



June 17th, 2025

Aetna Better Health® Premier Plan MMAI - Provider Notice

Dear providers,

HFS and HHA are resuming Illinois EVV townhall webinars on a quarterly basis for EVV in-scope providers (i.e., providers currently required to use HHA or transmit EVV data to HHA for aggregation) and third-party EVV vendors. **Please be aware** Illinois will host an EVV Townhall webinar quarterly.

During the quarterly webinars, HFS and HHA will cover the following topics:

- The purpose of EVV and the status of statewide implementation for in-scope providers.
- IL EVV policies and compliance requirements.
- Tips for successful use of EVV.
- Technical guidance, including troubleshooting tips, steps for running compliance reports, and avenues for support.
- State and HHA Resources.

Please note that each webinar will be recorded, and webinar materials will be uploaded to the HFS EVV website. You [may sign up](#) for HFS EVV Provider Notices by entering your email then selecting “**Electronic Visit Verification.**”

For further details, please review the following websites:

- [HFS EVV website](#)
- [HHAeXchange Illinois Information page](#)

Questions?

If you have general questions about this communication, please contact our **Provider Experience Department:**

By Phone: 1-866-600-2139 (TTY: 711)

By Email: COEProviderServices@aetna.com