

# Important Numbers for EVV in Wisconsin



WISCONSIN DEPARTMENT  
of HEALTH SERVICES



Electronic visit verification (EVV) has many passwords and numbers for administrators and workers to remember. Wisconsin Department of Health Services (DHS) has collected the most important numbers for EVV into one reference sheet, located on the back.

## Calling Wisconsin EVV Customer Care:

Please have ready when calling:

- Whether you're a worker, member or participant, provider, or EVV administrator
- Which Wisconsin Medicaid program you're calling about (for example, BadgerCare Plus, Family Care, or IRIS)
- An ID number so the call center can confirm who you are and protect everyone's information. Choose from one of the boxes below.

## Details on EVV policy in Wisconsin:

- BadgerCare Plus and Medicaid fee-for-service, Family Care, and Family Care Partnership providers should refer to the ForwardHealth Online Handbook ([forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx](http://forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx)).
- IRIS (Include, Respect, I Self-Direct) providers should refer to IRIS EVV Policy, P-03053 ([dhs.wi.gov/library/collection/p-03053](http://dhs.wi.gov/library/collection/p-03053)).
- HMO providers should contact their HMO.



### PROVIDER

- Provider ID number  
Or
- Provider name, office address, and tax ID



### WORKER

- Worker Santrax ID number and provider name  
Or
- Worker and provider name



### MEMBER or PARTICIPANT

- ForwardHealth ID  
Or
- Social Security number, name, and date of birth

## Learn More

Visit [dhs.wi.gov/evv](http://dhs.wi.gov/evv)

Sign up for emails: [public.govdelivery.com/accounts/WIDHS/subscriber/new?topic\\_id=WIDHS\\_190](http://public.govdelivery.com/accounts/WIDHS/subscriber/new?topic_id=WIDHS_190)

## Wisconsin EVV Customer Care

Email: [VDXC.ContactEVV@wisconsin.gov](mailto:VDXC.ContactEVV@wisconsin.gov)

Phone: 833-931-2035

Monday–Friday, 7 a.m.–6 p.m. Central time

## EVV and Numbers

Sandata and DHS both use a lot of ID numbers. Below is a cheat sheet for which ones you need and where you need them.

Number/ID	What is this number?	Where to find this number/ID?	When to use this number?
Provider Medicaid ID (eight or nine digits)	This ID identifies a provider within Wisconsin Medicaid.	In the secure ForwardHealth Portal	This ID is used on electronic and paper transactions submitted to ForwardHealth and to sign up for Sandata training.
Provider ID number, also known as Provider Company ID (five digits)	The Sandata system uses this ID to identify your provider.	In the Welcome Kit email from Sandata/eTRAC	Workers use this ID to check in and out of visits using the Sandata Mobile Connect (SMC) app (2 + the five-digit number). Provider administrators use this ID in the Sandata EVV Portal (STX + the five-digit number).
Worker Santrax ID (nine digits)	ForwardHealth assigns each worker an ID number that identifies who provides a service. This same number is used by Sandata.	On the ForwardHealth Portal or the Sandata EVV Portal	Providers use this number to look up their workers in the Sandata EVV Portal. Workers use this number to check in and check out of EVV visits using telephonic visit verification (TVV) or fixed visit verification (FVV).
SMC username	The worker email address entered into the ForwardHealth Portal is a worker's SMC username. This could be an email assigned by the provider or the worker's personal email address.	On the ForwardHealth Portal or the Sandata EVV Portal	Workers use this email/username to log in to the SMC app.
Sandata Client ID number, also known as the member or participant ID number (six digits)	This ID number is how the SMC app identifies a member or participant.	On the Sandata EVV Portal	Workers enter this ID to identify the member or participant when they check in and check out of EVV visits in the SMC app.
Member or participant's Medicaid ID number (10 digits)	Sandata uses this ID to recognize members and participants.	On the ForwardHealth Portal, Sandata EVV Portal, or on the member's service authorization	Provider administrators will find this on the Sandata EVV Portal. Members should use this number if they call EVV Customer Care.
Sandata-assigned toll-free phone number	Each provider receives a unique toll-free phone number for their workers to use in TVV and FVV visits. This identifies the provider to Sandata.	In the Welcome Kit email from Sandata/eTRAC	This phone number is used to call in visits using TVV or FVV.