



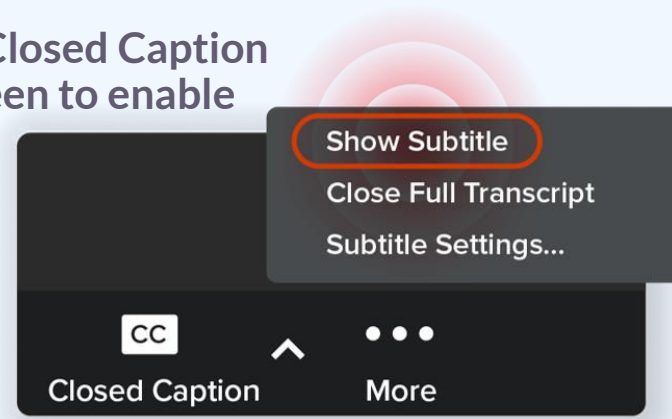
**Our Webinar Will  
Begin Shortly**



# Accessibility Options

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# Illinois Phase 5: Compliance Monitoring Training

March 24, 2026



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speakers



## Meet Shanieka Naik

- **Role:** Training Specialist
- **Tenure at HHAeXchange:** 1 year
- **Areas of Expertise:** Sponsored Training
- **Fun Fact:** I am a huge foodie and experience-seeker.

# Reporting & Compliance Monitoring

## Overview

### What this training covers:

This training introduces the reporting and compliance monitoring tools available in HHAeXchange for all Illinois Providers. Participants will learn how to review EVV performance and monitor compliance. The goal is to help agencies maintain EVV compliance and support efficient program operations.

### Who should take this training?

- Agency administrators and coordinators
- Manager responsible for EVV compliance
- Staff who run reports or review compliance scores

## ➤ Poll: Payer Sponsored Provider

Have you completed the following?

- Reviewed and resolved visit exceptions in Visit Maintenance
- Verified visit details before submitting visits

A. Yes

B. No

Previously: IL DRS & DoA Phase 3:  
Visit Maintenance



[Recording](#)  
from March 10, 2026

## ➤ Objectives of Today's Webinar

You will be able to:

- **Define** standard reporting and invoice maintenance
- **Navigate** reporting tools and invoice processes
- **Run** compliance reports and perform invoice corrections



# agenda

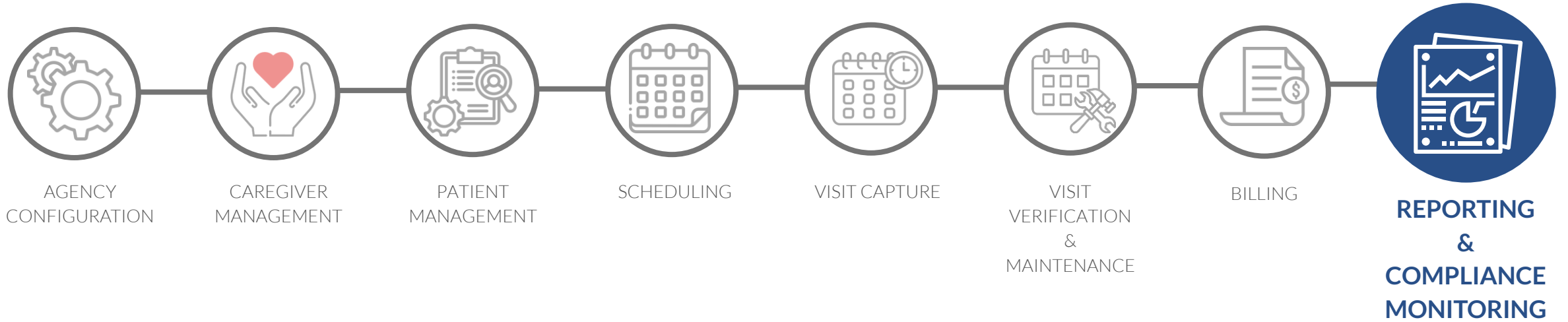


- EVV Overview
- Reports Overview
- EVV Compliance by Caregiver Report
- Other Compliance Reports
- Visit Report
- Missed Visit by Agency Report
- Key Takeaways
- Resources
- Questions



