



Electronic Visit Verification and Independent Nurses



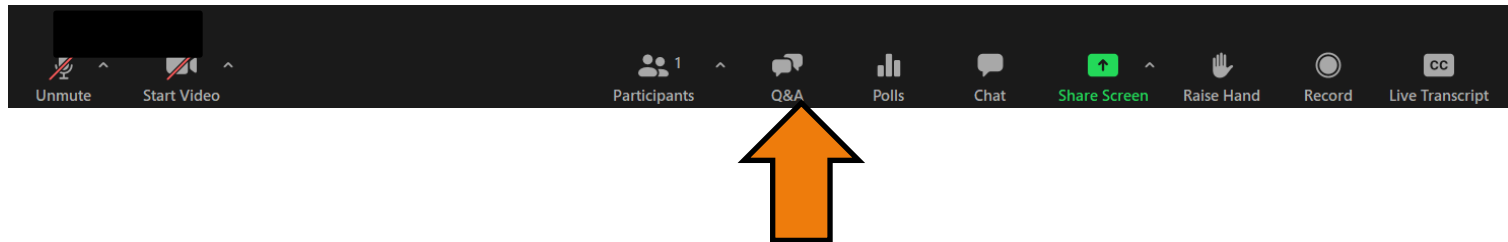
Agenda

- Electronic Visit Verification (EVV) Basics
- Getting Ready in the ForwardHealth Portal
- Adding Authorization Information
- Checking In and Out
- Using Visit Maintenance
- Common EVV Questions
- Next Steps
- Q&A



Conversation Guidelines

- Focus on questions for today's EVV presentation.
- Please maintain privacy.



EVV Basics



EVV Basics

6 KEY DATA POINTS



**Who receives
service**



**Where service
is provided**



**Who provides
service**

**Date of
service**



**What service
is provided**

**Time in/
Time out**



Home Health Service Codes Requiring EVV

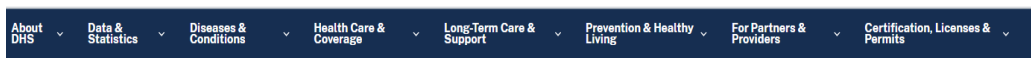
Personal Care Services (T1019) Nurse Supervisory Visit Code	Private Duty Nursing (PDN) Codes (Independent Nurses and Agency Nurses)	Non-PDN Nursing Codes (Independent Nurses and Agency Nurses May Use)	Therapy Codes
99509 (Home visit for assistance with activities of daily living and personal care)	99504 (Home visit for mechanical ventilation care)	99600 (Unlisted home visit service or procedure)	92507 (Treatment of speech, language, voice, communication, and/or auditory processing disorder)
	S9123 (Non-vent private duty nursing care in home—by RN)	T1001 (Nursing assessment/evaluation)	97139 (Unlisted therapeutic procedure—occupational therapy)
	S9124 (Non-vent private duty nursing care in home—by LPN)	T1502 (Administration of oral, intramuscular, and/or subcutaneous medication)	97799 (Unlisted physical medicine/rehab service or procedure—physical therapy)
		T1021 (Home health aide or CNA visit)	



EVV Basics

Are independent nurses
“providers”? **Yes.**

Find information for
providers and independent
nurses on the Wisconsin
Department of Health
Services (DHS) EVV
Providers webpage:
www.dhs.wi.gov/evv/providers.htm



[Home](#) > [For Partners & Providers](#) > [Electronic Visit Verification](#) > Electronic Visit Verification (EVV): Providers and Independent Nurses

[EVV: Home](#)

[What's New](#)

[Members](#)

[IRIS](#)

[Providers and Independent Nurses](#)

[Payers](#)

[Alternate EVV](#)


[Training](#)

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available at 833-931-2035 or
wdhs.contactevv@wisconsin.gov 

Electronic Visit Verification (EVV): Providers and Independent Nurses

EVV verifies [Medicaid-funded service codes requiring use of an EVV system](#) that were provided by collecting the following information:

- Who receives the service
- Who provides the service
- What service is provided
- Where the service is provided
- The date of service
- The time the service begins and ends

Wisconsin's EVV solution

The Wisconsin Department of Health Services (DHS) selected the Sandata EVV system that can be used by all DHS programs and impacted provider agencies, HMOs, MCOs, Family Care fiscal employer agents (FEAs), and IRIS FEAs. Individual organizations do not need to purchase an EVV solution. Organizations may choose to use a different, or alternate EVV system. Learn more about specific DHS business and technical requirements on the [Alternate EVV webpage](#).

Technology to collect EVV data

When using the DHS-provided Sandata EVV system, workers may use a smart phone or tablet to enter the date, time, location, and service. In some cases, they may use a small digital device or a member's landline telephone. Alternate EVV



Two Roles of Independent Nurses

Administrator

ForwardHealth Portal and
Sandata EVV Portal



Worker

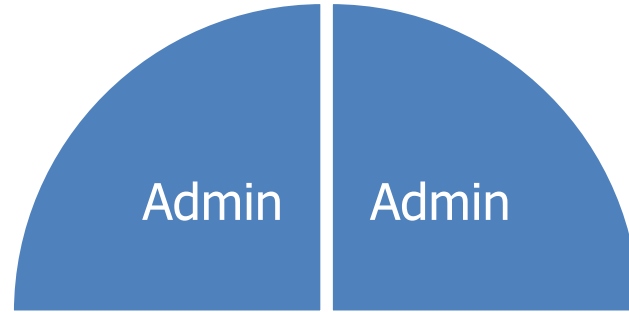
Sandata Mobile Connect (SMC) app
(or other method)





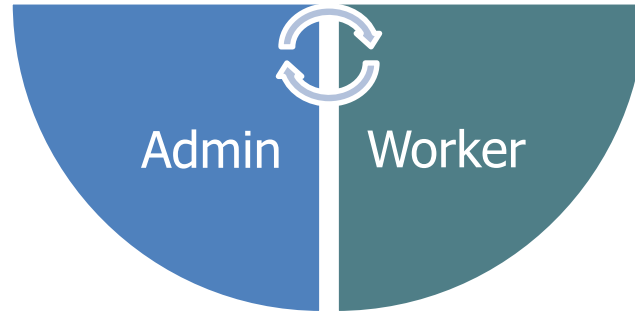
Two Roles of Independent Nurses

Getting ready
in the
ForwardHealth
Portal



Adding client
authorization
information in the
Sandata EVV
Portal

Using visit
maintenance
in the
Sandata EVV
Portal



Checking in and
out of a visit



Two Roles of Independent Nurses

www.dhs.wi.gov/evv/training-independent-nurses.htm

- Outline of roles
- FAQs
- Links to tutorials and refreshers
- Easy access to EVV Customer Care assistance

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- Telephonic visit verification (TVV) uses the client's landline phone
- Fixed visit verification (FVV) uses a small device ordered from Sandata, followed by a phone call

You can choose whichever method works best. You can check in with one method and check out of the visit using another, if needed. Access trainings about each of these three methods on the [Worker training webpage](#).

Independent nurses using an alternate EVV system should complete the training steps on the [Alternate EVV webpage](#).

On this page

[Independent nurse FAQs](#)

[Tutorials and refreshers](#)
[How can I get help?](#)

Independent nurse FAQs

View additional frequently asked questions and their answers, including those about EVV and claims, on the [EVV FAQ webpage](#).

