

Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin



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Hello! Last year was a challenge for many of us. We'd like to take a moment now to thank you for overcoming the many difficulties of 2020 to keep serving the members, participants, and families of Wisconsin.

In this newsletter, we're focusing on electronic visit verification (EVV) adoption and what that means for us in Wisconsin. We'll cover what information the Wisconsin Department of Health Services (DHS) is monitoring and how provider agencies can keep track of their own progress toward EVV success.

Wisconsin EVV Customer Care

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<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.

Because You Asked!

Q: Why is Wisconsin requiring EVV now? Can it be delayed?

A: EVV is a federal mandate. That means that if the state hadn't implemented EVV by January 1, 2021, it would have lost funding. Only Congress could have delayed the deadline, and they didn't.

Q: What are the EVV requirements in Wisconsin?

A: All personal care services and some supportive home care services (service codes T1019, T1020, S5125, and S5126) require EVV. For now, Wisconsin is letting workers and provider agencies get used to the new EVV process before claims may be denied for missing EVV data.

For an EVV visit to be matched to a claim, it has to capture 6 key pieces of information: who receives the service, who provides the service, what service is provided, where service is

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provided, the date of service, and the time in/time out. To capture this information, provider agencies can use either the Sandata EVV system provided by DHS, or an alternate system that goes through the Sandata aggregator. If provider agencies use an alternate system, they must have it certified with Sandata and DHS before using it.

Q: Is DHS keeping track of who's using EVV?

A: Yes. DHS is checking to make sure that provider agencies are able to set good EVV practices in place before hard launch, when missing EVV information may cause claims to be denied. We want to use this time to help troubleshoot any problems that come up, so everyone can make EVV a routine part of their everyday process.

DHS encourages provider agencies to monitor their own statistics so they can have a sense of how well their workers are using EVV.

Q: How can provider agencies improve their EVV use?

A: DHS understands that working with a new system can be tricky and we want to give you time to find out what is and isn't working for your provider agency. If you can get your EVV problems solved now, you can stop bad practices before they become bad habits—and save yourself valuable time in the process!

For provider agencies using Sandata, the DHS-provided EVV system, the Sandata EVV Portal allows provider agencies to pull reports sorted by worker, by client, or by type of exception.

The Sandata EVV Online Manual is available to administrators within the Sandata EVV Portal. The Reports section gives details on how to review summaries of visits. The “Detail Visit Status Report” is a great place to start. This view groups member/participant and worker information together to display exceptions, services, dates, times, and adjustments to call-in and call-out times all in one report.

For provider agencies using an alternate EVV system, the Sandata aggregator portal allows provider agencies using an alternate EVV system to pull similar reports, including the Detail Visit Status Report.

Running reports is a great way to track how well workers are using EVV and to show progress over time! For example, if a worker has many “unknown client” visits, they may need some support and training about how to begin a visit. By identifying your workers' problem areas and helping them fix those problems now, you are saving your administrator time and effort (since they won't have to manually fix visits) as well as improving your overall EVV use.



Recommended Reading

We've provided a couple of links to resources that provider agencies and workers may find helpful for making EVV a seamless part of every visit.

- The [Wisconsin Service and Task List](#) lists the service IDs and definitions for tasks that workers may need to record.
- The [Resources and FAQs](#) page of the DHS EVV website is a treasure trove of documents from policy decisions, podcasts, issues of Your Key to EVV, to handouts, forms, and flyers. The [EVV ID Help Sheet](#) and the [Worker Visit Card Template](#) are particularly helpful in getting EVV information correct on the first try! Provider agencies should feel free to share these resources with their workers.
- Fee-for-service workers and provider agencies can find the most current EVV information in the ForwardHealth Online Handbook under the Electronic Visit Verification section of the Personal Care service area.

As always, provider agencies who provide services through a managed care organization, HMO, or fiscal employer agency should check with that payer for additional direction and resources.