

Electronic Visit Verification

July 29, 2020
Online Public Forum
Wisconsin EVV





Agenda

- Welcome and Introductions
- Federal 21st Century Cures Act
- EVV Background and Overview
- Guiding Principles
- EVV Program Design
- EVV Training
- Next Steps, Timeline, and Resources
- Q&A Session, Forum Survey
- Thank you

Email questions and comments to
dhsevv@dhs.wisconsin.gov

Federal 21st Century Cures Act

The federal timeline for Electronic Visit Verification (EVV) implementation has not been impacted by COVID-19. All states are required to implement EVV for Medicaid-covered personal care services no later than January 2021. States not meeting this deadline will have reduced funding.

Online resources for COVID-19 are available at:

- <https://www.dhs.wisconsin.gov/covid-19/index.htm>
- <https://www.cdc.gov/coronavirus/2019-ncov/>

EVV Background and Overview



EVV Background and Overview

**In response to the 21st Century Cures Act,
EVV is required for:**

- Medicaid-covered personal care services **effective November 2, 2020***.
- Medicaid-covered home health services effective January 1, 2023

*Wisconsin EVV Soft Launch implementation date

EVV Background and Overview (Cont.)

The following are programs with personal care services:

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

EVV Background and Overview (Cont.)



Service	Medicaid and BadgerCare Plus Fee-for-service, BadgerCare Plus and Medicaid SSI HMOs	Family Care, Family Care Partnership	IRIS
Personal care services per 15 min. (T1019)	Yes	Yes	Yes
Personal care services per day (T1020)	n/a	Yes	n/a
Supportive home care per 15 min. (S5125)	n/a	Yes	Starts January 2021 after waiver renewal
Supportive home care per day (S5126)	n/a	Yes	Starts January 2021 after waiver renewal

EVV Background and Overview (Cont.)

Federally Required EVV Data

6 KEY DATA POINTS



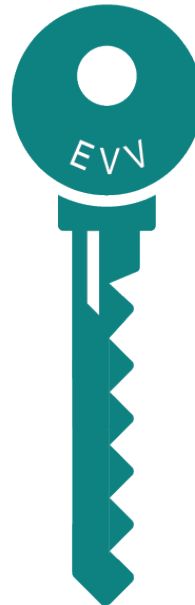
Who receives service



Who provides service



What service is provided



Where service is provided



Date of service



**Time in/
Time out**



EVV Background and Overview (Cont.)

Mobile Visit Verification (MVV)*

- Workers can record each visit by checking in and out on a smart phone or tablet.
- The visit information will be transmitted when internet or a mobile connection is available.
- This information is encrypted for privacy.

*When using the Wisconsin Department of Health Services (DHS) provided EVV vendor (Sandata)

EVV Background and Overview (Cont.)

Landline phone*

Telephonic Visit Verification (TVV)

Workers will check in and out by calling a toll-free number assigned to their agency.

*When using the DHS-provided EVV vendor (Sandata)

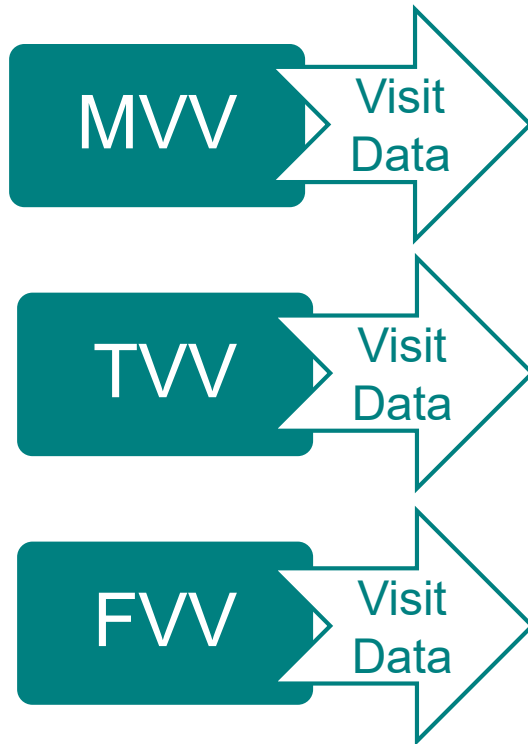
EVV Background and Overview (Cont.)

Fixed Visit Verification Device (FVV)*

- The worker will press a button during the visit to obtain a six-digit code, when checking in and out.
- The worker will write down the six-digit code displayed on the device.
- Later, the worker will call to submit the visit information.

