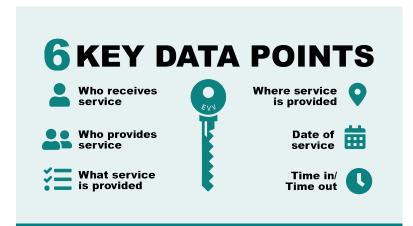# New to EVV?

Getting Started With Electronic Visit Verification in Wisconsin

Electronic visit verification (EVV) is a system that uses technology to capture the time, date, and place that personal care or some supportive home care services were provided. It also captures which services were provided, who provided them, and who received them.

EVV is federally required for Medicaid-covered personal care and home health care services. All states must require EVV or risk losing Medicaid funding for these services.

Whenever performing services that require EVV, workers log or call in to an EVV system at the beginning and the end of their visit. Provider agencies can use the Wisconsin Department of Health Services (DHS)-provided EVV system from Sandata or choose to use an alternate EVV system. All systems have to collect the same six key data points at every visit.

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

A list of personal care and home health care services codes that require workers to capture EVV information in Wisconsin can be found at https://www.dhs.wisconsin.gov/evv/service-codes.htm.

Agency ID and Worker IDs

Step 1

a. If your provider agency **has a Medicaid ID**, make sure your contact information on the ForwardHealth Portal is current. DHS sends important information to the email address listed there.

b. If your provider agency **does not have a Medicaid ID**, use the EVV Portal Functionality User Guide to get a unique EVV provider agency ID. This ID is how DHS will match your EVV information to your claims.

Step 2

Link your workers to your provider agency. This is called "associating" your workers to your agency. For EVV, each worker, including live-in workers, has to be linked to the provider agency they work for in the ForwardHealth Portal. Chapter 7 of the EVV Portal User Guide, Worker Association, gives detailed instructions on how to search for and add workers to your provider agency. This process is the same whether your agency has a Medicaid ID or a unique EVV provider agency ID.

(Continued on next page.)

WISCONSIN DEPARTMENT *of* **HEALTH SERVICES**

Technical Set Up

Department of Health Services EVV System (Sandata)	Alternate EVV System
If your provider agency chose the Sandata system, allow at least two weeks to complete the set up process: 1. Designate one lead administrative user to be the primary contact for EVV, complete initial EVV registration, and complete initial administrator training. 2. Watch for Sandata's Welcome Kit email from eTrac after completing the training. The Welcome Kit will be sent to the email address listed on the demographic maintenance "Mailing Address" panel in your ForwardHealth Portal account. The Welcome Kit includes the Sandata EVV Portal permissions and agency-specific materials. 3. Have the lead administrator train any additional administrators who are needed (a train-the-trainer model). Additional administrators can be added to the Sandata system using the "clerk" role. The agency should add at least one clerk as a backup for when the lead administrator is out or unavailable. 4. Designate a trainer to create and implement a plan to train workers on the use of EVV during visits. Training should be made available for both new and experienced workers and should be repeated when needed.	If your provider agency chose a system other than Sandata: 1. Review the certification process documents on the Alternate EVV webpage. 2. Alternate EVV systems connect to the Sandata aggregator in order to get EVV information from the alternate vendor to DHS. Therefore, even if you choose an alternate system, you still need to contact Sandata to request the use of an alternate EVV system by email at WIAltEVV@Sandata.com or phone at 855-705-2407. 3. When you call Sandata, they can tell you whether the system you chose is already certified for use in Wisconsin. Setting up an alternate EVV system that is already certified in Wisconsin will take about one week. Setting up an alternate EVV system that has to be certified in Wisconsin will take about three months. **If your alternate EVV system is already certified in Wisconsin:** • Watch for your alternate EVV vendor to send visits to the Sandata aggregator. • Complete Sandata's aggregator portal training using the link Sandata sends in an email. **If your alternate EVV system requires new certification for Wisconsin:** Follow the steps in the Alternate EVV Certification Process Checklist.

Start Using EVV

No matter which system you choose, training workers on a new technology takes time. Make sure you take time to answer your workers' questions before their first personal care or home health visit and after they've had a chance to use EVV.

Check EVV visit data carefully before submitting claims. Keeping track of errors will also show you if your workers need more support with any part of using EVV.

Visit the DHS EVV website to learn more and sign up for the latest news and information about EVV.