

EVV and Independent Nurses

Hello! We're glad to be here today!

Agenda

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

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Let's look at EVV, and how independent nurses will use it. We'll go through:

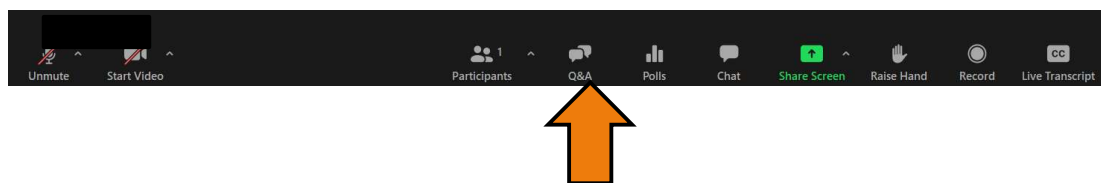
- Getting Ready in the ForwardHealth Portal
- Adding Authorization Information
- Checking In and Out
- Using Visit Maintenance
- Common Questions
- Next Steps
- Q&A

We'll look at resources as we go along.

Finally, be on your toes! We'll have some quiz questions and To Do items for you as we go today!

Conversation Guidelines

- Focus on questions for today's electronic visit verification (EVV) presentation.
- Please maintain privacy.



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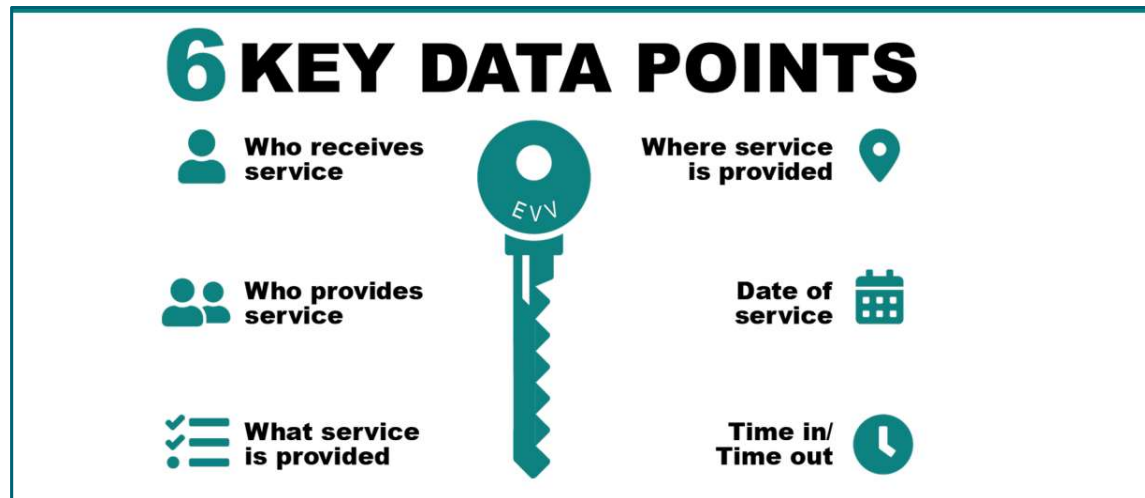
As we go along, please use the Q & A feature at the bottom of your Zoom screen.

- Please focus on questions about EVV.
- Maintain privacy. Avoid sharing personal information about specific members, participants, or workers

EVV Basics

Let's begin with an overview, to make sure we're all starting out with some basic knowledge.

EVV Basics



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In 2016, the 21st Century Cures Act, a federal law, was passed. The law requires every state, including Wisconsin, to implement EVV for Medicaid-covered personal care and home health care services. If we don't follow this federal law, Wisconsin will lose money for Medicaid services. EVV is an electronic system that uses technology to make sure that members receive the services they need. Workers check in at the beginning and check out at the end of each visit, using a smart phone or tablet, small digital device, or landline telephone.

The 21st Century Cures Act requires that the EVV system captures six key pieces of information. This information will sound similar to what is in an authorization::

- Who receives the service (the client)
- Who provides the service (in this case, this is you as a business, and you as a worker)
- What service or services are provided
- Where the service is provided
- The date of service
- The time the service begins and ends

One point I'd like to emphasize here is that Wisconsin's EVV solution does **not** monitor or track a worker's location throughout the visit. Location is only captured at the start and end of a visit.

