

Important Numbers for EVV in Wisconsin



Sandata and the Wisconsin Department of Health Services (DHS) both use several ID numbers and passwords for electronic visit verification (EVV). DHS has collected the most important numbers for EVV into one reference sheet.

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.
Agency/Company ID (five digits)	The Sandata system assigns this ID number to identify providers within the Sandata system.	In the Welcome Kit email from Sandata/eTRAC	Provider administrators use this ID in the Sandata EVV portal (STX + the five-digit number). Workers use this ID to check in and out of visits using the Sandata Mobile Connect (SMC) app.
Worker Santrax ID (nine digits)	ForwardHealth assigns each worker an ID number that identifies who provides a service. Sandata also uses this number.	On the ForwardHealth Portal or 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). Providers use this number to look up their workers in the Sandata EVV portal.

Number/ID	What is this number?	Where to find this number/ID?	When to use this number?
SMC username	A worker's SMC username is the worker's email address entered into the ForwardHealth Portal. 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 (six digits)	The Sandata system assigns this ID number so workers and administrators can find members and participants in Sandata systems.	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 using the SMC app, TVV, or FVV.
Member or participant Medicaid ID number (10 digits)	Wisconsin Medicaid assigns this ID to members and participants. It is also used in the Sandata System.	On the ForwardHealth Portal, Sandata EVV portal, or on the member's service authorization	Members should use this number if they call EVV Customer Care. Workers can use this number to create an unknown client visit.
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.

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).
- IRIS (Include, Respect, I Self-Direct) providers should refer to IRIS EVV Policy, P-03053 (dhs.wi.gov/library/collection/p-03053).
- HMO providers should contact their HMO.

Calling Wisconsin EVV Customer Care:

Please have the following ready when calling:

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



PROVIDER

- Provider Medicaid 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

- Medicaid ID number
- OR**
- Social Security number, name, and date of birth

Resource

Worker Visit Card, P-02844A dhs.wi.gov/publications/p02844a.docx: This is a printable card that can be filled in with the EVV information workers need to remember when they check in and out of visits. Keeping information at their fingertips is a great way to prevent errors.

Learn More

Visit dhs.wi.gov/evv. Sign up for emails at public.govdelivery.com/accounts/WIDHS/subscriber/new?topic_id=WIDHS_190.

Wisconsin EVV Customer Care

Email: VDXC.ContactEVV@wisconsin.gov • Phone: 833-931-2035 Monday–Friday, 7 a.m.–6 p.m. Central time