



WELCOME ILLINOIS DIVISION OF REHABILITATION SERVICES HOME SERVICES PROGRAM PROVIDERS

Next Steps and Timeline for Implementation of HHAeXchange

10/28/2025

Dear HSP Agency Partner

The **Illinois Department of Healthcare and Family Services** and the **Illinois Division of Rehabilitation Services** 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.

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

How This Affects You

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 the state aggregator, HHAeXchange. To use this option, you and your vendor must meet the integration requirements to the State Aggregator and comply with the business rules when using a third-party EVV system.

What if I use Sandata today?

Providers using the free Sandata EVV portal will be migrated to the HHAeXchange free EVV Portal. Providers using a paid Sandata EVV portal can choose to continue using it. Sandata EVV Portal will be considered as third party (Alt EVV) EVV System.

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

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 takes only 10–15 minutes to complete.*

- **Providers serving both the Illinois Department on Aging (DoA) and the Division of Rehabilitation Services (DRS) should complete only one enrollment form, selecting both DoA 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

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,

Home Services Program

Contact Information and Other Resources

Illinois Division of Rehabilitation Services 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 or contact us at the hhaexchange.com/supportrequest.

Illinois Division of Rehabilitation Services

For questions or support, you may email us at: DHS.EVV@illinois.gov