

<First Name> <Last Name>

<Address Line 1>

<Address Line 2>

<City>, <State> <ZIP>

<Date>

Dear <Provider/First Name/Last Name>,

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 31st, 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, [click here to register](#).

Complete the HHAExchange Provider Onboarding Survey

In order to complete your portal configuration before the go live date of December 31st, 2023, you **MUST** complete the HHAExchange EVV Portal Enrollment Survey no later than November 17th, 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

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 31st, 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 or contact us at the haexchange.com/supportrequest.