[Close all](#) [Open all](#)

How do I get a Sandata EVV portal link, username, and password?	+
How do I start using EVV for visits to clients?	+
Where do I find DHS EVV policy?	+
How do I request training materials in other languages?	+
How can independent nurses tell whether a claim was denied because of EVV?	+
Where can providers find more information about EVV and fee-for-service claims?	+

Tutorials and refreshers

Resource Title and Languages	Description
EVV and Independent Nurses, P-03626, in English (PDF)	DHS PowerPoint presentation: An introduction to what EVV looks like for independent nurses using the DHS-provided Sandata system; Your role as a worker, including efficient use of Sandata's app; and your role as an administrator, including adding client authorization information, correcting exceptions, understanding EVV and claims, and using best practices.
EVV and Independent Nurses	DHS video: EVV basics (0:45), getting ready in the ForwardHealth Portal (7:15), adding authorization information (14:37), checking in and out as a worker (30:18), using visit maintenance (36:42), common EVV questions (44:50), next steps (51:23), (53:49 total minutes)

Use the resources below to guide you, step-by-step, through specific EVV tasks. Use a combination of resources that makes the most sense for your needs: video, PowerPoint, or written materials.



Getting Ready in the ForwardHealth Portal



Medicaid-Enrolled Providers

- The provider's business name, email listed in the ForwardHealth Portal, and the provider Medicaid ID is sent to Sandata.
- The Medicaid ID is:
 - Displayed on Remittance Advice (RA).
 - Eight to nine digits long.





ForwardHealth Portal Account

The screenshot shows the ForwardHealth Provider Portal interface. At the top, there's a navigation bar with links for 'wisconsin.gov home', 'state agencies', and 'department of health services'. Below this is the 'ForwardHealth' logo with the tagline 'Wisconsin serving you' and the 'interChange Provider' logo. A navigation menu includes 'Home', 'Search', 'Providers' (highlighted in red), 'Enrollment', 'Max Fee Home', 'Account', 'Contact Information', 'Online Handbooks', 'Site Map', and 'iC Function'. A message states 'You are logged in with Provider ID: 100022313'. Below this is a 'Providers' link with a person icon. The 'What's New?' section features a magnifying glass icon and text about efficiency improvements. A list of updates includes 'New Rate Reform Part 3 Ideas/Recommendations Requested.', 'Incentive Payments. . . Are you Eligible?', and 'ForwardHealth System Generated Claim Adjustments'. At the bottom, a 'Messages' section states 'You have no messages.'



Home Page

- Update User Account
Update Adult LTC Waiver Service(s) or
- Programs(s)
- **Demographic Maintenance**
- Check My Revalidation Date
- Revalidate Your Provider Enrollment
- Check Enrollment
- Provider Enrollment Upload File Check
- ForwardHealth E-payment

Electronic Visit Verification Links

- **Add Worker**
- Upload Worker File
- Manage Workers
- List of Workers within your agency
- EVV Portal Functionality User Guide

Wisconsin EVV Customer Care - 833-931-2035.



EVV Demographic Maintenance

Make sure
your business
information is
up to date.

[Introduction](#) » [Practice Location Address](#) » [Mailing Address](#) » [Financial Information](#)
[Additional Information](#) » [Medicare Information](#) » [Managing Employee](#) » [Tax Exempt and Public/Private Status](#)
[Medicaid Service Provider and Medicaid Member Count](#) » [County and Tribe Served for LTC Waiver Services](#) » [Upload Files and Submit](#)

Practice Location Address ?

Required fields are indicated with an asterisk (*).

- Practice Location is the street address where the provider's office is physically located even if services are delivered in a home or community setting.
- A provider directory search is available to the public. The address and telephone number for member use will be included in the provider directory.
- The contact person and telephone number for the contact person will be used for Medicaid administrative purposes only.
- County is required if the practice location is in Wisconsin.

Street Address Line 1* 123 FORWARDHEALTH DR.

Street Address Line 2

City* MADISON

State/ZIP* WI 53702 - 0021

County Dane

Contact Person* MICHAEL JONES

Telephone Number - Contact Person* (608)262-1763 Ext.

Telephone Number - Member Use*

Previous

Next

Exit



Add Worker

Add yourself as a worker.



Electronic Visit Verification Links

- [Add Worker](#)
- [Upload Worker File](#)
- [Manage Workers](#)
- [List of Workers within your agency](#)
- [EVV Portal Functionality User Guide](#)

Wisconsin EVV Customer Care - 833-931-2035.

Add Worker

Required fields are indicated with an asterisk (*).

** DHS does not require live-in worker to capture EVV; however, some HMOs, MCOs, or provider agencies may require live-in workers to capture EVV. Only check the box "Exempt from EVV Requirements" if the worker is not required to capture EVV for any of the people they provide services to for your agency.

Worker Search Criteria

First Name

Last Name

Social Security Number

Date Of Birth (i.e. 07/04/1980)

search

clear

Worker Search Results

*** No rows found ***

Add/Associate Worker

First Name*

Middle Initial

Last Name*

Social Security Number*

Date Of Birth (i.e. 07/04/1980)*

Gender ☐ Male ☐ Female

Worker Email

Confirm Worker Email

Worker Start Date (i.e. 01/03/2020)

Exempt from EVV Requirements** ☐

Submit

Exit

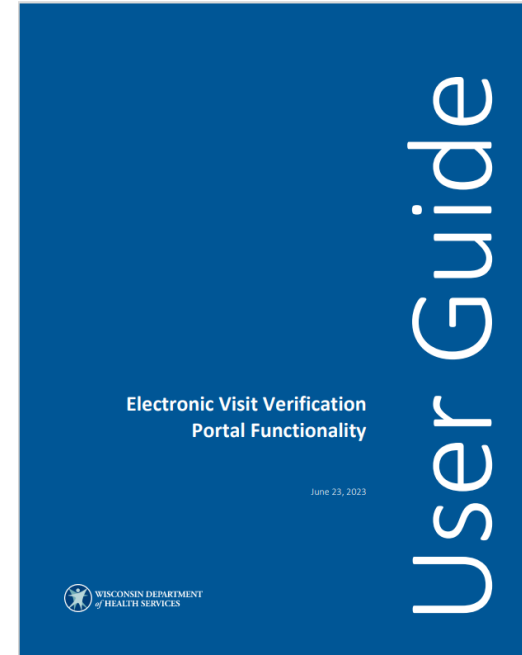


EVV Portal Functionality User Guide

- Chapter 6: EVV Demographic Maintenance Tool
- Chapter 7: Worker Association (Add Worker)



www.dhs.wi.gov/publications/p02713.pdf





Apply Your Knowledge

True or False?

- Independent nurses can use the same trainings and resources as other providers.
- Since they don't have any employees, independent nurses don't need to enter workers in the ForwardHealth Portal.



True

False



Call to Action



Confirm your business email address in the ForwardHealth Portal.

Locate your Medicaid ID (not your National Provider Identifier [NPI]).

Add your “worker self” to your business in the ForwardHealth Portal.



Home > [For Partners & Providers](#) > [Electronic Visit Verification](#) > Electronic Visit Verification (EVV): Administrator Training

Electronic Visit Verification (EVV): Administrator Training

The resources on this page help administrative staff, including independent nurses, learn to use the Sandata EVV portal. You can also use these resources to guide you, step-by-step, in EVV processes. Use a combination of resources that makes the most sense for your needs: video, presentation, or written materials.

Administrator FAQs

View additional frequently asked questions and their answers, including those about EVV and claims, on the [EVV FAQ webpage](#).

