



## WELCOME ILLINOIS DEPARTMENT ON AGING COMMUNITY CARE PROGRAM (CCP) PROVIDERS Next Steps and Timeline for Implementation of HHAeXchange

October 29, 2025

Dear CCP In-Home Services Provider:

The **Illinois Department of Healthcare and Family Services** and the **Illinois Department on Aging (IDoA)** have partnered with HHAeXchange to support providers in maintaining compliance with state and federal Electronic Visit Verification (EVV) requirements.

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.

If your agency provides services under both the IDoA and Department of Human Services (DHS) Division of Rehabilitation Services (DRS) programs, please note that you will also receive a separate welcome letter from DHS-DRS.

### How This Affects You

All providers must **EITHER** use the HHAeXchange EVV Portal **OR** ensure the provider's chosen EVV vendor connects with HHAeXchange to aggregate EVV data. The HHAeXchange EVV Portal enables providers to meet EVV requirements and allows providers to:

- Manage schedules based on authorizations, person-centered plans of care, and individual participant needs;
- Offer intuitive EVV tools to homecare aides, including a mobile application available in 20+ languages; and
- Ensure a seamless transition of EVV data to the state aggregator.

If your current EVV vendor is not HHAeXchange, you may choose to continue to use the thirdparty EVV system to connect with the State Aggregator, HHAeXchange, as long as you and your vendor meet the integration requirements and comply with the business rules to transmit data to the State Aggregator.

### Action Needed: Register for an HHAeXchange Information Session

HHAeXchange will host two information sessions on **November 18, 2025, and December 2, 2025**. During these sessions, attendees will see a live demonstration of the EVV Portal, meet the HHAeXchange team, and learn about implementation requirements, available training support,

and HHAeXchange's full suite of solutions. These sessions will also provide an opportunity to ask questions about the EVV Portal.

For agencies using a third-party system, we will also review how to connect with HHAeXchange and outline the steps to complete your HHAeXchange portal.

**Register for one of the HHAeXchange Information Session webinars at:**  
[hhaexchange.com/IL2025infosession](https://hhaexchange.com/IL2025infosession)

**Action Needed: Submit the HHAeXchange Provider Enrollment Form by January 19, 2026**

To prepare for the March 2, 2026, EVV go-live date, all In-Home Service providers who do not have an HHAeXchange portal must complete the **HHAeXchange Provider Enrollment Form** by **January 19, 2026**. This step is required for all providers, even those using a third-party EVV system. The form only takes **10–15 minutes** to complete.

- **Providers serving both IDoA and DHS-DRS customers** should complete **only one enrollment form**, selecting **both IDoA and DRS** as payers when prompted.
- If you are an existing provider, including enterprise providers, and already have access to your HHAeXchange portal for **State Plan Medicaid**, you **do not need to submit a new enrollment form**.

Please use the following link to complete the HHAeXchange Provider Enrollment Form:  
[info.hhaexchange.com/ILenrollmentform](https://info.hhaexchange.com/ILenrollmentform)

Once you've submitted the form and attended an Information Session, HHAeXchange will share training, documentation, and other resources to help your team get ready for go-live.

We're committed to making this process as simple as possible and supporting your success every step of the way.

Sincerely,

IDoA Community Care Program Team

**Contact Information and Other Resources**

Illinois Department on Aging and HHAeXchange will continue to provide updates, communications, and resources as they become available.

**HHAeXchange**

For additional information or to learn more, visit the Illinois State Info Hub at [hhaexchange.com/info-hub/illinois-doa-drs](https://hhaexchange.com/info-hub/illinois-doa-drs) or contact us at the [hhaexchange.com/supportrequest](https://hhaexchange.com/supportrequest).

**Illinois Department on Aging**

For questions or support you may email us at: [Aging.EVV.Support@illinois.gov](mailto:Aging.EVV.Support@illinois.gov)