Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin

Wisconsin EVV Customer Care

833-931-2035 | vdxc.contactevv@wisconsin.gov

Monday–Friday | 7 a.m.–6 p.m. CT

https://www.dhs.wisconsin.gov/evv/index.htm

Wisconsin EVV Customer Care is here to help you with any EVV issues. Please contact us with your questions or feedback.

This newsletter provides information about EVV in Wisconsin. ForwardHealth Updates 2021-23, titled "Electronic Visit Verification Policy and Hard Launch Timeline," 2021-26, titled "Electronic Visit Verification Hard Launch Preparation," and 2021-40, titled "Electronic Visit Verification Soft Launch Phase Has Been Extended," contain approved guidance.

Did you know that visits recorded with the Sandata mobile app make it all the way to verified status **more than 90%** of the time and have the **lowest** rates of manual fixes?

In this issue, provider agencies who are using the Wisconsin EVV vendor, Sandata, will find tips to help workers navigate the app more easily, as well as the back-up methods workers can use when the app isn't an option.

3 Ways to Collect EVV Visit Information

Best Option: Sandata Mobile Connect App

The fastest and most reliable way to record EVV visits is by using the Sandata Mobile Connect (SMC) app on a cell phone or tablet.

- The app uses drop-down lists to help workers make fewer mistakes, which means that provider agency administrators spend less time fixing exceptions.

- If workers don't have access to devices that can run the SMC app, provider agencies might consider purchasing tablets for the workers to use during visits—an investment now can prevent hours spent fixing mistakes.

- The app still works when it's not connected to the internet. A worker can record the visit as usual, and it'll upload the next time the worker logs in while the device is connected to the internet. However, visits recorded offline will cause exceptions that provider agencies have to fix.

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SMC FAQs

Q1. Why do I have to log in at the start and the end of the visit?
A1. Location is one of the pieces of information required for every EVV visit. The SMC app only records your location at the moment that you start a visit. During the visit, the app closes out to remove GPS data and protect your privacy and the privacy of your members and participants. Since the app doesn't track you during the visit, you need to log in again for it to record your location at the end of the visit.

Q2. Why does the app keep logging me out?
A2. To protect member/participant personally identifiable information (PII), the SMC app logs you out if you:

- Take a screenshot, answer a phone call, or open a new app like music, notes, or texts.
- Haven't used the app within 5 minutes.

   Tip: Make sure you've started the visit by tapping YES under "Are you sure you want to start the visit" before you switch away to any other apps or put down your phone so you don't lose the information you've entered.

Q3. Why do I have to change my password so often?
A3. To keep the app HIPAA-compliant, SMC app passwords have to be changed every 60 days. To help workers remember their passwords, provider agencies can suggest that workers use passphrases. A passphrase is a multiple-word phrase that uses letters and symbols to create a password that is hard for others to guess but easy for you to remember, such as "W!nterWonderl@nd."

Q4. How can I reset my password if I forget it?
A4. You can reset your password by tapping the FORGOT PASSWORD link on the app's log-in screen. Your password needs to have at least:

- 12 characters (numbers, letters, and symbols)
- 1 uppercase letter
- 1 lowercase letter
- 1 symbol like !@#$%

Backup Option: TVV
If the SMC app isn't an option, the next best EVV method is telephonic visit verification (TVV). Workers record their visit information by calling a special phone number from the member's landline or fixed VoIP (Voice over Internet Protocol). **The call must come from the phone number in the member or participant's Sandata file.** Calls from an unregistered number cause exceptions that the provider agency has to fix manually.

Last Option: FVV
If the worker can't use the SMC app **and** the member or participant doesn't have a landline to use TVV, the provider agency can request a fixed visit verification (FVV) device to be sent to the member or participant. This is a small box that stays in the member's home.

How to use FVV:

1 Press button on the device when you arrive.

2 Write down the number that the device shows.

3 Provide care services.

4 Press button on the device again before you leave.

5 Write down the new number the device shows.

6 Call in the visit using your agency's TVV line.

7 Enter the information the prompts ask for, including both numbers.