*When using the DHS-provided EVV vendor (Sandata)

EVV Background and Overview (Cont.)



Provider agency dashboard*

Visit Details Visit Start Date: 01/22/2019 ×

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Alterations, Evelyn	612273	201982427653	Abercrombie, Rose	99101

GENERAL SELECT ALL

CLIENT ● Visits Without Out-Calls This exception needs to be fixed

EMPLOYEE ● Missing Service This exception needs to be fixed

CALL LOG ● Visit Verification Exception ACKNOWLEDGE THIS EXCEPTION

MERGE CALLS ● Client Signature Exception ACKNOWLEDGE THIS EXCEPTION

TASKS

EXCEPTIONS

*When using the DHS-provided EVV vendor (Sandata)

DHS Guiding Principles



DHS Guiding Principles

- Maintain services provided, including community integration
- Support provider selection
- Keep the individual's choice of worker
- Ensure needed care is delivered

DHS Guiding Principles (Cont.)

DHS is responsible for ensuring that:

- EVV is minimally burdensome.
- Best practices are applied.
- The EVV system is secure and compliant with Health Insurance Portability and Accountability Act (HIPAA).
- Training opportunities are available.

DHS Guiding Principles (Cont.)

DHS is committed to:

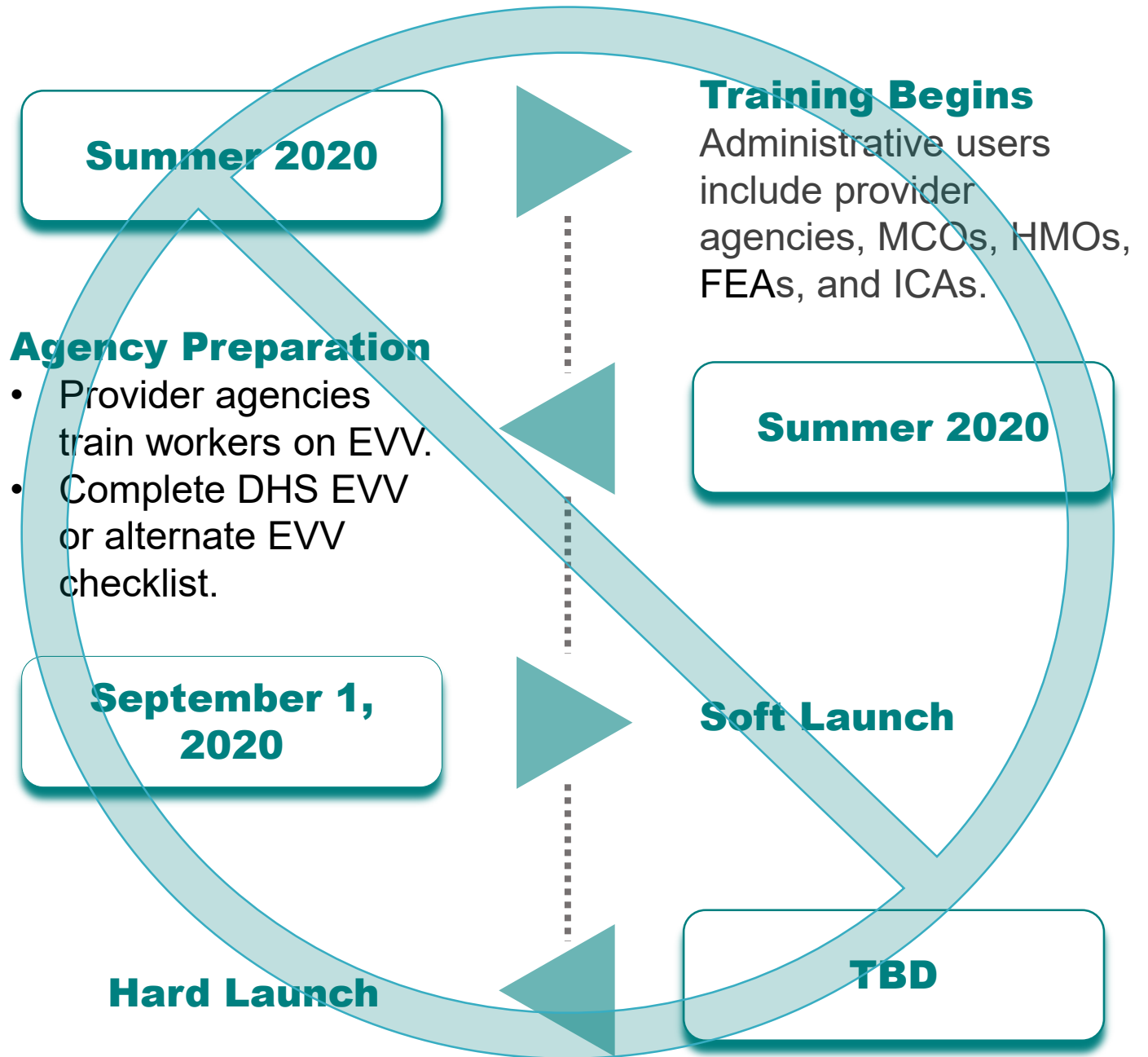
- Ensuring program requirements remain in place.
- Communicating policy changes clearly.
- Exploring efficiencies and policy improvements after hard launch.