[Close all](#) [Open all](#)

How do I get a Sandata EVV portal link, username, and password?	+
How do other administrators get trained?	+
How do I train workers to use EVV?	+
How do I request training materials in other languages?	+
Where do I find out about DHS EVV policy?	+

Administrator tutorials and refreshers

[Close all](#) [Open all](#)

Information for new EVV administrators	+
Getting started: ForwardHealth Portal	+
Getting started: Sandata EVV portal	+
Client data entry: Adding and editing clients	+
Employee data entry: Adding and editing workers	+
Visit methods: Sandata Mobile Connect, Telephonic Visit Verification, Fixed Visit Verification	+
Visit maintenance and clearing exceptions in Sandata	+

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EVV: Home
What's New
Members
IRIS
Providers and Independent Nurses
Payers
Alternate EVV
Training
Resources and FAQs
Contact Us

Curious for more?

Here's where you can find it.

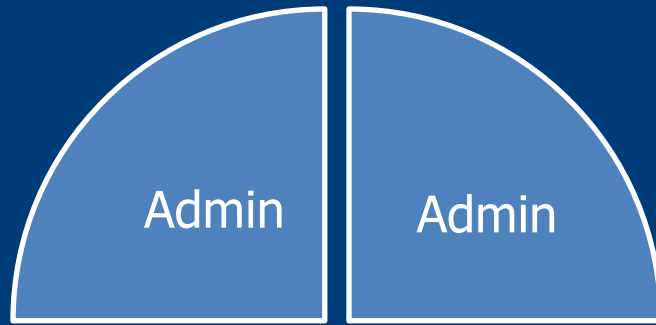
Resource Title and Languages

[ForwardHealth Portal Electronic Visit Verification Portal Functionality User Guide, P-02713 \(PDF\), in English](#)

[How to Create and Maintain EVV Worker IDs](#)



www.dhs.wi.gov/evv/training-administrators.htm

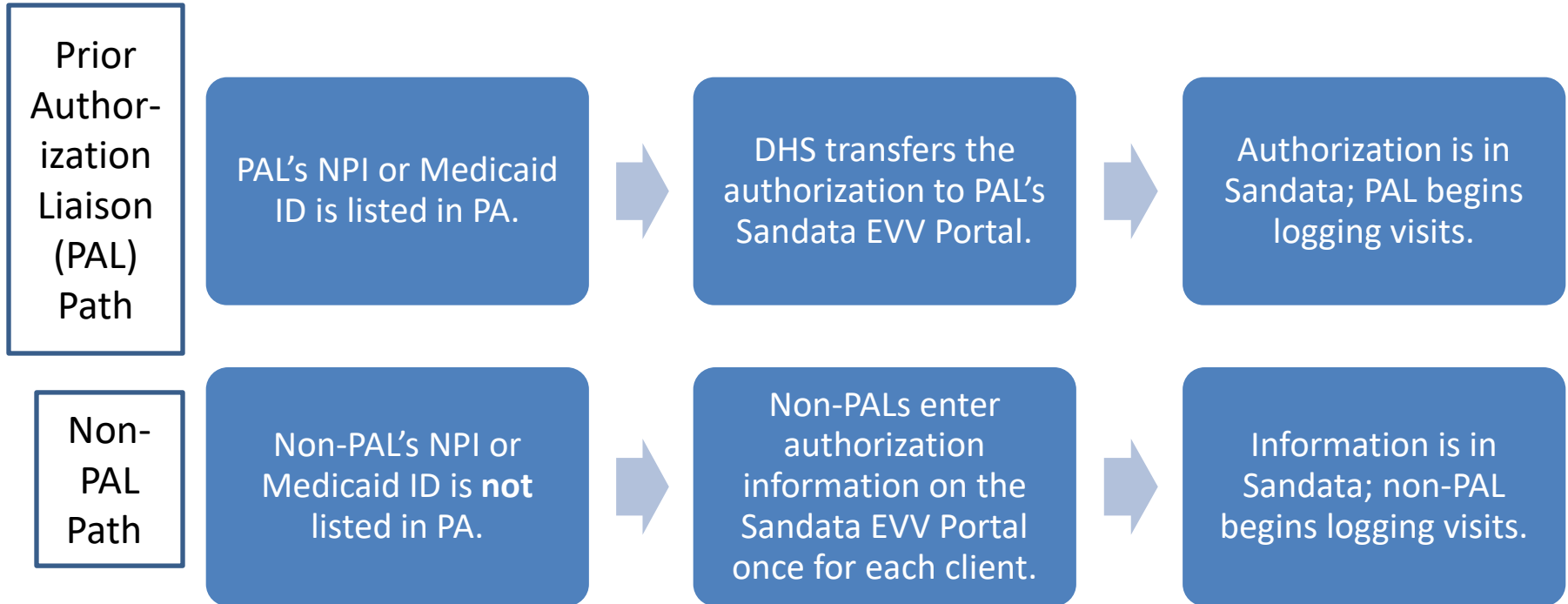


Adding Authorization Information



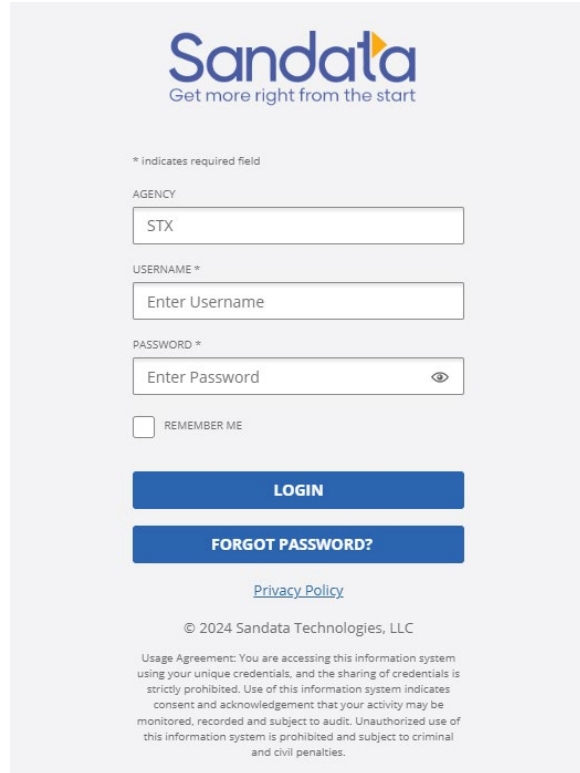


PALs and EVV Authorization Information



Search for Existing Client File

- Log in to the Sandata EVV Portal.
- From the navigation panel, click **Clients** then **Client Management** to access client records.



The login page for the Sandata EVV Portal. It features the Sandata logo at the top with the tagline "Get more right from the start". Below the logo, a note states "* indicates required field". The login form includes fields for AGENCY (with "STX" entered), USERNAME * (with "Enter Username" placeholder), and PASSWORD * (with "Enter Password" placeholder and a toggle icon). There is a "REMEMBER ME" checkbox and two buttons: "LOGIN" and "FORGOT PASSWORD?". At the bottom, there is a link to the "Privacy Policy" and a copyright notice for © 2024 Sandata Technologies, LLC. A detailed usage agreement is also present at the very bottom.

