



**EVV NON-COMPLIANCE NOTICE**

Dear HSP Customer,

**HSP is sending this notice because your IP has failed to comply with the Electronic Visit Verification (EVV) Policy.**

You must manage your Individual Provider (IP) to ensure they follow all HSP rules, policies<sup>2</sup>, and procedures.

All IPs must use the EVV system each time they work for an HSP customer. Failure to do this may result in delayed payment for your IP<sup>1</sup>.

IPs must also correctly record the hours worked on their time sheet. If an IP fails to do so, it may result in delayed payment for your IP<sup>1</sup>.

Customers and IP's are encouraged to sign up for the EVV portal. The EVV Portal allows IP's to view work hours and customers can edit and approve IP work hours. IP's are encouraged to download the Sandata Mobile Connect (SMC) mobile application to easily clock in and clock out. The EVV portal or SMC does not replace the requirement for IP's to submit a signed paper time-sheet.

If you would like to receive access to the portal and SMC, you can find more information by visiting [www.dhs.state.il.us](http://www.dhs.state.il.us) and search "Sandata Mobile Connect".

**This is the  notice within a 6-month period.**

Three violations within a six (6) month period may result in a Service Plan change to an agency provider<sup>23</sup>.

**Please contact your local DRS office with any questions or concerns.**

**Date(s) of Non-Compliance:**

Sincerely,

The Home Services Program

<sup>1</sup>89 Ill. Admin. Code 686.1620    <sup>2</sup> 89 Ill. Admin. Code 677.200    <sup>3</sup> 89 Ill. Admin. Code 684.100(j)