EVV Program Design



Previously Proposed Timeline

March 2020



Current Timeline



EVV Program Design

Soft Launch: November 2, 2020

- Claims and encounters without EVV data will continue to be paid.
- EVV will be required for all personal care services and applicable supportive home care services paid for by Medicaid from this date.
- The soft launch does not change current requirements for timesheets, records of care, or other documentation.

EVV Program Design (Cont.)

Hard Launch:

- Claims or encounters without EVV data may be denied and personal care costs may be excluded from managed care capitation rate development.
- This date remains under consideration.
- When determined, the date will be communicated to stakeholders through various channels.

EVV Program Design (Cont.)

Today's forum provides Update highlights:

- The ForwardHealth Update containing EVV policy was published on July 22, 2020.

<https://www.forwardhealth.wi.gov/kw/pdf/2020-31.pdf>

- The ForwardHealth Update containing EVV training was published on July 22, 2020.

<https://www.forwardhealth.wi.gov/kw/pdf/2020-32.pdf>

EVV Program Design (Cont.)

Provider Agency Identification:

- All provider agencies are required to have a unique identification number.
- Medicaid-enrolled personal care provider agencies will use their Medicaid ID for EVV.
- Non-Medicaid-enrolled provider agencies need to request a Medicaid ID through the [ForwardHealth Portal](#).

EVV Program Design (Cont.)

Worker Identification:

- All provider agencies will be required to obtain a unique worker ID for each worker using EVV to log visits.
- The ForwardHealth Portal process to obtain unique worker ID numbers will be available **mid-September, 2020**.

EVV Program Design (Cont.)

Live-in Workers:

- DHS is not requiring EVV for live-in workers.
- Managed care organizations (MCOs), HMOs, and provider agencies may independently decide, based on business needs, if their live-in workers are required to use EVV.
- IRIS (Include, Respect, I Self-Direct) participant-hired live-in workers are not required to use EVV.

EVV Program Design (Cont.)

Live-in Workers:

- All live-in workers that provide Medicaid-covered personal care and applicable supportive home care services will need a unique worker ID, even if they are not required to use EVV.

EVV Program Design (Cont.)

Services Provided in the Community:

EVV is required regardless of where services are provided, whether in the community, in the home, or both.

- This decision aligns with DHS program principles of choice and community inclusion.
- Supports fluid service delivery without location barriers.
- Provides consistency across programs.

EVV Program Design (Cont.)

Alternate EVV:

If choosing an alternate EVV system, complete the following:

- Ensure the alternate EVV system complies with 21st Century Cures Act and Wisconsin requirements.
- Attest the system meets Wisconsin requirements.
- Work with alternate vendor and Sandata to complete testing.
- Receive DHS approval upon successful testing.

To learn more visit: <https://www.dhs.wisconsin.gov/evv/alternateevv.htm>

EVV Training



EVV Training

Live webinar training is available August 18 through October 9, 2020.
On-demand training is available from August 18, 2020 forward.

Register for **administrator training**:

- <https://www.dhs.wisconsin.gov/evv/training.htm>
- Call Wisconsin EVV Customer Care at 833-931-2035.
- An agency Medicaid ID is needed to register.

In person training may be an option at a later date if appropriate.

EVV Training (Cont.)

Training provided for:

- Provider Agency Training
 - Administrators
 - Workers
- Program Payers
- Alternate EVV

EVV Training (Cont.)

Who should attend DHS-led training?