# EVV Overview

# > EVV Overview



# ➤ 6 Elements of a Cures Compliant Visit



**Who**

Patient



**Who**

Caregiver



**What**

Type of  
Service



**Where**

Location  
of Service



**When**

Date of  
Service



**When**

Time of  
Service

# ➤ EVV Compliance Calculation

**Total # of EVV Confirmed Visits ÷ Total # of Confirmed Visits = EVV Compliance %**

## Definitions:

- **Confirmed Visit:** Visits that have all 6 Cures Act Required data points (date, time, caregiver, care recipient, location, service)
  - **EVV Confirmed Visits:** Visits that **electronically capture** the 6 Cures Act required data points and are **not manually entered or edited after the fact**
  - **Manually Confirmed Visits:** Visits that have all 6 Cures Act required data points that have been manually entered or edited. These visits are not EVV Compliant.

**Effective 04/01/2026:** ALL IL provider agencies will be required to meet **75%** overall visit compliance per State Fiscal Year (SFY) quarter.

# ➤ Exceptions

## Exceptions are the reason a visit will not be compliant

- There are 7 possible exceptions that could be applied to a visit in Illinois:
  - Caregiver did not clock in
  - Caregiver did not clock out
  - Missing both clock in and clock out
  - Unknown employee (temp caregiver)
  - If Mobile App (the preferred EVV method)– the GPS coordinates are not present
  - If IVR/Telephony – phone number is not present
  - Visit time (clock in and/or clock out) has been manually entered or adjusted

# Knowledge Check

You'll see these throughout the presentation!

**What's the name of the presenter of this webinar?**

A. Janny

**B. Shanika**

C. George

D. Ashley



# Reports Overview

# > Reports & Compliance Monitoring Overview



## What is it?

- EVV reports provide visibility into visit activity and caregiver EVV compliance across your agency. Examples include:
  - **Visit Report**
  - **EVV Compliance by Caregiver Report**

## Why does it matter?

- Reports help agencies stay proactive by identifying trends, reducing repeat EVV issues, and maintaining EVV compliance.

## How is it used?

- Agencies run EVV reports regularly to monitor visit accuracy, review caregiver compliance, and take action when patterns emerge.



# EVV Compliance by Caregiver Report

# > EVV Compliance by Caregiver Report



## What is it?

- This report displays each caregiver's EVV compliance performance over a selected time period, including compliance percentages and EVV exception counts.

## Why is it useful?

- The report helps agencies identify caregivers who may be struggling with EVV capture and need additional coaching or follow-up, reducing repeat exceptions.

## When is it used

- To monitor caregiver EVV compliance trends over time
- To identify patterns of missed clock-ins or clock-outs
- To support targeted training and coaching efforts
- To improve overall EVV compliance across the agency

# ➤ EVV Compliance by Caregiver Report



# ➤ EVV Compliance by Caregiver Report

HHAeXchange		EVV Compliance By Caregiver (New)								Page 1 of 1	
		Office(s): UMA healthcare ,UMA MI office,UMA health care training		From Date: 5/1/2025		To Date: 5/7/2025				Report Date: 05/07/2025 17:07	
Caregiver: All		Type of Service: Non-Skilled		Coordinator: All							
Discipline(s): All		Service Code(s): All		Contract(s): All							
Caregiver Location(s): All		Caregiver Team(s): All		Caregiver Branch(es): All							
Include Type: All											
Sr.#	Contract	Caregiver Code	Caregiver Name	Total Visits	Confirmed Visits	Total EVV Compliant Visits	Billed Visits	Missed Visits	Visit with Exceptions	% Exceptions	EVV Compliance Percentage
1	Life Care Demo Payer (KHC)	UMA-1008	Freeman Jane	4	1	0	0	0	1	100.00%	0.00%
2	Life Care Demo Payer (KHC)	KHC-1003	Lopez Maria	18	1	0	0	0	1	100.00%	0.00%
3	Life Care Demo Payer (KHC)	KHC-1006	Shah2 Samir	5	1	0	0	0	1	100.00%	0.00%
4	Life Care Demo Payer (KHC)	KHC-1106	Zidane Barbara	3	3	2	0	0	1	33.33%	66.67%
5	Life Care Demo Payer (KHC)	KHC-1026	Bell Vicky	12	0	0	0	0	0	0.00%	0.00%

## ➤ Requirement – Caregiver SSN for EVV Services

### What is Required?

- ✓ Caregivers must have a full Social Security Number (SSN) entered in the system
- ✓ This is a State of Illinois requirement for EVV services
- ✓ The SSN is used to support caregiver identification and EVV-related processes

# ➤ Identifying Caregivers with Invalid SSN

HHAeXchange has enhanced the List of Caregivers (ENT) report to include an additional filter, which allows agencies to pull a list of caregivers appearing to have an Invalid SSN on their HHAeXchange profile.