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)	

These 11 codes require use of an EVV system on and after January 1, 2024. We put an orange box around the codes that are the most applicable to you as independent nurses.

EVV Basics

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

Find steps for preparing for EVV on the DHS EVV Providers webpage:

www.dhs.wisconsin.gov/evv/providers.htm

WISCONSIN DEPARTMENT of HEALTH SERVICES

Home | Services & Providers | Electronic Visit Verification | Electronic Visit Verification (EVV) Information for Providers

Electronic Visit Verification (EVV): Information for Providers Setting up EVV: Steps for providers, including independent nurses

Independent nurses, as “an agency of one,” will have the roles of both administrator and worker in the steps below.

Learn more about the service codes requiring use of an EVV system.

Steps for providers, including independent nurses, to prepare for EVV

All providers, regardless of EVV system, should complete these steps:

- Update your provider contact information on the Demographic Maintenance area's Mailing Address panel in the ForwardHealth Portal. Important provider information about EVV from the DHS EVV team will be sent to the email provided. Refer to the ForwardHealth Portal Demographic Maintenance Tool User Guide (P-00953) for more information.
- Review the New to EVV guide (P-03070) for initial set-up steps.
- Start thinking through how EVV will fit into your daily routine and, if appropriate, how to communicate about EVV to the members you serve.
- Make a plan to train your workers. Suggestions can be found on the Training Workers for EVV (P-02851) PDF resource and Connecting Training (P-02705) PDF.
- Share feedback with your health-maintenance organization (HMO) or managed care organization (MCO). Become acquainted with their customer care options and claim reimbursement policies.

Providers using the DHS-provided Sandata EVV system should complete these steps

Providers using an alternate EVV system should complete these steps

Using an EVV system: Steps and resources for providers, including independent nurses

All providers should complete these steps

Have questions? Need help? Wisconsin EVV Customer Care is available at 855-631-2035 or evv.contact@wisconsinhealth.com Monday-Friday, 7 a.m.–5 p.m. Central Time.

Let’s address a common question here at the start: Are independent nurses “providers?”

(NOTE FOR HOST: Click for fly-in answer)

Yes. Independent nurses are “agencies of one.” Because you provide the services and submit your own billing, your role in EVV will be worker and administrator. Information on the DHS EVV webpage applies to independent nurses.

Whether you choose the DHS-provided Sandata system or an alternate EVV vendor, providers (including independent nurses) should complete the steps listed on the DHS EVV Providers webpage.

We’ll take a look at some of these steps in the upcoming slides.

Our best advice: Don’t back yourself into a corner. Start early and practice, ask questions, and establish new routines. This is the intention of soft launch: practice, practice, practice! Those who do so are in a much better position for success.

Two Roles of Independent Nurses

Administrator:
ForwardHealth and Sandata EVV Portals



Worker:
Sandata Mobile Connect app
(or other method)



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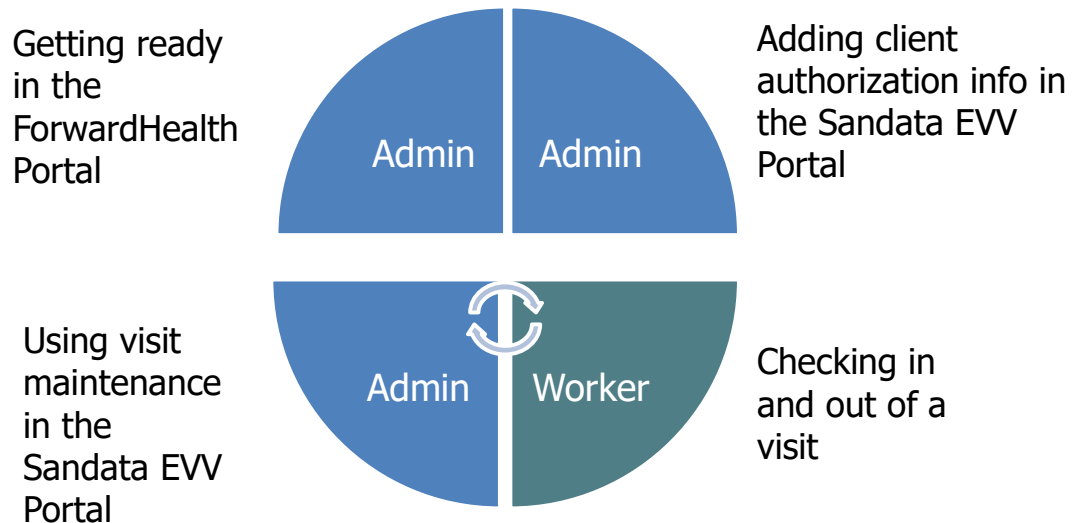
Independent nurses, you have two roles in your work life:

As a business owner and administrator in EVV, you make sure your business is ready to provide required EVV information. You verify that the EVV visit information is correct, or fix it, in the Sandata EVV Portal. Your work here is on a tablet, laptop, or desktop computer, using the ForwardHealth Portal and Sandata EVV Portal.

You are also a worker, providing hands-on nursing care to clients. For EVV, this means you check in and out for your visits using one of the three Sandata methods.

You are already well-acquainted with these two roles and their different sets of tools. You'd not use a stethoscope to file your business taxes, for example! Similarly, the Sandata EVV Portal and Sandata Mobile Connect app are specifically assigned to your different roles. We'll go over both today.

Two Roles of Independent Nurses



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Here's another way of looking at the two roles in EVV and when they're used.

The top two categories, in your administrator role, are "once and done."

Getting ready in the ForwardHealth Portal

Adding client authorization information in the Sandata EVV Portal

The bottom two categories will become the new routine in EVV.

Checking in and out of a visit

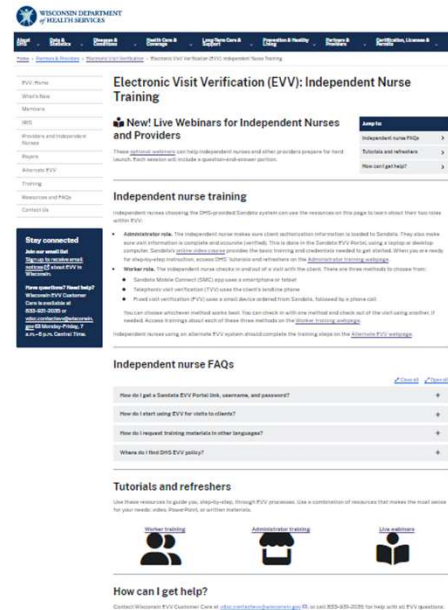
Using visit verification in the Sandata EVV Portal

We will go through all four categories today, adding one piece of this EVV pie to your plate at a time.

Two Roles of Independent Nurses

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

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



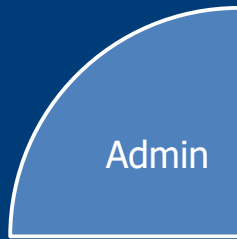
10

We've added a webpage specific to trainings for independent nurses to give you a more organized approach to EVV. It address the two roles.

Like other types of providers, you will need to complete the initial training and set up your EVV system. Like other providers, you will need to add workers (just you!). And like other providers and workers, you may need to access tutorials and refreshers for EVV processes.

This webpage puts all of these resources at your fingertips. There is always our EVV Customer Care team, too, to coach you through any uncertainties you may have.

Most importantly: Give yourself time to learn and adjust. With practice, what may at first seem overwhelming will become second nature.



Getting Ready in the ForwardHealth Portal

Let's start by looking at the ForwardHealth Portal, an administrative tool you are likely familiar with already. It's the first piece of the pie, as you see here. When you've completed this category once, it is done.

Medicaid Enrolled Providers

The provider's business name, email listed in the ForwardHealth Portal, and the provider Medicaid ID (MA ID) is sent to Sandata. The MA ID is:

- Displayed on remittance advice
- 8 to 9 digits long



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Independent nurses should make sure their email information is accurate in the secure ForwardHealth Portal. Why? Whatever email address is listed in ForwardHealth is the one that Sandata will recognize and confirm as your business.

A provider's Medicaid ID (MA ID) also serves to confirm the provider or independent nurse when they start EVV administrative training. The MA ID is found on an independent nurse's remittance advice. It is 8 or 9 digits long.

Some independent nurses may know their 10-digit National Provider Identifier. For EVV, however, only the MA ID should be used to access Sandata's EVV trainings. The NPI will not be recognized in Sandata's system. Only the MA ID is sent to Sandata.