- Administrative staff involved with claims and billing
- Administrative staff involved in training

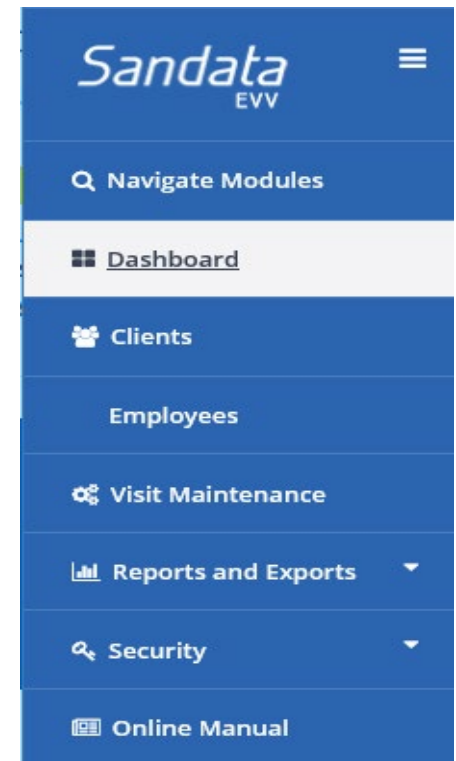
Organization administrators may select one of these two options:

- Instructor-led, live web-based training—three modules, two hours each
- Independent, on-demand web-based training

EVV Training (Cont.)

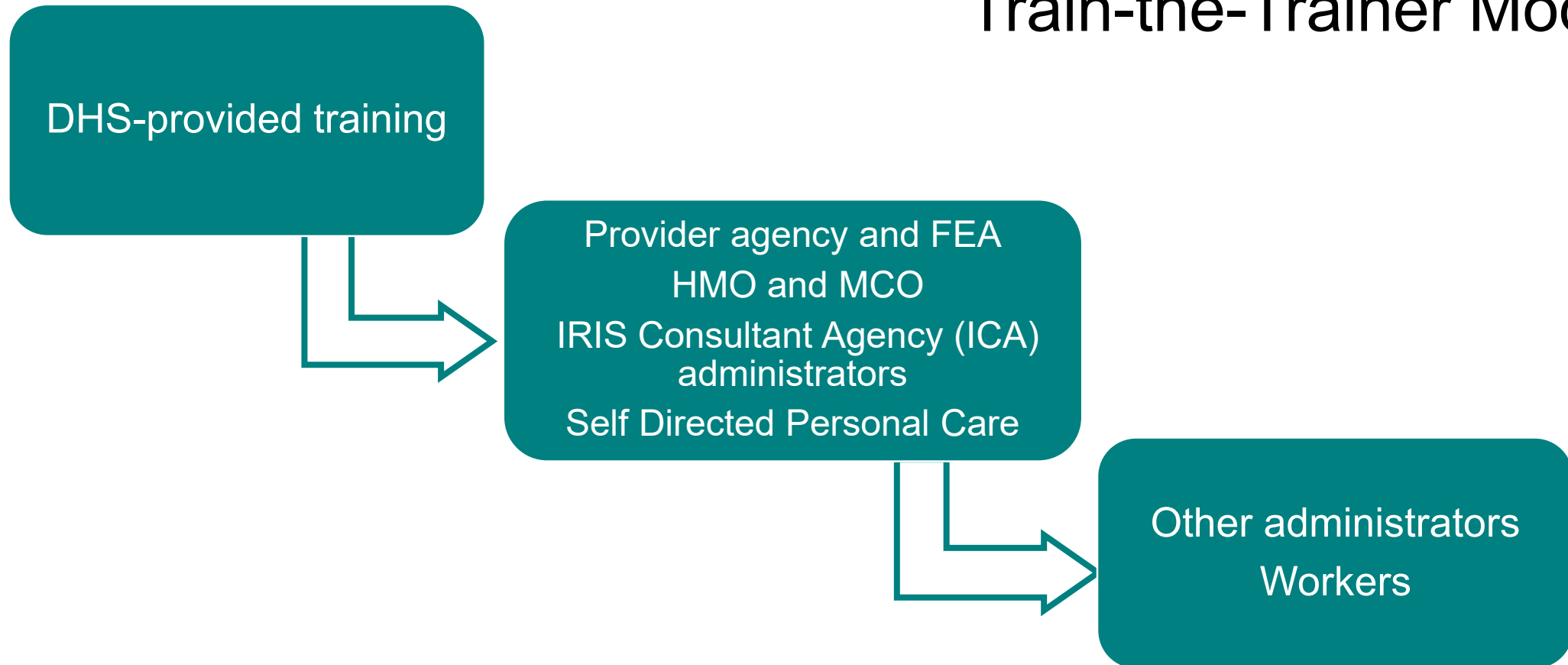
What will be addressed in training for administrators?