1. Navigate to Report > Caregivers > List of Caregivers (ENT)
2. Check box “Only Include Caregivers with Invalid SSN” and select “SSN” in the demographics section

The screenshot displays the 'List of Caregivers' report configuration interface. The top navigation bar includes 'Report' and 'Admin' dropdown menus. The left sidebar shows a menu with 'Billing', 'Caregiver', and 'Compliance' sections. The 'List of Caregivers (Ent)' option is selected under the 'Compliance' section. The main content area shows the 'List of Caregivers' report configuration. The 'Only Include Caregivers with Invalid SSN' checkbox is checked and highlighted with a green box. Below, the 'Select Caregiver Demographics Columns' section shows the 'SSN' checkbox checked and highlighted with a green box.

**List of Caregivers** AWSWEBRP1 Report No. 116 HHA Reports - Version 2.98

**List of Caregivers**

Office(s) All Discipline(s) All

Caregiver Code First Name Last Name

Type All Status All Sort By Last Name

Hire Date From mm/dd/yyyy Hire Date To mm/dd/yyyy Hired Month Select

Last Work Date From mm/dd/yyyy Last Work Date To mm/dd/yyyy

Caregiver not logged in to the mobile app since 0 days

Terminated Date From mm/dd/yyyy Terminated Date To mm/dd/yyyy  Only Include Caregivers with Invalid SSN

Application Date From mm/dd/yyyy Application Date To mm/dd/yyyy Restriction All

Caregiver Team(s) All Caregiver Location(s) All Caregiver Branch(es) All

This report displays a list of caregivers with the option to select from many caregiver attributes for display, as well as a number of sorting options.

**Select Caregiver Demographics Columns**

[Check All](#) [Clear All](#)

First Name  Middle Name  Last Name

Initials  Gender  Date of Birth

Caregiver Code  Time & Att. Pin  Alternate Caregiver Code

Ethnicity  SSN  Marital Status

# ➤ Knowledge Check 1

Which report should you use to monitor caregiver EVV compliance trends over time?

A. Prebilling Report

B. Visit Report

C. EVV Compliance by Caregiver Report

D. Invoice Summary Report



# Other Compliance Reports

## Other Compliance Reports

The following reports can be found under **Report > EVV Compliance Reports**.

Report Name	Function
EVV Compliance Daily Summary Report	Daily compliance percentage per contract
EVV Compliance Detail Report	Compliance exception and reasons per day, per patient
EVV Compliance Exception Reason Usage Report	Compliance exception reasons and corresponding percentages per contract

# ➤ EVV Compliance Summary Report

This report shows the **Compliance Percentage** of each contract for a given time period.

- It is recommended to run the EVV Compliance Summary Report weekly to be on top of EVV compliance and make any necessary adjustments when needed.
- *Report > EVV Compliance Reports > EVV Compliance Summary Report*


	A	B	C	D	E	F	G	H	I	J
1		<b>MCO</b>	<b>Total Visits</b>	<b>Total EVV Compliant Visits</b>	<b>Confirmed Visits</b>	<b>Billed Visits</b>	<b>Missed Visits</b>	<b>Visits with Exceptions</b>	<b>% Exceptions</b>	<b>EVV Compliance Percentage</b>
2	1	AmeriHealth Caritas of PA (ABC)	2,241	1,809	2,118	2,099	6	309	14.59%	85.41%
3	2	Centene PA Health Wellness (ABC)	1,584	1,332	1,539	1,517	0	207	13.45%	86.55%
4	3	KEYSTONE FIRST CHC (ABC)	3,498	2,746	3,229	3,189	0	483	14.96%	85.04%
5	4	Private Pay	55	43	54	0	0	11	20.37%	79.63%
6	5	Promise - ACT 150	40	37	40	0	0	3	7.50%	92.50%
7	6	PROMISE - ODP	541	484	524	0	1	40	7.63%	92.37%
8	7	UPMC LTSS (ABC)	3,683	2,904	3,377	3,326	0	473	14.01%	85.99%
9		<b>Total:</b>	<b>11,642</b>	<b>9,355</b>	<b>10,881</b>	<b>10,131</b>	<b>7</b>	<b>1,526</b>	<b>14.02%</b>	<b>85.98%</b>
10										