Sandata
Get more right from the start

* indicates required field

AGENCY
STX

USERNAME *
Enter Username

PASSWORD *
Enter Password

☐ REMEMBER ME

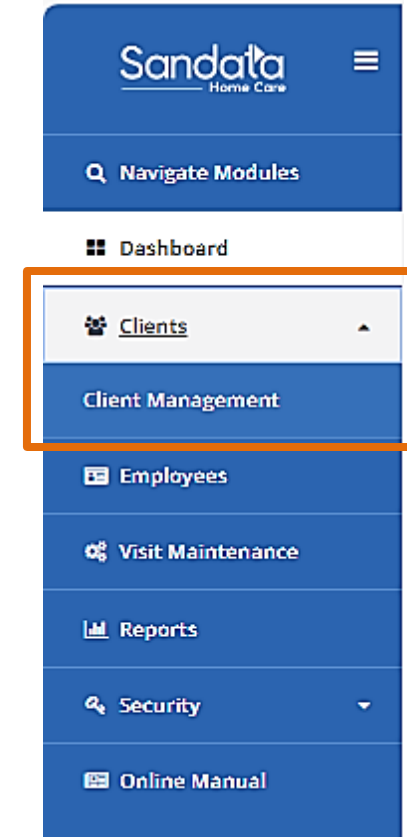
LOGIN

FORGOT PASSWORD?

[Privacy Policy](#)

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Usage Agreement: You are accessing this information system using your unique credentials, and the sharing of credentials is strictly prohibited. Use of this information system indicates consent and acknowledgement that your activity may be monitored, recorded and subject to audit. Unauthorized use of this information system is prohibited and subject to criminal and civil penalties.





Search for Existing Client File

- Click **Filters**.
- Enter search criteria.
- Click **Apply Filters**.

Clients

Account: 91031 [US/Central] - amber.m.bey@gainwelltechnologies.com [LOG OUT](#)

[CREATE CLIENT](#)

[FILTERS](#) [EXPORT DATA](#)

Filters

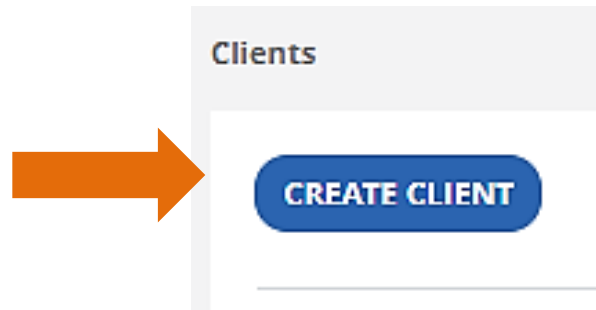
Last Name	<input type="text" value="Enter Last Name"/>
First Name	<input type="text" value="Enter First Name"/>
Status	<input type="text" value="Active"/>
Client ID	<input type="text" value="Enter Client ID"/>
Client Payer ID	<input type="text" value="Enter Client Payer ID"/>
Medicaid ID	<input type="text" value="Enter Medicaid ID"/>
Program	<input type="text" value="Select Program"/>
Language	<input type="text" value="Select Language"/>
Primary Payer	<input type="text" value="Select Primary Payer"/>

[CLEAR](#) [APPLY FILTERS](#)



Search for Existing Client File

If client is not found, click **Create Client** button.





Search for Existing Client File

- Enter required information indicated by an asterisk (*).
- Make sure the Medicaid ID is correctly entered.
- Click **Create Client**.

New Client

***Required**

Last Name*

First Name*

Program*

Medicaid ID*

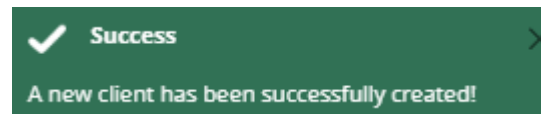
SSN

Phone

[CANCEL](#)



CREATE CLIENT





Add Authorization Information

- Enter non-required information (no asterisk) if desired.
- Click the three dots (see arrow) to enter an address and phone number.

The screenshot shows a web form for adding authorization information. At the top, there is a header with a back arrow, the name 'Test, Fake', and a status dropdown set to 'FFS | Pending'. Below this, a client information bar displays: 'Client ID: 266183 | Medicaid ID: 9999999977 | Main Address: -- | Phone No: -- | Main Emergency Contact: --'. Below the header, there are two tabs: 'Personal' (which is selected and highlighted with an orange box) and 'Program*'. The form is divided into three main sections: 1. 'Identifiers' containing fields for Client ID (266183), Medicaid ID (9999999977), SSN (-), and Agency ID (9999999977). 2. 'Personal Information' containing fields for Client Name (Fake Test), Date of Birth (-), Gender (-), and Language (English). 3. 'Addresses | Phone Numbers +'. This section has a 'Main Address' field and a 'REQUEST DEVICE' button. An orange arrow points to a three-dot menu icon at the bottom right of the 'Main Address' field.

Client Information			
Client ID	266183	Medicaid ID	9999999977
SSN	-	Agency ID	9999999977

Personal Information			
Client Name	Fake Test		
Date of Birth	-	Gender	-
Language	English		

Addresses Phone Numbers +		REQUEST DEVICE
Main Address		...



Complete Personal Tab

- Enter required information.
- Address Type is "O – Other."
- Main Phone Number: Enter a client's landline only. If no landline exists, enter 555-555-5555.
- Click Save.

Edit Address and Phone Number [X]

* Required

Address Label
Enter Address Label

Address Line 1*
Enter Address Line 1

Address Line 2
Enter Address Line 2

Address Type*
Select Address Type

Zipcode*
_ - _

City*
Enter City

County
Enter County

State*
Select State

Main Phone Number*
() _ - _

☒ Active

☐ Use as billing address

☒ Use as main address

+ Add number

+ Add email address

CANCEL [SAVE]



Complete Personal Tab

Enter landline or Voice over Internet Protocol (VoIP) phone numbers, if any, for EVV use with the client.

Add Address and Phone Number

* Required

Address Label

Enter Address Label

Address Line 1*

Enter Address Line 1

Address Line 2

Enter Address Line 2

Address Type*

Select Address Type

Zipcode*

__-__

City*

Enter City

County

Enter County

State*

Select State

Main Phone Number*

() __-__

Phone 1 (Optional)

() __-__

☒ Active

☐ Use as billing address

☐ Use as main address

+ Add number

+ Add email address

CANCEL

SAVE AND ADD NEW

SAVE





Complete Program Tab

- Click **Program** tab.
- The next slides work through the boxes as the arrows direct.

The screenshot displays a web application interface for managing a program. At the top, there are two tabs: 'Personal' and 'Program*'. The 'Program*' tab is selected and highlighted with an orange box. Below the tabs, the main content area is divided into several sections:

- 1** (Top right): A status dropdown menu currently set to 'Pending'.
- 2** (Left side): The 'Program Details' section, which includes fields for Supervisor, Enrollment, Created Date (07/19/2024), Effective Date (07/19/2024), SOC Date, EOC Date, Eligibility Begin Date, Eligibility End Date, and Reason For Change.
- 3** (Bottom left): The 'Service Details' section, which displays a message 'No Service Added' and a button labeled 'ADD SERVICE'.
- 4** (Right side): The 'Payer Details' section, which includes fields for Payer Name (WIFFS), Medicaid ID (9999998888), Bill Rate (Default), Rank (1), Client Payer ID, Group Number, and Start Date. It also features an 'ADD PAYER' button.
- 5** (Bottom right): The 'Authorization Details' section, which displays a message 'No Authorization Added' and a button labeled 'ADD AUTHORIZATION'.



Complete Program Tab: Service Details

- Click **Add Service**.
- Select the **Service**.
- Add **Start Date**.
- Click **Save**.

