



HFS

Illinois Department of
Healthcare and Family Services

We improve lives.

A Message to Customers

What is EVV?

Electronic Visit Verification (EVV) is a timekeeping system that allows your Personal Care Service (PCS) worker or Home Health Care Service (HHCS) worker to use a telephone or mobile application to record the time they start and stop working for you.

Personal Care Services (PCS) Include:

- Personal Assistants (PAs) serving Division of Rehabilitation Service's (DRS) Home Services Program (HSP) customers.
- Homemaker Agencies serving Illinois Department on Aging's (IDoA) Community Care Program (CCP) and HSP customers.
- Personal Support Workers (PSW) serving Division of Developmental Disabilities' (DDD) Home-Based Program (HBP) customers.

Home Health Care Services (HHCS) Include:

- Registered Nurses (RN), Licensed Practical Nurses (LPN), Certified Nursing Assistants (CNA), Physical Therapists (PT), Occupational Therapists (OT), and Speech Therapists (ST) serving:
 - HSP customers
 - DDD customers
 - Division of Specialized Care for Children (DSCC) customers
 - Traditional Medicaid customers
 - Managed Care customers
 - Medicare-Medicaid Alignment Initiative (MMAI) customers

What Legislation Requires EVV?

In 2012, Illinois implemented [Public Act 097-0689](#), the Save Medicaid Access and Resources Together (SMART) Act. The SMART Act required Homemaker Agencies and Personal Assistants to begin using EVV. As a result, HSP and CCP implemented EVV requirements for their providers. In 2016, the Federal Centers for Medicare and Medicaid Services (CMS) mandated EVV for ALL Medicaid-funded PCS and HHCS through the [21st Century Cure's Act](#). States were able to request delayed implementation timelines from CMS if needed.

Statewide EVV Implementation

Illinois Department of Healthcare and Family Services (HFS) is responsible for overseeing all Medicaid-funded programs, including programs that offer HHCS and PCS to people who need those services.

- HFS required DDD's PSWs to begin using EVV on September 1, 2023.
- HFS required HHCS providers serving DDD, DSCC, traditional Medicaid, Managed Medicaid, and MMAI customers to begin using EVV on December 31, 2023.
- HFS will require HSP and CCP to share their EVV data with HFS in mid-2024.

What Are the State's Goals in Implementing EVV Statewide?

- To make sure customers are getting the care they need to stay safe and independent.
- To make sure customers are receiving all of the services that are authorized on their person-centered service plan.
- To reduce paperwork for customers and providers.
- To prevent fraud, waste, and abuse.

How Does Statewide EVV Implementation Impact Customers?

- There will be little to no change for HSP and CCP customers because they already use EVV for PAs, Homemaker agencies, and HHCS providers.
- All other customers or their representatives will now be required to approve in-home workers' start and end times. This occurs by phone or through a mobile application.
- In-home workers and case managers will work with customers to make sure customers have all the information and guidance they need to approve EVV visit times correctly.
- If the State finds a provider to not be using EVV correctly, the State will work with the provider to correct the issue. If the issue is not able to be corrected, the customer's case manager will work with the customer to find another provider.

Where Can Customers Find More Information About EVV?

- Customers can reach out to their Service Provider, Case Manager, and/or Care Coordinator.

- Customers may visit HFS' main [EVV website](#) for more information on Statewide EVV Implementation.
- Customer may visit Federal CMS' [EVV website](#) for more information on EVV requirements for Medicaid providers.