

## **Electronic Visit Verification**

### ***Unlocking EVV Podcast #3 Transcript***

**Sheila:** Hello, my name is: Sheila Itzen, I'm a Wisconsin EVV Provider Training Representative, and I'll be your host. I'd like to welcome you to our Wisconsin Podcast series, "Unlocking EVV". Joining us is Wisconsin EVV subject matter expert Kim Pertzborn, Wisconsin EVV Business Lead.

**Kim:** *Hi Sheila, I am glad to be with you today.*

**Sheila:** Kim would you share with us a little bit about your role with the EVV project?

**Kim:** *Sure, I began working on the EVV Project in June of 2019 as the Systems Business Lead. My role is to partner with the developers to add EVV to the existing Medicaid system.*

**Sheila:** We are so glad that you could join us today. Kim, as you know, we've received some questions from folks impacted by EVV. So, we're introducing these podcasts as another platform to answer those questions. So, for each podcast, we invite different subject matter experts, like yourself, to help us better understand the world of electronic visit verification.

**Kim:** *As a member of the team responsible for developing the Wisconsin EVV solution, I'm glad to have the chance to answer questions about how it works.*

**Sheila:** Today we will be taking a virtual look behind the scenes on where and how member, including participants, and worker data is obtained, and how this information is linked to providers. So, let's get started. Kim, please walk us through where the Wisconsin Department of Health Services (DHS) obtains member information.

**Kim:** *It starts when someone goes through their county or tribal offices to apply for Medicaid. DHS is part of that system because DHS administers the Medicaid funds for Wisconsin. DHS uploads the information to ForwardHealth Portal.*

**Sheila:** So, a question we often receive is how do members update their personal information. Did this change with EVV?

**Kim:** *This is a good question, and no, the process to update this information has not changed. The member will continue to update their information through their county income maintenance agency or tribe, online through their member ACCESS account or by using the Medicaid change report form F-10137.*

**Sheila:** Thank you. How does EVV member information get to the Sandata portal?

**Kim:** *DHS uses the authorization to identify which member's information need to be sent to Sandata. DHS then creates a member file that includes only the information Sandata needs for EVV in order to be compliant with HIPAA laws. The file is then sent along with the authorization file to Sandata nightly.*

**Sheila:** Can provider agencies update member information in the Sandata portal?

**Kim:** *As we mentioned earlier, the member needs to update their information. However, there are a few "extra" things that a provider can add to the member information within the Sandata portal, such as an additional phone number or additional address. This information will remain in the Sandata portal and will not update the DHS or Medicaid records.*

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**Sheila:** So, are you saying that changes made to a member in the Sandata portal never make it back to DHS?

**Kim:** Yes, you've got it! Member information only moves in one direction: from DHS to Sandata.

**Sheila:** Thank you for sharing. That is really important information to know. What links a member to a provider agency in the Sandata portal?

**Kim:** Well, the key is the authorization! The authorization for service is specific to a member and provider. Sandata uses this file to put the correct member information into the correct provider Sandata portal account.

**Sheila:** So, what steps should providers take if they don't see their member, or are missing an updated authorization in the Sandata Portal?

**Kim:** Give it a little time. The authorization files are sent once a day. If your member or updated authorization still doesn't show up after about 48 hours, then please reach out to the Wisconsin EVV Customer Care team, so they can research further.

**Sheila:** Okay, let's shift gears a little and talk through the worker information.

**Kim:** Sure!

**Sheila:** How does DHS receive worker information?

**Kim:** The worker information is provided by provider agencies. Agencies enter worker details into the DHS ForwardHealth portal. Once a worker is entered in the ForwardHealth portal, they are assigned a unique worker ID. Since workers can provide services for multiple provider agencies or change employment, this unique worker ID is used by all provider agencies.

**Sheila:** So, how does that information then get to Sandata?

**Kim:** DHS sends a worker file to Sandata each night. This file includes the association or disassociation to an agency. This is how Sandata knows which agency to add a worker record to.

**Sheila:** So, if worker information changes, where does the information get updated?

**Kim:** Great question, Sheila. In the ForwardHealth Portal. Provider agencies can edit the worker's end date, email address and worker exemption fields. If changes to other fields are needed, such as spelling of the worker's name, the provider agency will need to contact Wisconsin EVV Customer Care. They will help make the edit. This keeps the ForwardHealth Portal as the central location for accurate worker information.

**Sheila:** You mentioned a worker end date. Are provider agencies required to enter a worker's end date?

**Kim:** There's not a requirement, but it's a great idea to keep the agency's worker list up-to-date. End-dating in the ForwardHealth Portal will send the correction to the Sandata Portal, too.

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**Sheila:** Okay, now we've talked about the daily files that DHS sends to Sandata. What files are sent from Sandata to DHS?

**Kim:** *Sandata sends an EVV visit file to DHS every night. This electronic visit verification information is the only data that DHS needs from Sandata. DHS uses the EVV visit file to match the provider agency's claims or encounters to EVV visits. DHS reviews this information to see the number of visits being submitted, or how many providers have added EVV to their everyday work.*

**Sheila:** Kim, thank you for sharing so much information with us. Do you have anything else that you would like to share with us before we close today's podcast?

**Kim:** *Yes, let me leave you with a visual of what we talked about today. Think of this information as traffic on a street, and that it's important to understand which way the information traffic flows. And, thank you so much for having me.*

**Sheila:** For all that joined our podcast today, we will continue to share insights and information to successfully implement EVV in Wisconsin. For more information, visit our website – [dhs.wisconsin.gov/evv](https://dhs.wisconsin.gov/evv). Thank you for joining us today and learning more about the Wisconsin EVV program.

*"Together we are the key that will unlock EVV"*