ForwardHealth Portal Account

wisconsin.gov home state agencies subject directory department of health services

ForwardHealth Wisconsin serving you
InterChange Provider

Home Search **Providers** Online Handbooks User Guides Account Site Map

You are logged in with Provider ID: 111111111

What's New?

Providers can improve efficiency while reducing overhead and paperwork by using real-time applications available on the new ForwardHealth. Submission and tracking of claims and prior authorization requests and amendments, on-demand access to remittance information, 835 designation, and instant access to the most current ForwardHealth information is now available.

- New Rate Reform Part 3 Ideas/Recommendations Requested.
- Incentive Payments... Are you Eligible?
- ForwardHealth System Generated Claim Adjustments

Quick Links

- Add Worker
- Upload Worker File
- Manage Workers
- List of Workers within your Agency
- EVV Demographic Maintenance
- EVV Portal Functionality User Guide

Wisconsin EVV Customer Care - 833-931-2035

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To prepare for EVV in your ForwardHealth Portal account:

- Make sure your contact information is up to date.
- Add yourself as a worker.

Some of you may want to do this with us now. If you have a computer screen available to do so, feel free to login to your ForwardHealth Portal. Some of you may prefer to focus on the slides and follow up later—whichever way you'd like to learn is fine.

The links for each task is in the Quick Link box in your secure ForwardHealth page.

You may need to scroll down to find it in that right-hand column.

Let's take a brief look at each task, starting with EVV Demographic information—your contact information. You can see that option near the bottom of the highlighted box.

EVV Demographic Maintenance

Make sure
your
business
information
is up to
date.

[Introduction](#) » [Mailing Address](#) » [Tax Information and Submit](#)

Mailing Address ⓘ

Required fields are indicated with an asterisk (*).

Email Address - Enter the email address of the person who should receive the emails related to the EVV Welcome Packet and Credentialing.

Attention Line* ATTENTION LINE TEST

Address Line 1* ADDRESS 1 TEST

Address Line 2* ADDRESS 2 TEST

City* CITY TEST

State/ZIP* WI 53001 - 4321

Phone* (915)444-3333

Email Address* test@mail.com

Previous Next Exit

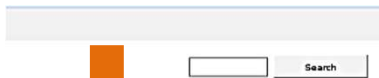
14

Using the EVV Demographic Maintenance quick link, check to be sure your business information is up to date and make any needed corrections. The Mailing Address section determines where communication to your business is sent. Enter your name in the "Attention Line." Then, make sure an accurate email address is entered.

DHS will send out important provider-specific announcements about training and policy to this email. The initial training invitation and EVV welcome packet will be emailed from Sandata to providers based on the email address used here. Make sure it's accurate!

Add Worker

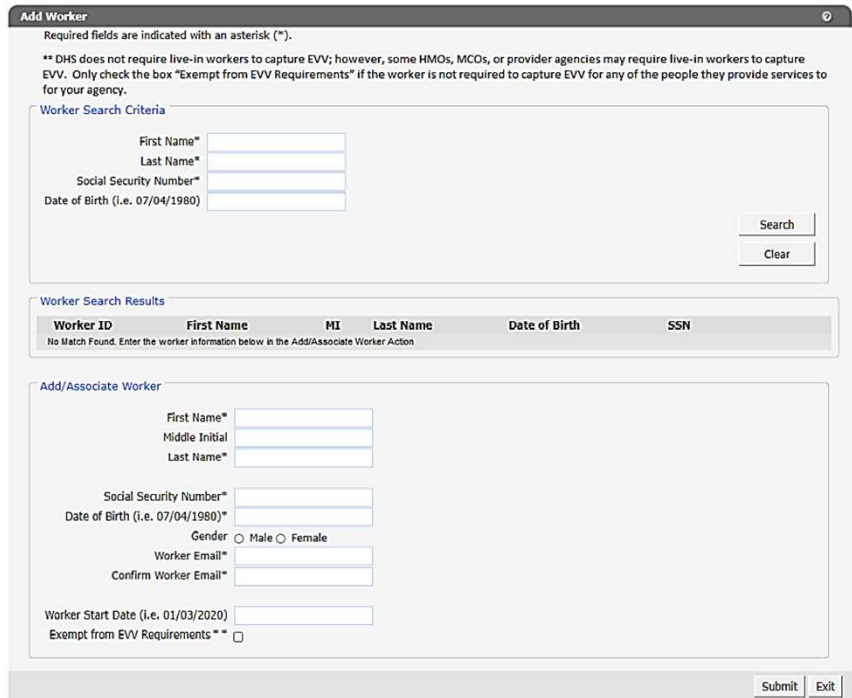
Add yourself as a worker.