The screenshot shows the 'Service Details' form. An orange box highlights the 'Service Details' tab at the top. A large orange arrow points from this tab to the 'ADD SERVICE' button. Below the tab, the form contains a 'Service' dropdown menu with 'Select Service' as the placeholder. Below this are 'Start Date' and 'End Date' fields. The 'Start Date' field is populated with '07/01/2024'. At the bottom of the form, there are three buttons: 'CANCEL', 'SAVE AND ADD ANOTHER', and 'SAVE'. A large orange arrow points up to the 'SAVE' button.

Service Details

ADD SERVICE

Service Details

* Required

Service

Service*

Select Service

Start Date *

07/01/2024

End Date

Enter End Date

CANCEL

SAVE AND ADD ANOTHER

SAVE



Complete Program Tab: Payer Details

- Select **Payer Name**.
- Click **Bill Rate** and select **Default**.
- Click **Save**.



Payer Details

×

* Required

General

Payer Name*

WIFFS

Medicaid ID

1231231222

Bill Rate*

Default

Select Bill Rate

Default

Rank

1

Client Payer ID

Enter Client Payer ID

Group No.

Enter Group No.

Start Date

Enter Start Date

End Date

Enter End Date

Authorization

+ ADD AUTHORIZATION

CANCEL

SAVE AND ADD ANOTHER

SAVE





Complete Program Tab: Authorization Details

Click **Add Authorization** to add authorization information.

Note: This process will not create an actual Medicaid-approved PA. This is only providing required information to Sandata.



Complete Program Tab: Authorization Details

- Select **Payer** and **Service**.
- Keep **Event Code** as "None."
- Select **Format**.
- Set **Start Date** to cover the service start date.
- Set **End Date** (up to 06/06/2079).
- Click **Save**.

Authorization Details

✕

*Required

General Info

Payer* WIFFS	Authorization Number AMP20240722X000000000
Service* T1019	Modifiers: 1: 2: 3: 4:
Event Code* NONE- None	Format* Select Format

☐ Voided

Date Range

Start Date* 07/22/2024	End Date* Set End Date
----------------------------------	----------------------------------

Comments
Write your comments here...

Authorization Limitation
Visits or Authorization Allowed
☒ Unlimited ☐ Has Limitations

CANCEL SAVE AND ADD NEW SAVE



Complete Program Tab: Authorization Details

The authorization information will start with "AMP" to show it was manually created.

☒ Voided Auth.

☒ Expired Auth.

ADD AUTHORIZATION

Authorization Details

Payer: WIFFS

Service: T1019

Event Code: NONE- None

Start Date: 07/01/2024

Comment: -

Authorization No: AMP20240719T195442690

Modifiers: -

Format: Hours

End Date: 06/06/2079



Maintaining Information

If an approved PA for the service from the **same** payer is received in the future, Sandata will end date this manually created authorization information. This prevents overlap of service information.

☒ Voided Auth. ☐ Expired Auth. [ADD AUTHORIZATION](#)

Authorization Details

Payer: WIFFS

Service: T1019

Event Code: NONE- None

Start Date: 07/01/2024

Comment: -

Authorization No: AMP20240719T195442690

Modifiers: -

Format: Hours

End Date: 07/19/2024



Maintaining Information

If an authorization is received from **another** payer, the provider must end date this manually created Sandata information.

- Click the edit pencil.
- Change the end date.
- Click **Save**.

☒ Voided Auth.

☐ Expired Auth.

ADD AUTHORIZATION

Authorization Details

Payer: WIFFS

Service: T1019

Event Code: NONE- None

Start Date: 07/01/2024

Comment: -

Authorization No: AMP20240719T195442690

Modifiers: -

Format: Hours

End Date: 07/19/2024





Apply Your Knowledge

True or False?

- Non-PAL independent nurses have no administrative role in EVV.
- Non-PAL independent nurses can end-date authorization information as 06/06/2079.



False

True



Call to Action



Make sure all the clients you're expecting to be in the Sandata EVV Portal are there.

Confirm that client addresses and any landline phone numbers are accurate in the Sandata EVV Portal.



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[Home](#) > [For Partners & Providers](#) > [Electronic Visit Verification](#) > Electronic Visit Verification (EVV): Administrator Training

EVV: Home

What's New

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Providers and Independent Nurses

Payers

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Training

Resources and FAQs

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[Close all](#) [Open all](#)

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Administrator tutorials and refreshers

[Close all](#) [Open all](#)

Information for new EVV administrators	+
Getting started: ForwardHealth Portal	+
Getting started: Sandata EVV portal	+
Client data entry: Adding and editing clients	+
Employee data entry: Adding and editing workers	+
Visit methods: Sandata Mobile Connect, Telephonic Visit Verification, Fixed Visit Verification	+
Visit maintenance and clearing exceptions in Sandata	+

On this page

[Administrator training](#)

[Administrator FAQs](#)

[Administrator tutorials and refreshers](#)

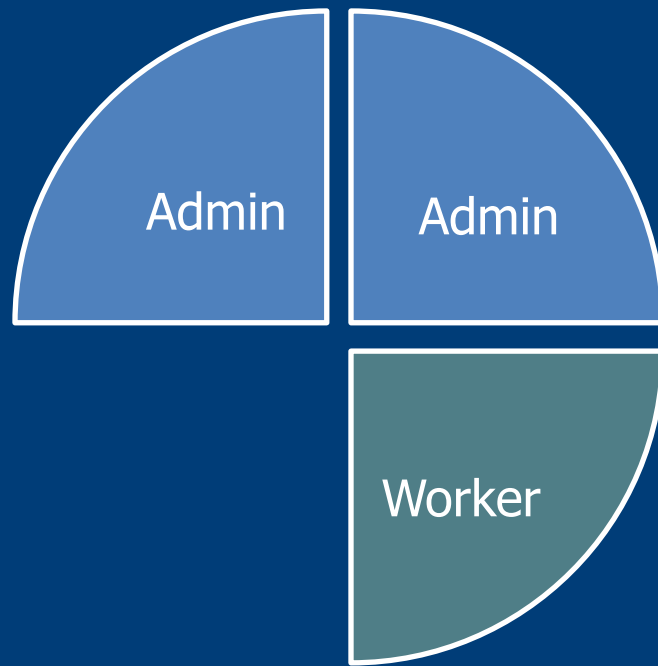
[How can I get help?](#)

Curious for more?
Here's where you can find it.

Resource Title and Languages Available
Sandata Electronic Visit Verification Portal: Modify Client Data, P-02749, in English, Hmong, Spanish
How to Change Client Status and Start of Care Date in the Sandata EVV Portal, in English
How to Add an Address and Phone Number in the Sandata EVV Portal, in English
Adding Required Authorization Information in the Sandata EVV Portal, P-03550 (PDF), in English



www.dhs.wi.gov/evv/training-administrators.htm



Checking In and Out





Your Role as Worker



www.dhs.wi.gov/evv/index.htm



Your Role as Worker

SMC App

Cell phone or
tablet



Telephonic Visit Verification (TVV)

Landline at
client's home



Fixed Visit Verification (FVV)

Device at
client's home





Worker Visit Card

Wisconsin Electronic Visit Verification

WORKER VISIT CARD

Wisconsin EVV Customer Care

☎ 833-931-2035 ✉ vdxc.contactevv@wisconsin.gov 🕒 Monday - Friday 7am-6pm

Agency's Sandata
toll-free number:

Agency/Company ID: 2-

Worker Santrax ID:

Sandata Mobile
Connect Username:

Client Identifier:

Service Code(s):

