

# Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin



Issue 3 | October 2020



Soft launch is November 2, 2020! While you get used to integrating electronic visit verification (EVV) into your day-to-day, we wanted to offer some insight into how the technology behind EVV works, including alternate EVV certification and mobile app operation.

## In the Know

We know that EVV is a new technology to get used to. Below we give examples of some mistaken beliefs we've heard about the Sandata EVV system and the correct information.

- 1. False:** EVV tracks workers during the visit and even when they're not logged in. **True:** The Sandata mobile app only collects information when the worker checks in and out at the start and end of their shift. If left idle for five minutes, the app will automatically close. It only captures the location at the exact time when a worker checks in, and then again at the exact time when the worker checks out.
- 2. False:** If an alternate EVV vendor is certified in another state, that vendor certification covers Wisconsin, too. **True:** Even if a vendor has successfully completed Sandata certification in another state, they still have to certify in Wisconsin. Learn more about the Alternate EVV certification process on the [DHS Alternate EVV](#) webpage.

## Wisconsin EVV Customer Care

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Monday–Friday | 7 a.m.–6 p.m. CT

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

This newsletter provides information about EVV in Wisconsin. The July 2020 ForwardHealth Update (2020-31), titled "[Implementation of Electronic Visit Verification for Personal Care and Supportive Home Care Services](#)," contains approved guidance.

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**3. False:** EVV will prevent client care.

**True:** If a client needs immediate care, that always takes priority. Emergency care should always be given before checking into EVV.

**4. False:** Workers need to check in and out for every single task throughout their visit.

**True:** Workers check in and out using a single service code (personal care, supportive home care) that covers many tasks. If a provider agency chooses, they can have workers report specific tasks (for example, assisting with dressing, toileting, or transferring) during the check-out process. Workers can choose tasks from a list when they check out, and they do not need to specify how much time each task took.

**5. False:** EVV requires Wi-Fi or cell service at the member's or participant's home.

**True:** None of the three EVV methods (mobile visit verification [MVV], telephonic visit verification [TVV], or fixed visit verification [FVV]) require Wi-Fi or cell service at the time of the visit. If you do not have Wi-Fi or cell service at the member's or participant's home, you can start a visit on the Sandata Mobile Connect (SMC) app. If you don't have a connection, the visit will be encrypted and captured as an "unknown visit." When the visit is complete, the next time you open the app in an area with Wi-Fi or cell reception, the app will report the visit information to the Sandata system. From there, an administrator in your agency can correct the "unknown visit" to associate it with the correct client.

If your SMC app isn't available, you can also call into EVV using the member's or participant's landline or fixed Voice over Internet Protocol (using telephonic visit verification). If you can't use the SMC app **and** the member or participant doesn't have a landline or fixed Voice over Internet Protocol you can use, your agency can request a fixed visit verification device for them. Neither telephonic visit verification nor fixed visit verification require internet access.

## Recommended Reading

### Training Workers

The Wisconsin Department of Health Services is using a train-the-trainer model, which means that one or two administrators from an agency attend the DHS training, and then they bring that knowledge back to train the rest of the team. To give agencies a helping hand in training workers, the Wisconsin Department of Health Services has put together the [Electronic Visit Verification \(EVV\): Training Workers](#) page. The Training Workers page is a list of resources that agencies can mix and match to help teach everyone in their organization to use EVV. Remember to make sure everyone has a firm grounding in the basics by soft launch on November 2!

### Your Key to EVV, Issues 1 and 2

If you missed our first two issues, you can browse the [EVV Newsletter library](#) so you're fresh and ready for soft launch on November 2. Make sure you're [signed up to receive emails](#), and you'll always get an alert when a new issue of Your Key to EVV goes up.

