



Division of Specialized Care for Children

PROVIDER NOTICE

Date: Oct. 1, 2026

Dear Home Nursing Agencies,

The Illinois Department of Healthcare and Family Services (HFS) is conducting an evaluation of the Home Care Program to better understand how home nursing services are being delivered and to gather information related to service utilization, provider costs, rates and reimbursement.

The evaluation includes separate surveys for nursing agencies, families and Home Care nurses.

WHAT IS THE PURPOSE OF THE EVALUATION?

The evaluation will gather information about:

- How home nursing services are being provided across Illinois.
- The utilization and availability of nursing services.
- Provider costs, rates and reimbursement.
- Challenges that families, nursing agencies and nurses experience.
- Overall satisfaction with home nursing services.

The information gathered will help HFS better understand the Home Care Program and inform future program planning and decision-making.

WHAT DO NURSING AGENCIES NEED TO KNOW?

Beginning Oct. 1, 2026, Myers and Stauffer, the consultants conducting the nursing agency portion of the evaluation, will contact nursing agencies directly.

Myers and Stauffer will provide the survey and instructions for completing the Nursing Agency Survey. Nursing agencies are encouraged to complete the survey and provide information about their experiences delivering Home Care Program services.

Information provided through the evaluation will help ensure that the perspectives and experiences of nursing agencies are included.

PLEASE SHARE THE SURVEY FOR NURSES

Nursing agencies are also encouraged to share the Home Care Nurse Survey with the registered nurses (RNs), licensed practical nurses (LPNs) , and certified nursing assistants (CNAs) you employ who provide the services.

The nurse survey will provide an opportunity for individual nurses to share their experiences providing home nursing services.

Home Care Nurse Survey:

https://survey.az1.qualtrics.com/jfe/form/SV_bBoKL3qtqU0k210

Please share the survey link directly with your eligible RNs, LPNs and CNAs and encourage them to participate. Only one survey should be completed by each nurse.

ADDITIONAL INFORMATION

HFS has also issued a provider notice regarding the Home Care Program evaluation. The notice is available here: [HFS Provider Notice – Home Care Program Evaluation](#).

Thank you for your participation and for helping HFS better understand the experiences of providers and nurses delivering Home Care Program services to Illinois families.