- Sandata EVV Portal
- Wisconsin-specific details
- How to capture a visit
- Tools and resources to train other staff and workers



EVV Training (Cont.)

Train-the-Trainer Model



EVV Training (Cont.)

DHS-provided resources for worker training:

- On-demand web-based training
- Training guides
- Videos

EVV informational video:

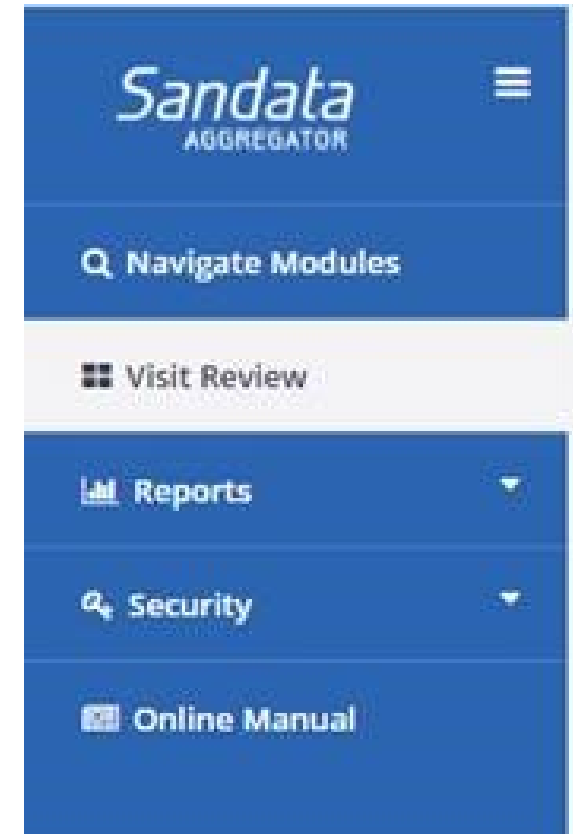
<https://www.dhs.wisconsin.gov/evv/index.htm>

EVV Training (Cont.)

HMO/MCO/Fiscal Employer Agency (FEA)

- Aggregator training
- Webinar focused on payer reports
- Timing: Mid-November, 2020

DHS will provide additional details prior to training.



EVV Training (Cont.)

Complete alternate EVV training before November 2, 2020.

- Complete the alternate EVV certification process:
<https://www.dhs.wisconsin.gov/publications/p02663a.pdf>.
- Complete the online aggregator training.
- Complete any training required by the alternate EVV vendor.



Provider agencies are responsible for training workers on their alternate EVV system.

