

# Welcome to Electronic Visit Verification

## Overview

We are delighted to have the opportunity to serve your provider agency! We value your efforts in delivering quality care to your Illinois Department On Aging members and recognize the important role that you play in the homecare industry.

Now that you have completed the Provider Onboarding Form, we have outlined important next steps and dates specific to the option you have selected. Please review the details of your selected option and the EVV implementation timeline below. These steps provide guidance on all the different components required to ensure a successful implementation of EVV with HHAeXchange.

## Providers working with HHAeXchange

### Using the EVV system provided by Illinois Department on Aging

Illinois Department on Aging has partnered with HHAeXchange to provide an Electronic Visit Verification (EVV) solution at no cost for patient placement, scheduling, and authorization management for Personal Care Services.

For providers like you who have elected to use the free EVV solution in coordination with the Illinois Department on Aging program, HHAeXchange will work with your provider agency through a series of informational sessions and training webinars. These webinars are required to ensure your provider agency will be familiarized with the HHAeXchange platform, to meet the EVV mandate requirements. The informational sessions provide the background and major milestones required while the training webinars assist in understanding the different functionalities available in the HHAeXchange Provider Portal. As we move through these steps, communications will be sent to the user who completed the Provider Onboarding Form.

## Timeline and Steps for Implementation Readiness

The following table offers a timeline and guidance in preparation for the June 3, 2024, Go-Live.

Step	Timeline Dates	Expectations								
1	<p>Monday, April 8, 2024: 02:00 PM - 3:30 PM EST</p> <p>Wednesday, April 10, 2024: 12:00 PM - 1:30 PM EST</p> <p>Thursday, April 12, 2024: 12:00 PM - 1:30 PM EST</p>	<p><b>Webinar: Informational Sessions</b> Sessions will offer an understanding of the key points and functionalities that will be available to providers in the HHAeXchange Provider Portal and include a high-level demonstration of the HHAeXchange platform. Attendance is only required for ONE (1) session as all sessions will provide the same information. The first session is presented live and is pre-recorded for additional sessions. The live and pre-recorded sessions allow for a Q&amp;A chat option to answer questions.</p> <p><a href="#">Click Here to Register for an Information Session</a></p>								
2	Monday, April 22, 2024	<p><b>Learning Management System Access</b> Receive login credentials for the Learning Management System (LMS) to review videos, documents, and test questions to gain an understanding of the HHAeXchange Provider Portal.</p>								
3	<p>Tuesday, April 30, 2024: 11:00 AM to 1:00 PM EST Intended Audience: Admin and Coordinator.</p> <p>Wednesday, May 1, 2024: 1:00 PM to 3:00 PM EST Intended Audience: ONLY Third-Party Vendors/EDI Training</p> <p>Thursday, May 2, 2024: 11:00 AM to 1:00 PM EST Intended Audience: Admin. *Coordinator optional</p>	<p><b>Webinar: System User Training</b> <i>Webinars are tailored to staff roles in your Agency and correlate with the LMS training. Multiple staff members may attend trainings.</i></p> <p>Webinars will include a review of the different functionalities within the HHAeXchange Provider Portal and a live Q&amp;A chat option.</p> <table border="1"> <thead> <tr> <th>Day</th> <th>Topic</th> </tr> </thead> <tbody> <tr> <td>1</td> <td> <p><b>Tuesday, April 30, 2024</b></p> <ul style="list-style-type: none"> <li>• Topics covered: Member Management, Visit Management, and EVV</li> <li>• Intended audience (Role): Admin and Coordinator</li> </ul> </td> </tr> <tr> <td>2</td> <td> <p><b>Wednesday, May 1, 2024</b></p> <ul style="list-style-type: none"> <li>• Intended audience: ONLY Third-Party Vendors/EDI Training</li> <li>• Topics covered: Introduction to EDI Integration</li> </ul> </td> </tr> <tr> <td>3</td> <td> <p><b>Thursday, May 2, 2024</b></p> <ul style="list-style-type: none"> <li>• Intended audience (Role): Admin;</li> <li>*Coordinator optional</li> <li>• Topics covered: Administration</li> </ul> </td> </tr> </tbody> </table>	Day	Topic	1	<p><b>Tuesday, April 30, 2024</b></p> <ul style="list-style-type: none"> <li>• Topics covered: Member Management, Visit Management, and EVV</li> <li>• Intended audience (Role): Admin and Coordinator</li> </ul>	2	<p><b>Wednesday, May 1, 2024</b></p> <ul style="list-style-type: none"> <li>• Intended audience: ONLY Third-Party Vendors/EDI Training</li> <li>• Topics covered: Introduction to EDI Integration</li> </ul>	3	<p><b>Thursday, May 2, 2024</b></p> <ul style="list-style-type: none"> <li>• Intended audience (Role): Admin;</li> <li>*Coordinator optional</li> <li>• Topics covered: Administration</li> </ul>
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		<a href="#">Click Here to Register for a System User Training</a>
4	Monday, April 29, 2024	<p><b>Log in to your HHAeXchange Provider Portal</b></p> <p>Providers will begin receiving Provider Portal credentials to log in to the system and begin entering Agency service providers. Ensure your provider portal is set up before go-live and work with your service providers to prepare them for EVV (i.e., download the mobile caregiver app and review the IVR phone instructions). Providers can also utilize the Support Center on their portal to search and review job aides and training material under the “Provider Portal Resource” page.</p>
5	Wednesday, May 1, 2024	<p><b>Linking Provider Portals to Illinois Contract</b></p> <p>Receive your Provider Portal credentials to login to the system and begin entering your caregivers. Ensure your portal is setup prior to go-live.</p>
6	Monday, June 3, 2024	<p><b>Go-Live for Illinois Department on Aging</b></p> <p>Providers are expected to start using the HHAeXchange Provider Portal to schedule, and/or confirm EVV compliant visits.</p>