Quick Links

- Add Worker
- Upload Worker File
- Manage Workers
- List of Workers within your Agency
- EVV Demographic Maintenance
- 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 workers 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

Worker ID	First Name	MI	Last Name	Date of Birth	SSN
No Match Found. Enter the worker information below in the Add/Associate Worker Action					

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

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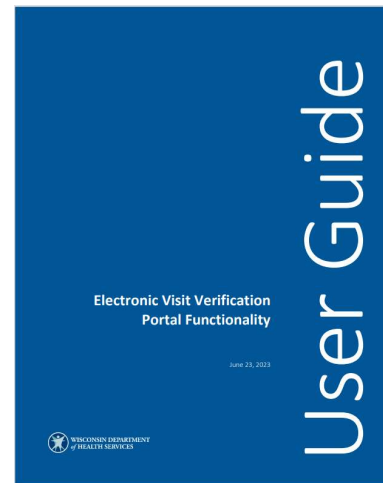
The second task is to add yourself as a worker. This connects the EVV info you collect during visits to your ForwardHealth Portal, so claims get paid. Use the Add Worker quick link. You'll need to identify yourself by your second role—your "worker" role—and add "Worker You" to your business.

This is the screen you'll access. You can see the information is very basic: Your name, Social Security number (SSN), and date of birth helps the system make sure it's identifying the correct person. (Think of how many John Smiths actually exist!) The SSN is not sent to Sandata or other entities to protect personal information.

An email address is also required. It should be an email address only you use since it will become your user ID as a worker in the Sandata system. It can be the same email or a different email as the one you listed for your business.

EVV Portal Functionality User Guide

Chapter 6: Demographic Maintenance
Chapter 7: Worker Association (Add Worker)



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

These steps (making sure your business information is accurate, and adding yourself as worker) are reviewed in detail in the EVV Portal Functionality User Guide. You can get there using the QR code or weblink on this page. There's also a video on our EVV Training Administrators webpage if that's the way you learn best.

To use the QR code: open your smartphone camera and hover it over the square. A text box should pop up. Tap that text box. It will take you directly to this resource.

For those two tasks in ForwardHealth:

Chapter 6 walks through the Demographic Maintenance Tool, where you can make sure your business email address is correct.

Chapter 7 walks through Worker Association, where you can add yourself as a worker to your business.

Apply Your Knowledge

True or False?



- Independent nurses can use the same trainings and resources as other providers.

True

- Since they don't have any employees, independent nurses don't need to enter workers in the ForwardHealth Portal.

False

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Let's pause here for an informal quiz:

Independent nurses can use the same trainings and resources as other providers.
TRUE: As an "agency of one," you are a provider! All the same resources apply to you.

Since they don't have any employees, independent nurses don't need to enter any workers in the ForwardHealth Portal.

FALSE: Your employee is yourself! Be sure to enter your "Worker Self" and link/associate to your business in the ForwardHealth Portal.

Call to Action



Confirm your business email address in the ForwardHealth Portal.

Locate your MA ID (not NPI).

Add your "Worker Self" to your business in the ForwardHealth Portal.

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Please make note of these important items to do. If you didn't take these steps along with us today, here is a reminder of the steps to take after the training.

Confirm your business email address in the ForwardHealth Portal.

Locate your MA ID (not NPI). Call EVV Customer Care if you need help.

Add your "Worker Self" to your business in the ForwardHealth Portal.

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 Non-Medicaid Providers Apply for an EVV Unique Provider ID, in English 
How to Create and Maintain EVV Worker IDs, in English 



The screenshot shows the Wisconsin Department of Health Services website. The main heading is "Electronic Visit Verification (EVV): Administrator Training". Below this, there is a section for "New! Live Webinars for Independent Nurses and Providers" with a "Summary" dropdown menu. The "Administrator Training" section includes a paragraph about resources for administrative staff. The "Administrator FAQs" section lists questions like "How do I get a Sendata EVV Portal link, username, and password?". The "Administrator tutorials and refreshers" section lists topics such as "Information for new EVV administrators", "Getting started: ForwardHealth Portal", and "Getting started: Sendata EVV Portal".

