

August 24, 2026

## **Aetna Better Health® of Illinois**

### **Quarterly Illinois Electronic Visit Verification (EVV) townhall webinar**

Aetna Better Health® of Illinois encourages Personal Care Service (PCS) and Home Health Care Service (HHCS) providers to attend the upcoming Illinois EVV Townhall Webinar hosted by the Illinois Department of Healthcare and Family Services (HFS) and HHAeXchange (HHAX). The webinar will be held on September 30, 2026, from 1:00 to 3:00 PM CT.

During the webinar, HFS and HHAX will cover the following topics:

- EVV policy reminders and non-compliance penalties
- Accessing and analyzing HHAX Know Your Numbers (KYN) reports
- Accessing HHAX system reports
- Assessing claims-to-EVV alignment
- Common issues and troubleshooting tips for compliance oversight

Attendees may submit questions during the registration process. The webinar will be recorded and webinar materials will be uploaded to the HFS EVV website after the session.

### **Webinar details**

|                     |                                                                           |
|---------------------|---------------------------------------------------------------------------|
| <b>Date</b>         | Wednesday, September 20, 2026                                             |
| <b>Time</b>         | 1:00 – 3:00 PM CT                                                         |
| <b>Audience</b>     | Personal Care Service (PCS) and Home Health Care Service (HHCS) providers |
| <b>Registration</b> | <a href="#">Click here to register</a>                                    |

### **Questions?**

For questions regarding this webinar or EVV requirements, contact the HFS Bureau of Waiver Operations Management at [HFS.EVV@illinois.gov](mailto:HFS.EVV@illinois.gov).

If you need help or have questions, please contact your [Provider Relations Representative](#) or email [ABHILProviderRelations@AETNA.com](mailto:ABHILProviderRelations@AETNA.com).