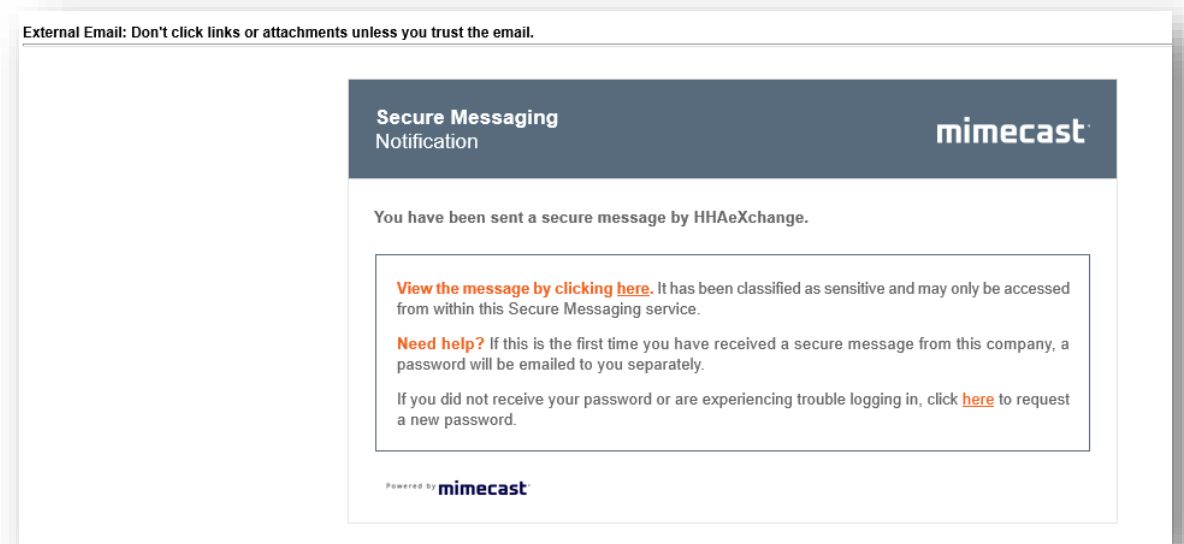
# ➤ IL EVV Compliance – Know Your Numbers

## Direct Emailed Report

Direct emailed EVV Compliance Reports are proactively sent to each Illinois Provider by HHAeXchange via secure email. Providers need to be enrolled with HHAeXchange and have at least one (preferably more) HHAeXchange Provider Portal user with an ADMIN user role. Only Provider Portal users with ADMIN user roles will receive this email. Helpful Article: [Create a New User](#)

## TIPS

- Email will come from: [secure-ssis@hhaexchange.com](mailto:secure-ssis@hhaexchange.com)
- Check your junk folder if the email is not in your inbox
- If you don't see the email at all, speak with your IT lead about allow-listing HHAeXchange's email address above
- Report will be titled:
  - "IL EVV Compliance Report\_Agency Name"
- Email may look like this 



# ➤ Emailed Monthly EVV Compliance % Report

## Report Summary:

- This report will provide visibility to Providers on the Quarterly EVV Compliance % they will be held accountable to by IL HFS
- Two Report Periods:
  - Prior Quarter
  - Quarter to Date

## Metrics Provided:

- Total # of EVV Compliant Visits
- Total # of Visits w/ an Exception
- Total # of Confirmed Visits
- EVV Compliance %

Payer Name/Contract	Provider Name	VendorID	ProviderTax ID	NPI Number	Census YTD	Reporting Period (Previous Quarter)	Total # of				Reporting Period (QTD)	Total # of EVV Compliant Visits (QTD)	Total # of Visits w/ Exception (QTD)	Total # of Confirmed Visits (QTD)	EW Compliance Percent (QTD)
							Total # of EVV Compliant Visits (Previous Quarter)	Visits w/ Exception (Previous Quarter)	Total # of Confirmed Visits (Previous Quarter)	EW Compliance Percent (Previous Quarter)					
Payer 1	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 2	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 3	Provider A	505929	123456789	1.235E+09	NO	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 4	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 5	Provider A	505929	123456789	1.235E+09	NO	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 6	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 7	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	567	75	642	88.32	01/01/2026-02/28/2026	348	52	400	87
Payer 8	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 9	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	