Is recording tasks within EVV required? ___ Yes ___ No

Service Code	SMC Service Code	TVV Service Code #
Personal Care and Supportive Home Care Services		
T1019	Personal Care Svc/15 min	10
S5125	Supportive Home Care/15 min	15
S5126	Supportive Home Care/Day	20
T1020	Personal Care/Day	25
Combo	Combo-PCS & SHC	30
99509	PCS Nurse Supervisory Visit/Visit	55
Home Health Care Therapy Services		
92507	Speech Therapy Individual/Visit	35
97139	Unspecified Therapeutic Procedure-OT/Visit	40
97799	Unspecified Rehab Svc-PT/Visit	45
Home Health Care Nursing Services		
99504	Mechanical Vent Care/Hour	50
S9123	Private Duty Nursing RN/Hour	65
S9124	Private Duty Nursing LPN/Hour	70
99600	Unspecified Home Visit-RN or LPN/Visit	60
T1001	Nursing Assessment or Eval/Visit	75
T1021	Home Health Aide or CNA/Visit	80
T1502	Med Admin-Oral, IM, Subq/Visit	85

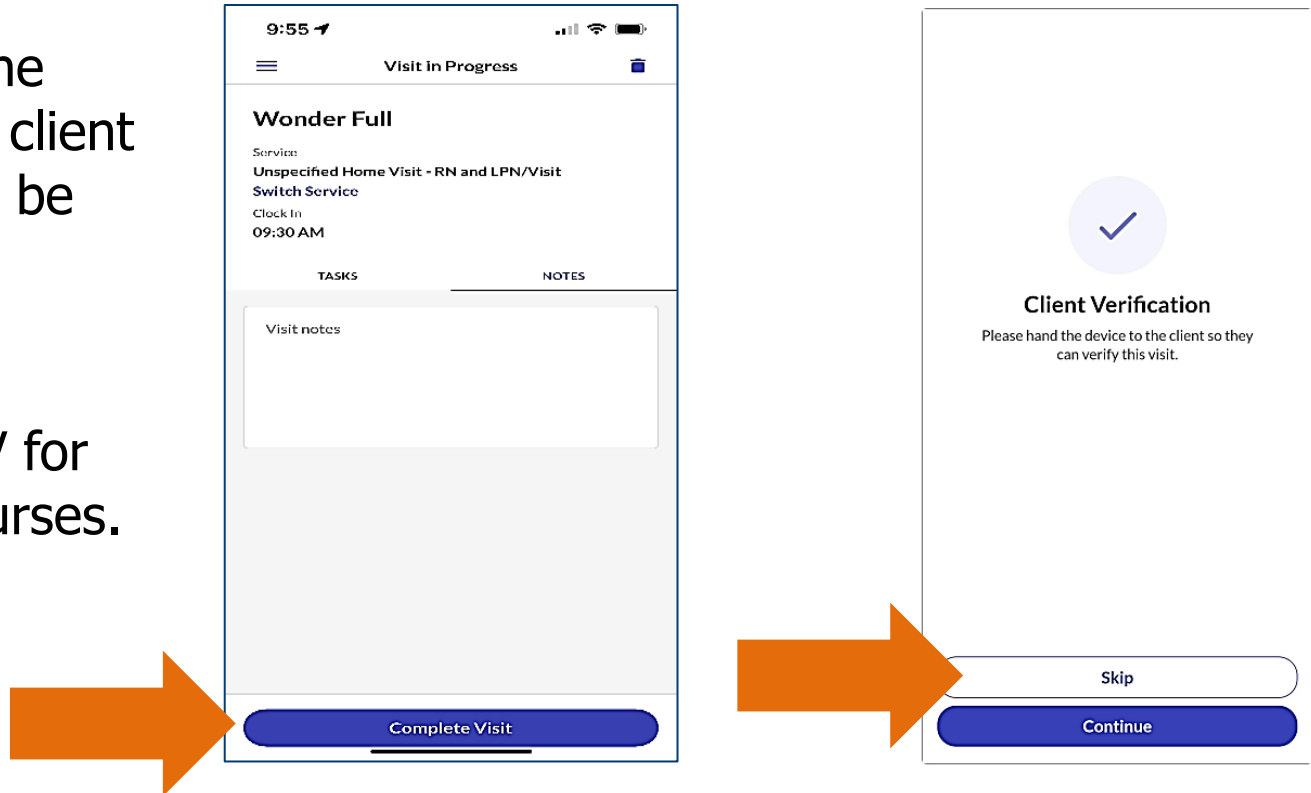
www.dhs.wi.gov/library/collection/p-02844



Tasks and Client Verification

At the end of the visit, tasks and client verification can be skipped.

These are not required in EVV for independent nurses.





Apply Your Knowledge

True or False?

- Independent nurses need to check in and out using EVV.
- Independent nurses don't need to submit tasks and client signatures through EVV.



True

True



Call to Action



Review the EVV Training Workers webpage resources, as needed.

Make sure you have the information you need for a visit written on a Worker Visit card or other reference tool.



Curious for more?

Here's where you can find it.

The Training Workers webpage has videos and PowerPoints:

- General EVV information
- SMC app use
- TVV use
- FVV use

www.dhs.wi.gov/evv/training-workers.htm

The screenshot shows the Wisconsin Department of Health Services website. The top navigation bar includes links for Home, Partners & Providers, Electronic Visit Verification, Electronic Visit Verification (EVV): Training Workers, and a Jump to: section with links for FAQs for worker training, Getting started, SMC app resources, Group visit resources, TVV resources, FVV resources, and How can I get help?. The main content area is titled "Electronic Visit Verification (EVV): Training Workers" and contains text about the resources available, a list of three methods to choose from (Sandata Mobile Connect (SMC), Telephonic visit verification (TVV), and Fixed visit verification (FVV)), and instructions on how to choose a method and download the SMC app. A "Stay connected" sidebar on the left offers to sign up for email notifications and provides contact information for the EVV Customer Care team. The bottom of the page includes a "How can I get help?" section with contact information for the EVV Customer Care team.

WISCONSIN DEPARTMENT of HEALTH SERVICES

Home Partners & Providers Electronic Visit Verification Electronic Visit Verification (EVV): Training Workers

EVV: Home
What's New
Members
IRS
Providers and Independent Nurses
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Resources and FAQs
Contact Us

Stay connected
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Sign up to receive email notices about EVV in Wisconsin.
Have questions? Need help?
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Electronic Visit Verification (EVV): Training Workers
These resources will help train anyone who will use the Sandata EVV system to check in and out of visits, including workers and independent nurses.
There are three methods to choose from:

- Sandata Mobile Connect (SMC) app uses a smartphone or tablet
- Telephonic visit verification (TVV) uses the client's landline phone
- Fixed visit verification (FVV) uses a small device ordered from Sandata, followed by a phone call.

