

# Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin



Issue 15 | August 2022



In this issue, you'll find a summary of newsletters that provide steps and helpful tips for the Sandata system, which Wisconsin Department of Health Services selected for electronic visit verification (EVV), or an alternate EVV system. Each of the newsletters can also be found in the EVV Newsletter Library, which includes Spanish and Hmong translations.

## Getting Started

### [Issue #5—Stages of EVV](#)

Is EVV new to you? This newsletter goes into detail about the three main stages of an EVV visit (visit, verification, and validation), including who does each step, all the way from the worker providing the service to the claim being paid. Curious what role a worker, provider agency, and DHS play in EVV? Read on to learn the roles of each in an easy-to-understand overview.

### [Issue #1—Getting Started](#)

Here, you'll find a list of questions a provider agency will need to answer in order to get started, like whether you'll use Sandata, the DHS-provided EVV system, or an alternate one, and whether your workers will ask the clients to verify their visits. This is a great place to start brainstorming how EVV will work in your organization.

## Passwords and Portals

Once the major EVV decisions described in Issue #1 have been made, you're ready to get started. If you need help understanding each of the passwords and portals you'll need, these newsletters have got you covered.

### [Issue #2—Log-In Credentials](#)

This newsletter gives you an overview of the next few steps to take, including logging in to the secure online portals in order to get the credentials you'll need to set up your system.

## Wisconsin EVV Customer Care

833-931-2035 | [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov)

Monday–Friday | 7 a.m.–6 p.m. CT

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

Wisconsin EVV Customer Care is now offering personalized office hours. Please contact us to schedule a one-on-one appointment with an EVV specialist who will talk through your agency's specific challenges.

This newsletter provides information about EVV in Wisconsin. ForwardHealth Updates [2021-23](#), titled "Electronic Visit Verification Policy and Hard Launch Timeline," [2021-26](#), titled "Electronic Visit Verification Hard Launch Preparation," and [2021-40](#), titled "Electronic Visit Verification Soft Launch Phase Has Been Extended," contain approved guidance.

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### [Issue #12—Numbers You Need for EVV](#)

Once your Sandata EVV and ForwardHealth portal accounts are set up and you're ready to use EVV, you may be a little unsure of which ID to use when. This newsletter has a handy cheat-sheet of the different user IDs and phone numbers needed for Sandata and ForwardHealth (including the information you'll need at the beginning of a call with Customer Care).

## Clarifications and Recommendations

If you have questions about the big picture of EVV, this is the place for you. These newsletters explain some of the background information about why EVV is necessary and how to make it work for you.

### [Issue #3—Common EVV Questions](#)

EVV can be confusing at first. That's why we made this newsletter all about separating fact from fiction to help you understand what EVV does and doesn't do. True or false: EVV requires Wi-Fi? False. EVV tracks the worker location throughout the visit? False. Read on to find out more.

### [Issue #11—Peer Advice for Implementing EVV](#)

We interviewed successful provider agencies to find out what their secrets to EVV success were, and then we shared them with you in this issue.

### [Issue #9—Live-In Workers](#)

If your organization has live-in workers, be sure to read this issue! It covers all the nuts and bolts of what you need to do to make sure your live-in workers are able to do their services and your agency still gets paid correctly, whether your agency is paid by fee-for-service, an HMO or managed care organization, or IRIS (Include, Respect, I Self-Direct).

## Sandata and the Sandata Mobile Connect App

You have everything you need to get started. Check out these newsletters if you're having trouble using the Sandata system in your day-to-day work.

### [Issue #8—Resetting Passwords](#)

Save yourself hours of headaches by keeping this newsletter handy for when you need step-by-step directions on how to change a Sandata Mobile Connect (SMC) password or a Sandata EVV Portal password.



### [Issue #14—Troubleshooting the SMC App](#)

This issue goes into detail about the SMC app, which is the fastest and most reliable option for recording EVV visits, addresses common questions workers have about the app, and provides two back-up options, just in case the app is unavailable.

## Monitoring Data and Fixing Exceptions

Exceptions are errors in the Sandata system that have to be manually fixed. These newsletters help provider agencies understand a couple of the most common ones and how to prevent and fix them.

### [Issue #10—Dashboards and Reports](#)

The Sandata EVV Portal is a powerful tool for understanding your agency's usage of EVV. This newsletter explains the reports that you can run and the information they can give you, including exception details.

### [Issue #7—Unknown Client Exception](#)

The Unknown Client exception is one of the most common errors provider agencies have to fix. This newsletter shows what causes this exception and how to fix it.

### [Issue #13—Preventing and Fixing Exceptions](#)

This newsletter gives tips for how to prevent exceptions before they even happen. It gives detailed causes and fixes for the Unauthorized Service exception, which is another common error.