

Illinois Department of Healthcare and Family Services (HFS) Electronic Visit Verification (EVV) Communication

Date: October 31, 2025

To: Homemaker and Home Health agencies serving customers under Illinois Department on Aging's (IDoA) Community Care Program (CCP) and Illinois Department of Human Services (IDHS) - Division of Rehabilitation Services' (DRS) Home Services Program (HSP)

Re: HHAeXchange (HHA) Informational Sessions for CCP and HSP Provider Agencies

Upcoming HHAeXchange Illinois Informational Sessions

Illinois Department on Aging (IDoA) and Illinois Department of Human Services – Division of Rehabilitation Services (IDHS-DRS) have recently distributed Welcome Letters to Homemaker and Home Health Care Service (HHCS) provider agencies serving Community Care Program (CCP) and Home Services Program (HSP) customers. These letters outline a **March 2, 2026**, HHAeXchange (HHA) go-live date and upcoming Informational sessions hosted by HHA.

Welcome letters and additional onboarding information for CCP and HSP provider agencies may also be viewed at HHA's [Illinois Information page for IDoA and DRS](#).

CCP and HSP Homemaker and HHCS provider agency administrators should register for the [November 18, 2025, and December 2, 2025, HHA Informational sessions](#) as soon as possible.

CCP and HSP Homemaker and HHCS provider agency administrators should ensure completion of [HHA's Provider enrollment form](#) **prior to January 19, 2026**.

EVV Policy questions should be posed to IDoA at Aging.EVV.Support@Illinois.gov and IDHS-DRS at DHS.EVV@illinois.gov.