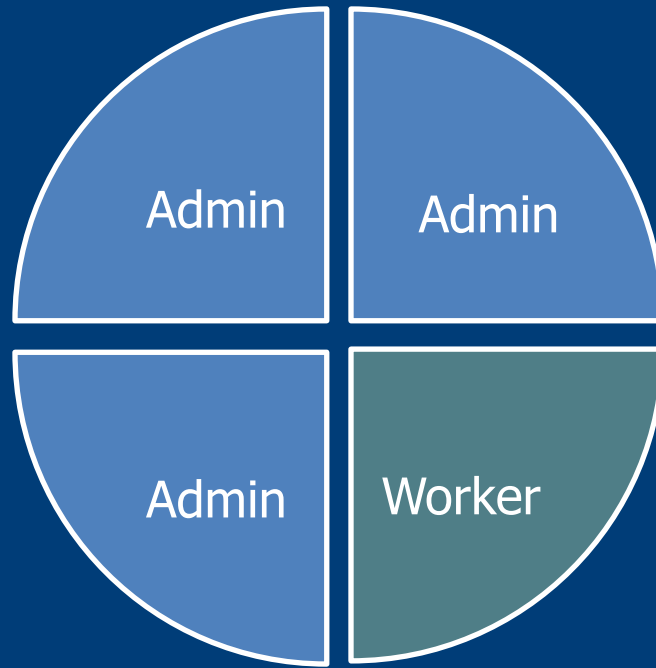
You can choose whichever method works best. You can check in with one method and check out using another, if needed.
For the most reliable way to check in and out of visits, download the SMC app to your smartphone or tablet. Simply search for "Sandata Mobile Connect" in the device's app store and look for this dark blue logo.

Jump to:
FAQs for worker training
Getting started
SMC app resources
Group visit resources
TVV resources
FVV resources
How can I get help?

FAQs for worker training
[Close all](#) [Open all](#)
Which resources should I use?
How do I put together a training plan for workers?
How do I request training materials in other languages?

Worker resources
[Close all](#) [Open all](#)
Getting started
Sandata Mobile Connect (SMC) app resources
Group visit resources
Telephonic visit verification (TVV) resources
Fixed visit verification (FVV) resources

How can I get help?
Contact Wisconsin EVV Customer Care at evvcontact@wisconsin.gov, or call 833-631-2035 for help with all EVV questions.



Using Visit Maintenance





Lifecycle Flyer

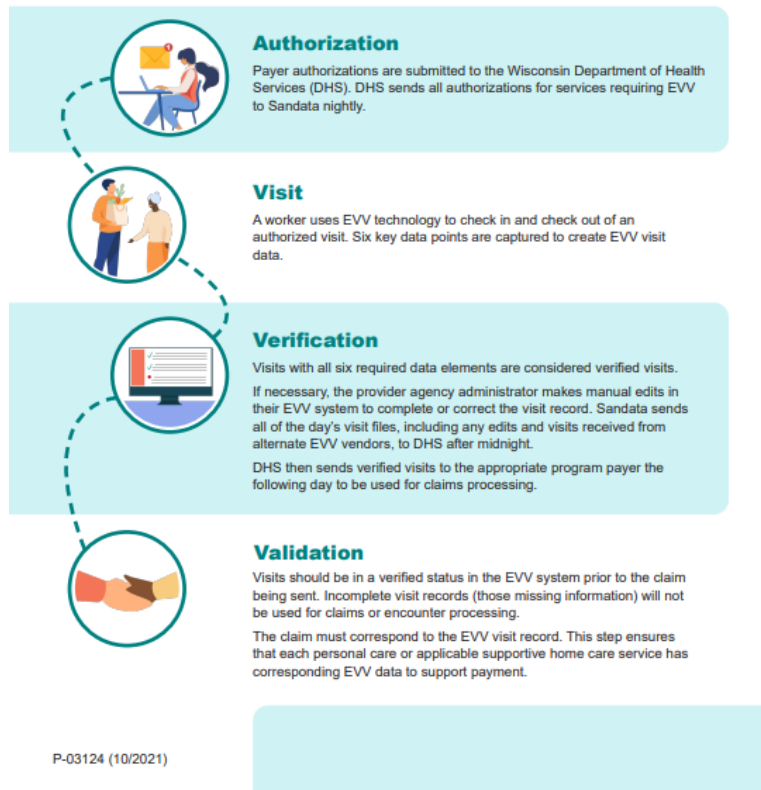
Make sure the EVV visit is in a “verified” status on the Sandata EVV portal before you send the claims.



www.dhs.wi.gov/publications/p03124.pdf

How does the electronic visit verification record fit into the general claims process?

This overview provides a snapshot of how an electronic visit verification (EVV) visit record fits into the general claims process. Additional details about each step are provided on the following page.

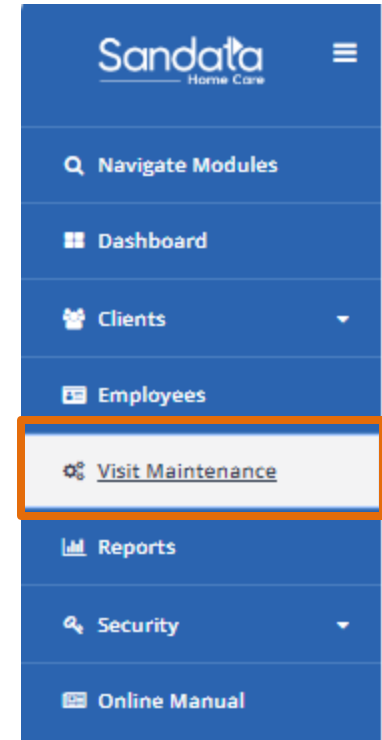




Visit Maintenance

Visit Maintenance is the area of the Sandata EVV portal where visits are:

- Viewed in near real-time.
- Corrected and cleared of exceptions (errors).
- Confirmed to be in a “verified” status prior to submitting claims.





Visit Maintenance

Click on Filters.

The screenshot displays the Sandata Home Care Visit Maintenance interface. The left sidebar contains navigation links: 'Navigate Modules', 'Dashboard', 'Clients', 'Employees', 'Visit Maintenance', 'Reports', 'Security', and 'Online Manual'. The top header shows the account number '91031' and a 'LOG OUT' button. The main content area features two buttons: 'CREATE VISIT' and 'CREATE CALL'. A large orange arrow points to a 'FILTERS' button located in the top right corner of the main content area. Below the buttons, a message states: 'There are no records matching the provided search criteria'.



Visit Maintenance

- Add search criteria.
- Click Apply Filters.

Filters



From Date *	07/22/2024	
To Date *	07/22/2024	
Client	Enter Client	
Employee	Enter Employee	
Payer	Select Payer	
Program	Select Program	
Service	Select Service	
Category	Select Category	
Visit Status	Select Visit Status	
Client Medicaid ID	Enter Client Medicaid ID	
Filter Visits By	All Visits	
Exception Types *	Select Exception Types	
Call Type	Select Call Type	
Employee Other ID	Enter Employee Other ID	
Supervisors	Select Supervisors	
Department	Select Department	
Group Visit Code	Select Group Visit Code	

CLEAR

RESET

APPLY FILTERS

SAVE SETTINGS



Visit Verification

Use the **Filter Visits By** field to choose visits including:

- All Exceptions
- Exception Types
- All Visits (recommended)

The screenshot shows a web interface with a 'Filter Visits By' section. It contains three labels: 'Filter Visits By', 'Exception Types' (with a red asterisk), and 'Call Type'. A dropdown menu is open, showing the selected option 'All Exceptions' and a list of three options: 'All Exceptions', 'Exception Types', and 'All Visits'.



