

March 6, 2026

Aetna Better Health® of Illinois

Quarterly Illinois Electronic Visit Verification (EVV) Townhall Webinar

The Illinois Department of Healthcare and Family Services (HFS) is hosting a Quarterly Illinois EVV Townhall Webinar on **Thursday, March 26, 2026, at 9:00 AM**. Aetna Better Health® of Illinois encourages Personal Care Service (PCS) and Home Health Care Service (HHCS) providers attend this webinar to learn more about the EVV policy and have their questions answered.

Topics to be covered during the Quarterly Illinois EVV Townhall Webinar include:

- Electronic Visit Verification (EVV) policy, including:
 - Compliance thresholds
 - Non-compliance penalties
 - Quarterly compliance monitoring
 - Caregiver Social Security number requirements
 - Third-party system requirements
 - Recommended visit verification methods
- Authorizations and provider-driven placements
- Guidance on using HAAeXchange's Client Support Portal and support ticket processes
- Electronic Data Interchange (EDI) setup
- Review of past and upcoming EVV trainings

HFS will also reserve time for questions and answers at the end of the presentation. Attendees may submit questions in advance during the registration process. The webinar will be recorded and all webinar materials will be posted on the [HFS EVV website](#) after the session.

Webinar details

Date: Thursday, March 26, 2026

Time: 9:00 – 11:00 AM CT

[Click here to register.](#)

Questions?

For questions regarding this webinar or EVV requirements, contact the HFS Bureau of Waiver Operations Management at HFS.EVV@illinois.gov.

If you need assistance or have any questions, please contact your **Provider Relations Representative** or email us at: ABHILProviderRelations@AETNA.com