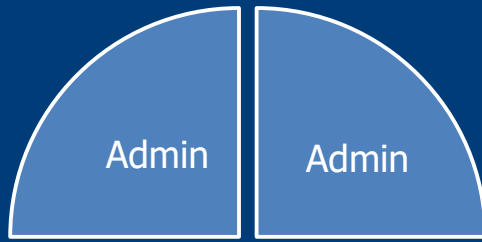
www.dhs.wisconsin.gov/evv/training-administrators.htm

Curious for more?

We've got it! please see our Administrator training Webpage.

The "Getting Started: ForwardHealth Portal" section is a great resource!

The ForwardHealth section has a user guide for ForwardHealth as well as a video, How to Create and Maintain EVV Worker IDs.

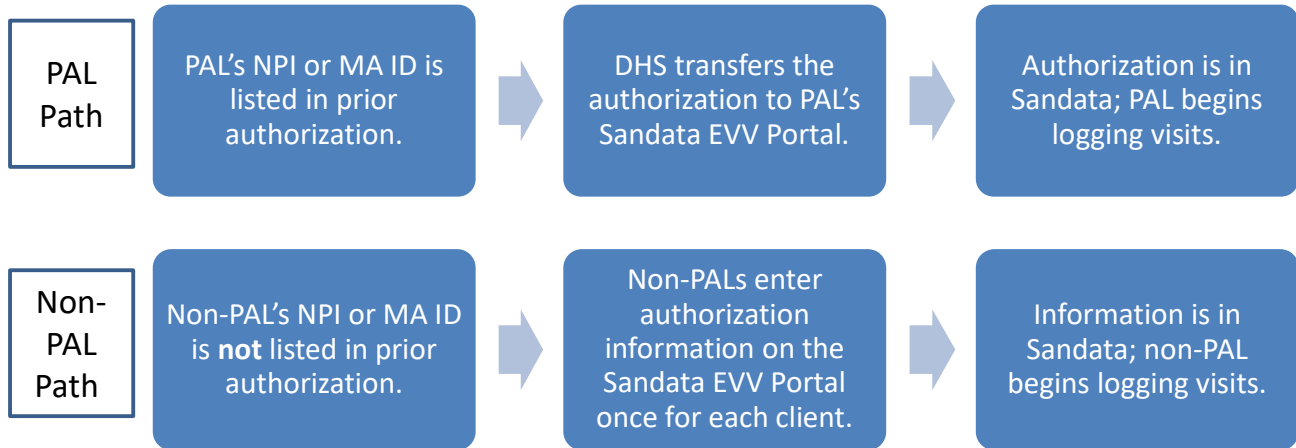


Adding Authorization Information

Let's move to the second piece. For each client you support, this will be "one and done."

This section will be important for independent nurses who are NOT prior authorization liaisons (PALs).

PALs and EVV Authorization Information



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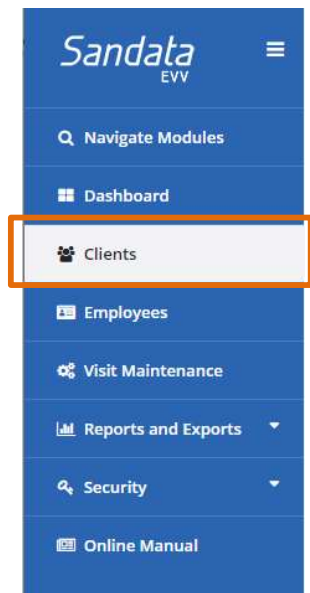
Authorizations flow from DHS to Sandata. Though our private duty nursing codes (99504, S9123, and S9124) always require a prior authorization with ForwardHealth, the authorization field that feeds into the Sandata EVV Portal only includes the PAL's Medicaid ID or NPI. Therefore, only the PAL's Sandata EVV Portal is automatically populated with the client information. We see this series of steps on the top line of this slide.

The Non-PAL's path is listed on the bottom row. Non-PALs will need to manually enter in the client and authorization information to their Sandata EVV Portal. This is a one-time task.

We are here to help if you encounter any challenges in doing so.

Search for Existing Client File

- Login to the Sandata EVV Portal.
- From the navigation panel, click **Clients** to access client records.