Next Steps, Resources, and Timeline



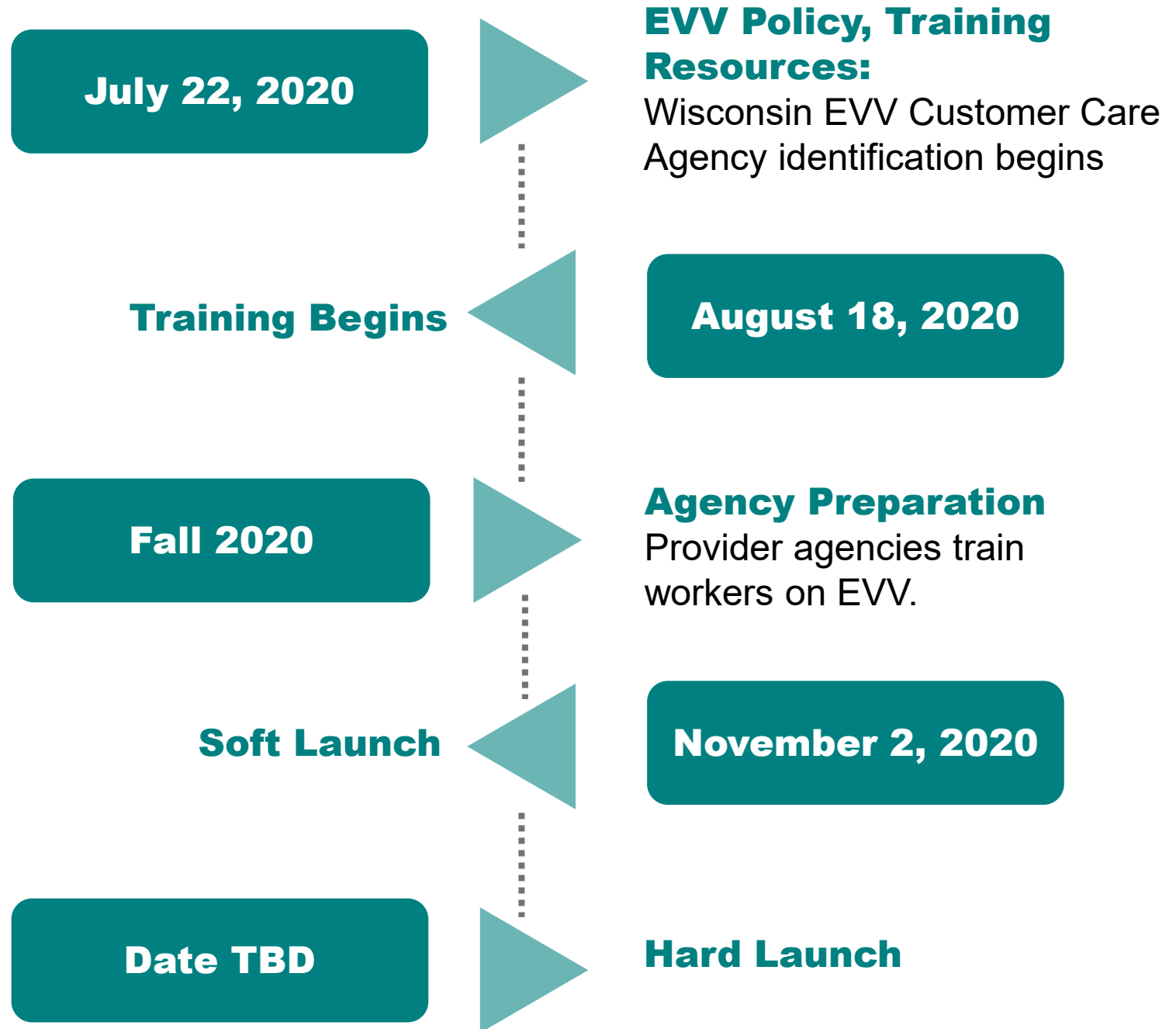
Next Steps, Resources, and Timeline

- Review the ForwardHealth Update containing EVV policy that was published on July 22, 2020.
- Provider agencies that are not required to be Medicaid-enrolled will need to request a Medicaid ID.
- If provider agencies are already Medicaid-enrolled, verify the email listed on the Mailing Address panel in your secure ForwardHealth Portal account.

Next Steps, Resources, and Timeline (Cont.)

- Determine EVV system:
 - DHS provided EVV system: Sandata
 - Alternate EVV system
- Identify a lead administrative user to be the first to complete training and be the primary contact for EVV.
- Identify other administrative users within your agency.
- Register for training at:
<https://www.dhs.wisconsin.gov/evv/training.htm>.

Current Timeline



Next Steps, Resources, and Timeline (Cont.)

EVV Website –

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

- EVV: Home
- Information for Members and Participants
- Information for Provider Agencies and Workers
- Alternate EVV
- Training Information**
- Information for Program Payers
- Understand the EVV Timeline
- Frequently Asked Questions about EVV
- Forums**
- News**

Electronic Visit Verification (EVV)



New launch date set: The Wisconsin Department of Health Services (DHS) has set a new launch date for EVV. The soft launch date will be November 2, 2020. EVV will be required for all personal care services at applicable supportive home care services paid for by Medicaid from this date. Since the federal deadline for EVV has not shifted, DHS is moving forward with EVV to avoid funding penalties.

What is EVV?

EVV is an electronic system that uses technologies to verify that authorized services were provided. Workers are required to send information at the beginning and end of each visit to an EVV system, including:

- Who receives the service
- Who provides the service
- What service is provided
- Where service is provided
- Date of service
- Time in/time out

Wisconsin's EVV in

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Next Steps, Resources, and Timeline (Cont.)

Wisconsin EVV Customer Care

Will provide support for both technical and program-related questions for provider agencies, members, participants, workers, and program payers.

Direct line: 833-931-2035

Email: VDXC.ContactEVV@Wisconsin.gov

Hours: Monday–Friday, 8 a.m.–5 p.m. CT

Q&A, Forum Survey



Email questions and comments to:
dhsevv@dhs.wisconsin.gov

Your feedback is important to us. Please [click here](#) to complete the forum survey.

**See you at
training!**

Thank you



Register here:

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