# ➤ Emailed Monthly EVV Compliance % Report

Payer Name/Contract	Provider Name	VendorID	Provider Tax ID	NPI Number	Census YTD	Reporting Period (Previous Quarter)	Total # of				Reporting Period (QTD)	Total # of			
							EW Compliant Visits (Previous Quarter)	Visits w/ Exception (Previous Quarter)	Total # of Confirmed Visits (Previous Quarter)	EW Compliance Percent (Previous Quarter)		EWV Compliant Visits (QTD)	Visits w/ Exception (QTD)	Total # of Confirmed Visits (QTD)	EW Compliance Percent (QTD)
Payer 1	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 2	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 3	Provider A	505929	123456789	1.235E+09	NO	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 4	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 5	Provider A	505929	123456789	1.235E+09	NO	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 6	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 7	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	567	75	642	88.32	01/01/2026-02/28/2026	348	52	400	87
Payer 8	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	
Payer 9	Provider A	505929	123456789	1.235E+09	YES	10/01/2025-12/31/2025	0	0	0		01/01/2026-02/28/2026	0	0	0	

Total # of EVV Compliant Visits ÷ Total # of Confirmed Visits = EVV Compliance %

$$348 \div 400 = 87\%$$



# Visit Report

# Visit Report



## What is it?

- The Visit Report displays detailed information for scheduled and/or completed visits, including visit dates, times and EVV confirmation status.

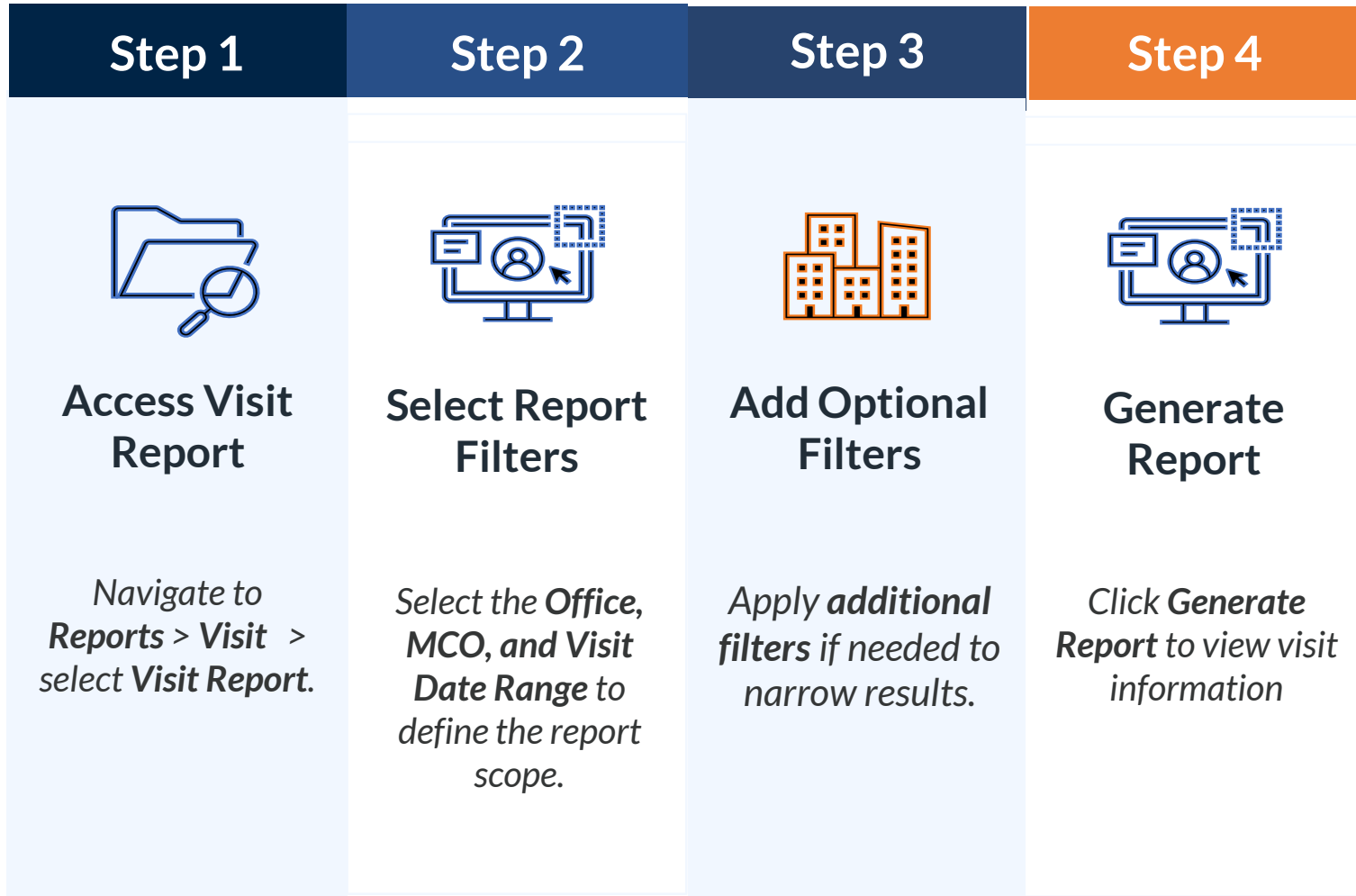
## Why is it useful?