Fix an Exception

Santrax ID: 000509512							
CLIENT NAME	Employee	EMPLOYEE NAME	SERVICE	VISIT DATE	CALL IN	CALL OUT	C
CLAMMERTON, CLAMMY	Sc [REDACTED]	Jni	Nursing Assessment or Eval/Visit	07/09/2024	10:49 AM	●	
Adams, John	Caregiver, Amber		Home Health Aide or CNA/Visit	07/03/2024		●	
●	Caregiver, Amber		Personal Care Svc/15min	06/19/2024	●	12:42 PM	
Foundations, Sample	Caregiver, Martha		PCS Nurse Supervisory Visit/Visit	06/18/2024	08:00 AM	02:00 PM	0
Adams, John	B [REDACTED]	ain	Personal Care/Day	06/12/2024	04:00 AM	06:00 AM	0
BILL [REDACTED]	B [REDACTED]	ain	Unspecified Therapeutic Procedure - OT/Visit	06/12/2024	08:00 AM	10:00 AM	0
CLAMMERTON, CLAMMY	B [REDACTED]	ain	Nursing Assessment or Eval/Visit	06/12/2024	02:00 AM	04:00 AM	0
(949)491-6758	●	●	●	06/12/2024	02:41 PM	●	
Adams, John	B [REDACTED]	ain	Home Health Aide or CNA/Visit	06/11/2024	04:00 AM	06:00 AM	0
							Ti



Visits Without Out-Calls



Fix an Exception

Enter the missing call information.
Select a reason code and resolution code from the drop-down menus.
Click Add.

Add Manual Call
* indicates required field

Call Date MM/DD/YYYY *
MM/DD/YYYY

Call Time HH:MM AM/PM *
08:56 AM

Location *
Select Location

Call Date is required.
Location is required.

Service
Select Service

Time Zone
America/Chicago

* indicates required field

Reason Code *
Select Reason Code

Resolution Code
Select Resolution Code

Reason Note
Enter Reason Note

Reason Code is required.




SAVE



Create a Missing Visit

Add a forgotten visit with the **Create Visit** button.



CREATE VISIT

CREATE CALL

Show Legend

CLIENT NAME	EMPLOYEE NAME	SERVICE	VISIT DATE	CALL IN	CALL OUT	
CLAMMERTON, CLAMMY	So [redacted] dni	Nursing Assessment or Eval/Visit	07/09/2024	10:49 AM		
Adams, John	Caregiver, Amber	Home Health Aide or CNA/Visit	07/03/2024	08:00 AM		
	Caregiver, Amber	Personal Care Svc/15min	06/19/2024		12:42 PM	



Apply Your Knowledge

True or False?

- Exceptions show where information is needed.
- Corrections can be made in the Sandata EVV portal, including adding an entire visit that was forgotten.



True

True



Home > For Partners & Providers > Electronic Visit Verification > Electronic Visit Verification (EVV): Administrator Training

Electronic Visit Verification (EVV): Administrator Training

The resources on this page help administrative staff, including independent nurses, learn to use the Sandata EVV portal. You can also use these resources to guide you, step-by-step, in EVV processes. Use a combination of resources that makes the most sense for your needs: video, presentation, or written materials.

Administrator FAQs

View additional frequently asked questions and their answers, including those about EVV and claims, on the [EVV FAQ webpage](#).

[Close all](#) [Open all](#)

How do I get a Sandata EVV portal link, username, and password?	+
How do other administrators get trained?	+
How do I train workers to use EVV?	+
How do I request training materials in other languages?	+
Where do I find out about DHS EVV policy?	+

Administrator tutorials and refreshers

[Close all](#) [Open all](#)

Information for new EVV administrators	+
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Visit methods: Sandata Mobile Connect, Telephonic Visit Verification, Fixed Visit Verification	+
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EVV: Home
What's New
Members
IRIS
Providers and Independent Nurses
Payers
Alternate EVV
Training
Resources and FAQs
Contact Us

Curious for more?

Here's where you can find it.

Resource Title and Languages

[EVV Visit Maintenance, P-02754, in English, Hmong, Spanish](#)

[Refresher Training: Overview of Visit Maintenance, in English](#) ▶

[Refresher Training: Visit Maintenance and Call Edits, in English](#) ▶

[Refresher Training: Visit Maintenance and Clearing Exceptions, in English](#) ▶



www.dhs.wi.gov/evv/training-administrators.htm



Common EVV Questions



EVV and Rounding

Private Duty Nursing (Service Codes 99504, S9123, S9124)

- EVV systems use the same rounding logic required for providers in ForwardHealth policy.
- EVV visit units must be **equal to or greater than** the units on the claim detail, or the claim will be denied.

Example:

Worker checks in early—7:45 a.m.
Checks out late—4:05 p.m.

- Units billed for = 8 units
- EVV visit units = 8.3 units

EVV units may be equal to or greater than number of units being billed.



EVV Information Transfer and Billing

- It can take up to two days for EVV information to get from Sandata to the payer.
- In fee for service, if you submit an invoice before EVV information transfers:
 - Your claim will suspend for two days and then re-check for EVV data.
 - If EVV data is found, the claim will pay.
- **Best practice:** Before you bill, make sure the EVV visit is in a verified status in the Sandata EVV Portal. Ideal timing to submit an invoice is two days after the service is provided.



EVV Fee-for-Service Claim Processing

Explanation of Benefit Codes for EVV



EOB Code	What it means	What you can do
1047	EVV visit not found	Ensure a “verified visit” in Sandata EVV Portal. Resubmit the details that denied.
1048	EVV units do not meet requirements of visit	Compare the EVV time to the billed units, and make corrections. Resubmit the details that denied.



Fee-for-Service Claims Resources

- [ForwardHealth Portal Resubmitting a Denied Claim](#): Searching for, making changes to, and resubmitting a claim
- [ForwardHealth Portal Claim Status Information](#): Searching for a claim and viewing the status of Pay, Deny, Suspend, Adjust
- ForwardHealth Provider Services Call Center:
800-947-9627
Monday through Friday, 7 a.m.–6 p.m. Central time
Enrollment, policy, and billing questions
- ForwardHealth [provider relations representatives](#): Assist with complex billing and claims processing questions



Apply Your Knowledge

True or False?

- If a claim is denied, there's nothing that can be done.
- The EVV visit should show a length equal to or greater than what is on the claim.



False

True



Call to Action



Become familiar with your RAs and EOB codes.

Get answers to your questions.



Curious for more?

Here's where you can find it.

Resource Title and Languages


[Fee-for-Service EVV Administrator Training: Claim Edits, in English](#) 


[Fee-for-Service EVV Administrator Training: Claim Edits, P-03570, in English, Hmong, Spanish](#)

www.dhs.wi.gov/evv/training-administrators.htm

- EVV: Home
- What's New
- Members
- IRIS
- Providers and Independent Nurses
- Payers
- Alternate EVV
- Training
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Electronic Visit Verification (EVV): Administrator Training

Administrator training

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Visit maintenance and clearing exceptions in Sandata	+
EVV and claims (billing)	+
Sandata reports for business needs	+

On this page

[Administrator training](#)
[Administrator FAQs](#)
[Administrator tutorials and refreshers](#)

[How can I get help?](#)



Next Steps



Best Practices

- Confirm (PALs) or add (non-PALs) client authorizations in your EVV system in a timely manner. Make sure client information in Sandata is complete and accurate.
- Review EVV visits in the Sandata EVV Portal regularly to look for errors and missed visits.
- Correct exceptions, and confirm all visits are in a verified status before submitting claims outside EVV.



Next Steps

- Be patient.
- Ask questions.
- Take advantage of EVV support.
- Review and use EVV resources.
- Elevate concerns.





Keep in Touch

- Watch your emails from Sandata and DHS.
- Contact EVV Customer Care for questions and personalized support.
- Arrange for office hours with EVV Customer Care.

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Wisconsin EVV Customer
Care is available at
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vdxc.contactevv@wisconsin.gov Monday-Friday, 7 a.m.–
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Thank You

Thank you for the important services you provide to members.



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