medicaid Managed Care being subject to EVV requirements and claims penalties for EVV non-compliance. Please note the following:

- As reflected in the State’s February 1, 2023 FAQ (<https://hfs.illinois.gov/content/dam/soi/en/web/hfs/sitecollectiondocuments/evvfrequentlyaskedquestions02012023.pdf>), EVV is required for all IL Medicaid customers, whether the customer is fee-for-service (i.e., not with a Managed Care Organization (MCO)) or with an MCO. Services subject to EVV are described on Illinois Department of HealthCare and Family Services’ EVV website at <https://hfs.illinois.gov/medicalproviders/electronicvisitverification.html> and within the “Services in Scope” section of HHAeXchange’s Illinois Information page at <https://www.hhaexchange.com/info-hub/illinois>.
- The 12/31/2023 compliance deadline is intended for HHCS providers to begin accessing and submitting EVV visit data to the HHAeXchange system. Impacted providers will not be penalized for any technical difficulties leading to missed, late, or incomplete submissions. HHAeXchange, in collaboration with the State, will work with providers to troubleshoot any access and submission concerns over the coming months. At this time, the State is not implementing claims penalties for EVV non-compliance. All impacted providers will receive sufficient notice of policies pertaining to compliance thresholds and claims denials before such policies are implemented.