- The Visit Report helps agencies review visit activity, identify EVV issues early, and confirm that visits are complete and ready to move forward in the workflow.

## When is it used?

- To review visit details for a specific date range
- To identify visits with EVV exceptions or missing information
- To validate visit data
- To support troubleshooting and audits

# > Visit Report



# ➤ Visit Report Screenshot

If a list view is preferred for reviewing Visit Maintenance, the Visit Report can be downloaded.

B	C	D	E	F	G	H	I	J	L	M
Member (Admission ID)	Caregiver (Code)	Coordinator	Visit ID	Visit Date	Scheduled	Visit Time	Duration	Schedule Type	MCO	Service Code
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	0800-0900	0800-0900	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/2/2025	1000-1100	1000-1100	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/2/2025	0800-0900	0800-0900	01:00	DF	Life Care Demo Payer (KHC)	T1021
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	1300-1500	1300-1500	02:00	DF	Life Care Demo Payer (KHC)	T1019
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/1/2025	0800-1200	0800-1200	04:00	DF	Life Care Demo Payer (KHC)	T1019:U1
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	Default	1234567890	8/7/2025	0800-1200	0800-1200	04:00	DF	Life Care Demo Payer (KHC)	T1019:U1
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/1/2025	0915-0930	0910-0925	00:15	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/1/2025	0000-0000	2100-2300	02:00	DV	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/2/2025	2200-2330	2200-2330	01:30	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/2/2025	1300-1330	1300-1330	00:30	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/4/2025	0000-0000	0916-1032	01:16	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/5/2025	0000-0000	1621-1646	00:25	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/6/2025	0000-0000	1305-		NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/7/2025	0000-0000	0946-1145	01:59	NS	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/8/2025	1330-1430	1330-1430	01:00	DF	Life Care Demo Payer (KHC)	S5130
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/12/2025	0000-0000	1632-1832	02:00	DV	Life Care Demo Payer (KHC)	T1019:UA
Patient Patient (ABC-1234)	Caregiver Caregiver (ABC-1234)	George Test	1234567890	8/13/2025	1530-2230	1524-2223	06:59	DF	Life Care Demo Payer (KHC)	T1019

**Note:** Scheduling visits is not needed or expected, especially if an agency uses an alternative system for this already, since the EVV clock in/out will load within the "schedule" otherwise.

## ➤ Knowledge Check 2

What is the purpose of pulling the Visit Report?

A. To review all visits scheduled and/or completed

B. To look at billing rates

C. To create service authorizations for caregivers

D. To submit claims and process payroll



# **Missed Visit by Agency Report**

# Missed Visit by Agency Report



## What is it?

- The Missed Visit by Agency Report shows any visits that were marked as “missed” or not performed with any associated reason that was recorded.

## Why is it useful?

- This report allows agencies to keep track of visits marked as missed and notice any patterns to determine if a schedule needs to be adjusted or modified.

## When is it used?

- To review missed visit details for a specific date range
- To identify patterns
- To validate visit data for accuracy

# ➤ Missed Visit Report by Agency



# ➤ Missed Visit Report by Agency Screenshot

If a list view is preferred for reviewing Visit Maintenance, the Missed Visit Report by Agency can be downloaded.