Step	Timeline Dates	Expectations
7	Tuesday, May 28, 2024, at 10 AM EST	<p><b>Webinar: Getting Started</b>            This webinar reviews Go-Live preparedness tasks to ensure your Agency has all the needed information to successfully use the HHAExchange System at Go-Live.</p> <p><a href="#">Click Here to Register for a Getting Started Webinar</a></p>
7	<p>Wednesday, May 29, 2024: 11:00 AM to 12:00 PM EST</p> <p>Thursday, May 30, 2024: 2:00 PM to 3:00 PM EST</p> <p>Wednesday, June 5, 2024: 2:00 PM to 3:00 PM EST</p> <p>Thursday, June 6, 2024: 11:00 AM to 12:00 PM EST</p> <p>Monday, June 10, 2024: 11:00 AM to 12:00 PM EST</p> <p>Wednesday, June 12, 2024: 11:00 AM to 12:00 PM EST</p>	<p><b>Webinar: Open Hours</b>            HHAExchange will be holding several “open hours” webinar sessions. Each session will include subject matter experts to address all questions as well as show demonstrations when appropriate. Providers can join anytime between the start and end time of the desired session date. Each session intends to allow time for providers to ask any outstanding questions. Providers and EDI vendors are not required to stay for the full duration and may exit the webinar once questions have been answered.</p> <p>*Note- it is highly recommended that the Learning Management System (LMS) training be completed before attending an Open Hours session.</p> <p><a href="#">Click Here to Register for Open Hours</a></p>

## Provider Information Center

Visit the [Illinois Information Center Page](#) which shares an overview of the Illinois DOA partnership with HHAExchange, as well as information on training and integration.

## Support

If you need to contact someone directly for Department on Aging, please email

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

All providers can use our Client Support Portal to find answers to questions and create support requests or reach out to HHAeXchange at [ILsupport@hhaexchange.com](mailto:ILsupport@hhaexchange.com)