



Where can I find the most current information about EVV?

The DHS/EVV website will be the primary source of information regarding the EVV System and will be updated regularly.

Please visit the website often for the most up to date information on EVV, including instructions and Frequently Asked Questions:

dhs.illinois.gov/evv

or call the EVV Help Line:

1-888-713-5139 (voice)

1-866-266-3815 (TTY)



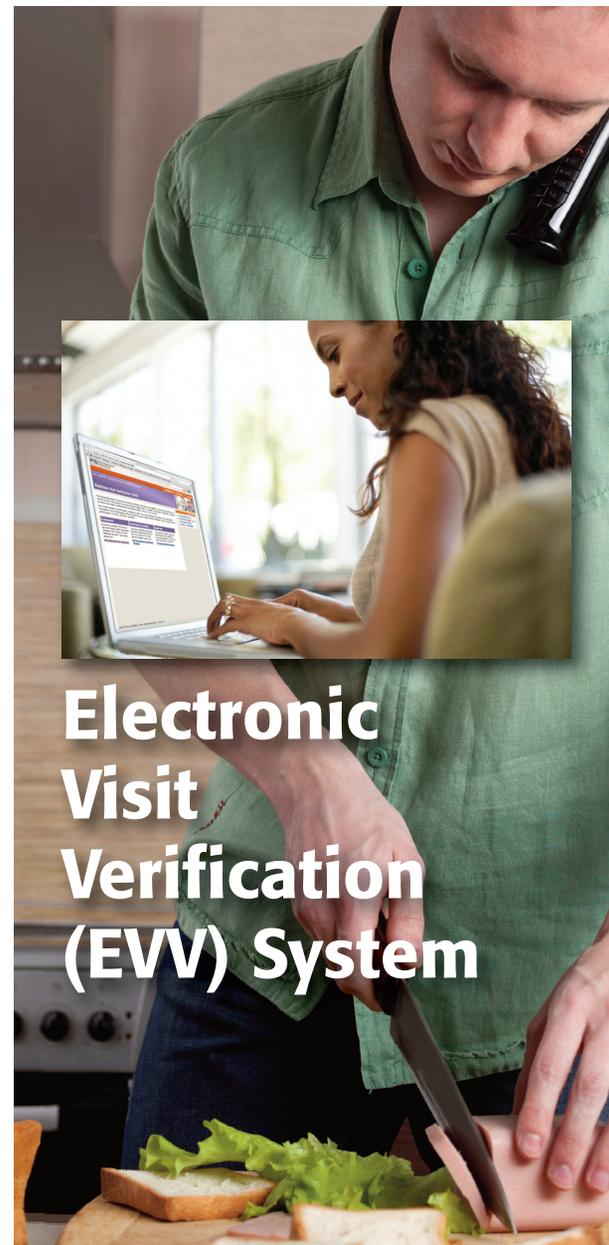
Illinois Department of Human Services
Division of Rehabilitation Services
Home Services Program

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State of Illinois
Department of Human Services



Electronic Visit Verification (EVV) System





On January 1, 2014, the Illinois Department of Human Services' Division of Rehabilitation Services (DHS/DRS) began using an Electronic Visit Verification (EVV) System to assist in timekeeping for the Home Services Program (HSP).



What is EVV?

Electronic Visit Verification (EVV) is a telephone and computer-based system that electronically verifies when services are provided to customers of the Home Services Program (HSP).

When an Individual Provider uses the customer's telephone or other device to call in and call out, the system verifies when each visit occurs and records the precise time it begins and ends.

Why is Illinois implementing EVV?

Illinois passed legislation requiring the DHS/DRS to acquire and implement a new system of electronic service verification for HSP customers.

What is the purpose of EVV?

The purpose of EVV is to help make timekeeping for Individual Providers, Homemakers and Home Health Care Agencies faster, easier, and more accurate.

In addition, the EVV system will assist in monitoring the care given to HSP customers.

Who will use the EVV System?

The EVV System is mandatory for all Individual Providers, Homemakers, and Home Health Care Agencies and their workers who provide services to customers in the Home Services Program.

This includes all classifications of agency workers (Personal Assistant, Homemaker, CNA, LPN, and RN).

Will there be a cost to use the EVV System?

EVV is free to customers and home care workers and will not change anything about the services customers receive.

What if I have questions on how to use the EVV System?

The most up to date information will be on the DHS website at:

dhs.illinois.gov/evv

If you still have a question, you can call your local DHS/DRS office and a HSP Rehabilitation Coordinator or Counselor should be able to assist you. You may also call the DHS/DRS office and request written materials if you don't have access to a computer and printer.

It is our goal to provide services to our HSP customers in a more streamlined and efficient manner.

We understand that change can be difficult and we are committed to providing access to information and partnering with you to enhance this program for both HSP customers and their service providers.