Date	Admission ID	Patient Name	Coordinator	Contract	Caregiver Code	Caregiver Name	Schedule	Scheduled Hours	TT	Note	Reason	Action Taken Reason	Program Code
04/07/25	KHC-900157	Patient Patient	Test MS	Life Care Demo Payer (KHC)	KHC-1099	Caregiver BR	0800-1200	04:00			Personal Issues	Other	
04/09/25	KHC-900150	Patient Patient	Default	Billing Demo	KHC-1095	Caregiver BR	0900-1100	02:00			Patient cancellation	Contacted Contract & Family	
07/10/25	KHC-900151	Patient Patient	Default	Billing Demo	KHC-1095	Caregiver BR	1300-1330	00:30			Patient refused service	Contacted Contract & Family	
08/20/25	KHC-900150	Patient Patient	Default	Billing Demo	KHC-1095	Caregiver BR	2130-2200	00:30		test	Patient refused service		
09/01/25	KHC-900142	Patient Patient	Default	Life Care Demo Payer (KHC)	1000	Caregiver BR	1000-1200	02:00			Test Reason123	Service(s) cancelled by participant	
09/02/25	KHC-900142	Patient Patient	Default	Life Care Demo Payer (KHC)	1000	Caregiver BR	1000-1200	02:00			Test Reason123	Service(s) cancelled by participant	
09/11/25	KHC-900155	Patient Patient	Default	Life Care Demo Payer (KHC)	KHC-1114	Caregiver BR	1215-1230	00:15		missed visit	Personal Issues	Other	
10/07/25	KHC-900155	Patient Patient	Default	Life Care Demo Payer (KHC)	KHC-1002	Caregiver BR	1300-1800	05:00		Caregiver had to cancel	Agency unable to provide replacement coverage (no show, no replacement)	busy	

**Note:** This report is only useful when an agency is scheduling visits within HHAX.

## ➤ Knowledge Check 3

What information is not on the Missed Visit Report by Agency?

A. Patient information

B. Social Security Numbers

C. Caregiver Information

D. Schedule and Visit Times



# Key Takeaways

# ➤ Key Takeaways

- The EVV Compliance by Caregiver report is used to monitor individual caregiver EVV compliance trends.
- Other EVV Compliance reports show EVV compliance by contract/payer or by patient.
- The Visit Report shows all visits that were scheduled and/or completed.
- The Missed Visit by Agency Report shows all missed visits and their corresponding reasons.
- The IL DOA & DRS State Info Hub is your central source for documents, timelines, and updates.



**Resources**

# ➤ Support Resources

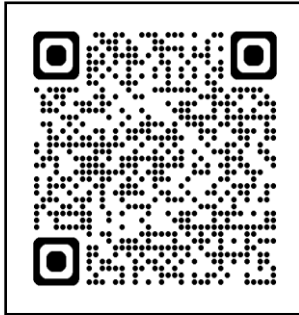
## Knowledge Base:

- [Reports](#)
- [EVV Compliance System Reports](#)
- [Events Reports Definitions](#)
- [Visit Reports Definitions](#)

# State Info Hub

## Provider Information Center

- To ensure you stay up to date on all the information for this project, please visit our State Info Hub
- The State Info Hub will be your primary source of information throughout this implementation



<https://www.hhaexchange.com/info-hub/illinois-doa-drs>

The screenshot shows the HHAeXchange website interface. At the top, the HHAeXchange logo is on the left, and navigation links for Homecare Software, Technology, Resources, and Company are on the right, along with a 'Request Your Demo' button. The main header features a blue background with the text 'Illinois DOA & DRS Information Center' and a 'Provider Enrollment Form' button. Below this, a 'TABLE OF CONTENTS' sidebar lists: OVERVIEW, PARTICIPATE IN TRAINING, UNDERSTANDING ALTERNATIVE EVV (EDI), SERVICES IN SCOPE, and NEED SUPPORT. The main content area is titled 'WELCOME TO HHAEXCHANGE' and contains the following text: 'The Illinois Department of Healthcare and Family Services, the Illinois Department on Aging (DOA), and Illinois Division of Rehabilitation Services (DRS) have partnered with HHAeXchange to support providers in maintaining compliance with state and federal EVV requirements and to deliver a streamlined, user-friendly 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 for providers on March 2, 2026, but there are a few steps you must take to ensure you are set up well in advance of this date. All providers must EITHER use the HHAeXchange EVV Portal OR ensure that the provider's chosen EVV vendor connects with HHAeXchange to aggregate EVV data. The HHAeXchange EVV Portal will enable you to easily meet Illinois state requirements, providing a streamlined and user-friendly experience for both back-office staff and caregivers. 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. For providers that already use an EVV system today, you may also use your own EVV system to connect with

