



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

**July 24, 2019**

# **Electronic Visit Verification Requirement**

## **Member and Participant Forum**

Federal Requirements  
and Stakeholder Input

# Agenda

- Welcome, forum logistics, and introductions
- Stakeholder engagement
- Guiding principles for Wisconsin
- Understanding electronic visit verification (EVV)
  - What is it?
  - Does this apply to me?
  - How will it work?
- Responses to previous questions and concerns
- What's ahead
- Your questions and comments

# Welcome

- Forum logistics:
  - Please hold questions till the end.
  - Be aware we are recording this forum to post on the EVV webpage for others to view.
- Livestream viewers may send questions to [dhsevv@dhs.wisconsin.gov](mailto:dhsevv@dhs.wisconsin.gov)

# Introductions: Department of Health Services (DHS)

## **Division of Medicaid Services**

**Curtis Cunningham**, Assistant Administrator for Long Term Care Benefits and Programs

# Stakeholder Engagement

- Provider Agency Workgroup, 2017
- Provider Agency Survey, August 2018
- Forums:
  - Stevens Point, November 27, 2018
  - Milwaukee, April 10, 2019
- HMO, managed care organization (MCO), and IRIS (Include, Respect, I Self-Direct) administrator meetings
- Wisconsin EVV Advisory Workgroup, since November 2018

# Our Guiding Principles

- Maintain your services.
- Keep your choice of a worker.
- Ensure needed care is delivered.
- Protect personal data and comply with Health Insurance Portability and Accountability Act of 1996 (HIPAA).

# Understanding EVV: What is it?

- EVV uses technology to show that personal care services billed to Medicaid were provided.
- Examples of personal care include bathing, dressing, feeding, and other services.

# Understanding EVV: What is it? (Continued)

The federal 21st Century Cures Act requires states to implement EVV for Medicaid-covered:

- Personal care services by January 1, 2020, although DHS has requested an extension till January 1, 2021.
- Home health services by January 1, 2023.



# Understanding EVV: What is it? (Continued)

## **EVV Timeline in Wisconsin**

- This summer: Extension filed
- This fall: Forum to announce and discuss implementation date of soft launch
- Three months before soft launch: Training begins
- After launch: Period of data evaluation
- Future updates on EVV direction

# Understanding EVV: What is it? (Continued)

Information collected by EVV during a visit includes:

- Date
- Time
- Type of services
- Location of services
- Individual receiving the services
- Individual providing the services

# Understanding EVV: Does this apply to me?

The following programs will require EVV for personal care services:

- Medicaid (ForwardHealth card) and BadgerCare Plus fee-for-service, including Katie Beckett
- BadgerCare Plus and SSI HMOs
- Family Care and Family Care Partnership
- IRIS

# How will it work? Example Visit

Your caregiver:

- Clocks in using one of the following technologies:
  - An app on a mobile phone or tablet (WiFi or cell service not required during visit).
  - A landline phone.
  - A small fixed device that does not use WiFi, GPS, or cell service.
- Provides services.
- Follows the same procedures to clock out.
- Any emergency needs can be tended to immediately—EVV should not change your care.



# Responses to Previous Questions and Concerns

- This technology will not track your location.
- EVV does not change where you can receive your personal care.
- EVV verifies the visit, not every personal care task.
- DHS updates a web page of FAQs.

# What's ahead?

- This fall: Forum to announce and discuss implementation date of soft launch
- Three months before soft launch: Training begins
- After launch: Period of data evaluation
- Future updates on EVV direction
- Updates to the EVV webpage
- Ongoing comments and questions:  
[dhsevv@dhs.wisconsin.gov](mailto:dhsevv@dhs.wisconsin.gov)

# Your Questions and Comments

Reminder: If you are watching the livestream,  
send your questions to:

[dhsevv@dhs.wisconsin.gov](mailto:dhsevv@dhs.wisconsin.gov)

We will read as many audience questions  
as we can.

# Your Questions and Comments (Continued)

- Webpage
  - <https://www.dhs.wisconsin.gov/forwardhealth/evv.htm>
  - Sign up for email subscription for webpage announcements
- EVV mailbox: [dhsevv@dhs.wisconsin.gov](mailto:dhsevv@dhs.wisconsin.gov)



**Thank you**