# ➤ Provider Resources: HHAeXchange Provider Knowledge Bases



**Provider Knowledge Base**

<https://knowledge.hhaexchange.com/enterprise/Content/Home/Home-N.htm>



**Caregiver Knowledge Base**

<https://knowledge.hhaexchange.com/caregiver/Content/Home/Home-CG.htm>



**Third-Party EVV (EDI)  
Knowledge Base**

<https://knowledge.hhaexchange.com/edi/Content/Home/Home-C.htm>

# ➤ Additional Resources

**HHAeXchange  
Client Support  
Portal:**

[https://hhaexchange.  
my.site.com/s/login/](https://hhaexchange.my.site.com/s/login/)

**DHS' Division  
of  
Rehabilitation  
Services (DRS):**

[DHS.EVV@illinois.gov](mailto:DHS.EVV@illinois.gov)  
[https://www.dhs.state.il.us/  
page.aspx?item=67203](https://www.dhs.state.il.us/page.aspx?item=67203)

**Department on  
Aging  
(DOA) Email:**

[Aging.EVV.Support  
@illinois.gov](mailto:Aging.EVV.Support@illinois.gov)

**Division of  
Specialized  
Care for  
Children  
(DSCC):**

[o365-dsc-  
evv@uic365.onmicrosoft.com](mailto:o365-dsc-evv@uic365.onmicrosoft.com)

**HFS State Plan  
Home  
Health Email:**

[HFS.EVV@illinois.gov](mailto:HFS.EVV@illinois.gov)

**DHS Division of  
Developmental  
Disabilities  
(DDD):**

[dhs.dddevv@illinois.gov](mailto:dhs.dddevv@illinois.gov)

**HHAeXchange  
Illinois EVV  
Helpline:**

(833) 961-7429

# ➤ Mark Your Calendars!

Visit the HHAeXchange Customer Events Page

- Register for upcoming live trainings and webinars tailored to your agency
- Find sessions on EVV, mobile app, scheduling, billing, reporting, and more
- Get expert tips, real-time answers, and practical takeaways to boost efficiency

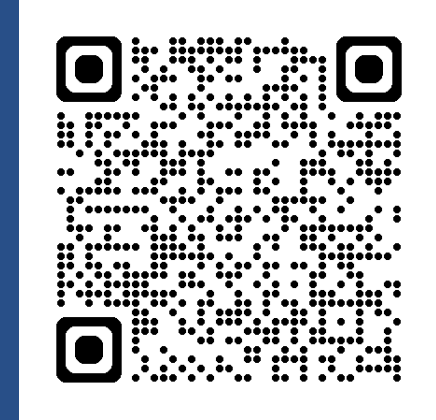


[Customer Training Events:  
Elevate Your Skills | HHAeXchange](#)

A screenshot of the HHAeXchange website's 'Upcoming HHAeXchange Customer Events' page. The page features a navigation bar with links for Homecare Software, Technology, Resources, and Company, along with a 'Request Your Demo' button. The main heading is 'Upcoming HHAeXchange Customer Events', followed by a sub-heading: 'We look forward to seeing you at one of our customer training webinars or in-person training events.' Below this is a search bar and a 'Filter by Event Type' dropdown menu. The event listings are organized into three columns. The first column shows 'Lunch &amp; Learn: Clinical Docs with Teavy' occurring every other Friday at 12:30PM ET, accompanied by an image of a woman working on a laptop. The second column shows 'Daily Onboarding Office Hours' occurring every weekday at 11AM ET, with a line-art icon of two hands shaking. The third column shows a 'LIVE TRAINING: MARCH 23RD AT 2PM ET' for 'Teach Me Tuesdays: Rebilling', featuring the HHAeXchange logo and a 'Live Trainings' button with a play icon.



## Illinois Quarterly Electronic Visit Verification (EVV) Townhall



# Questions

[Registration](#)

Thursday, March 26, 2026

10:00 AM – 12:00 PM

*thank you*