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First, let's look at how a PAL or non-PAL searches in the Sandata EVV Portal to see if the client's information is already there.

First Log in to the Sandata EVV Portal.
From the navigation panel, click Clients.

Search for Existing Client File

- Search for client.

Select a Client / Program As of: 12:26 PM CREATE CLIENT

LAST NAME <input type="text" value="Medicaid"/>	FIRST NAME <input type="text" value="Mary"/>	STATUS <input type="text" value="Select Status"/>	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"/>			

There are no records matching the provided search criteria

Always search first to be sure you're not creating a duplicate client file. For example, if the client was served by your provider agency in the past, or if you started to add them in the past, they would still be found in the client list. They may only need updating.

Search for client by entering any of the information shown, or simply leave everything blank and select 'Search' for a list of all clients. In our screenshot here you will see no matching records were found.

If you are the PAL, and the client's information is not here, your next step is to check on the authorization's status with the payer.

If you are a non-PAL, your next step is to add the client's authorization information to Sandata. We'll go through that next. Remember, this is "once and done" for a client.

Add Authorization Information

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

Select a Client / Program As of: 10:17 AM

CREATE CLIENT

LAST NAME Enter Last Name	FIRST NAME Enter First Name	STATUS Select Status	CLIENT ID Enter Client ID
CLIENT PAYER ID Enter Client Payer ID	MEDICAID ID Enter Medicaid ID	PROGRAM Select Program	LANGUAGE Select Language
PRIMARY PAYER Select Primary Payer			

SEARCH CLEAR

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

If no match is found, use the Create Client button.

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

Add Authorization Information

- Enter required data indicated by an asterisk (*) and click **Create Client**. The new client record is started.

New FFS Client

* Indicates required field

FIRST NAME* LAST NAME*

PROGRAM* MEDICAID ID* PHONE

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

Enter required information indicated by an asterisk (*). To prevent issues in the future, make sure to double check that the Medicaid ID was entered correctly.

Click Create Client. The new client record is started.

Add Authorization Information

- Enter required data indicated by an asterisk (*)
- Skip grayed out fields. They are not editable.

The screenshot shows a web form with three tabs: 'Personal' (selected), 'Program*', and 'Diagnosis'. Below the tabs is a section titled 'Personal' with a note '* Indicates required field'. The form contains the following fields:

TITLE	Select Title	MIDDLE INITIAL	
FIRST NAME*	Test	SUFFIX	Select Suffix
LAST NAME*	Wisconsin	GENDER*	Unknown
SSN	XXX-XX-XXXX	PRIMARY SPOKEN LANGUAGE	ENG- English
BIRTH DATE	mm/dd/yyyy	CLIENT ID	973167
MEDICAID ID*	999999997		

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

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Now you can see the Personal tab to enter some basic client information. You can either use the tab key to move from field to field or click on each field.

Enter the required fields that are indicated by an asterisk.

Skip grayed out fields. They are not editable.

There are some optional fields here that you can leave blank (no asterisk).

Add Authorization Information

- Complete all fields in Program tab, beginning with Client Status and Program Details.

The screenshot shows a software interface with a 'Program' tab selected. The interface is divided into four numbered sections:

- 1 Client Status**: Includes fields for STATUS* (set to 'Pending'), EFFECTIVE DATE* (04/20/2023), and REASON FOR CHANGE.
- 2 Program Details**: Includes fields for PROGRAM* (set to 'FFS') and SUPERVISOR (set to 'Select Supervisor').
- 3 Services ***: Includes a table for Payers with columns for Rank, Medicaid ID, and Client Payer ID. The table contains one row with Rank '1', Medicaid ID '999999997', and Client Payer ID '999999997'. There is an 'Add Service' button in the top right.
- 4 Authorizations**: Includes checkboxes for 'Hide Expired Auths' and 'Hide Voided Auths', both of which are checked.

Orange arrows indicate the sequence: from step 1 to 2, from step 2 to 3, and from step 3 to 4. The 'Program' tab is highlighted with an orange box.

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

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After you've completed the Personal tab, you will need to complete the Program tab. This is an important step. Information should be filled out in the following order, as shown here:

1. Client status
2. Program Details
3. Services
4. Authorizations

Be sure to save your work as you go. You only need to enter in information with an asterisk next to it.

In #1, Client Status, marked here by a #1:

1. Change "Pending" to "Active."
2. The Effective Date will default to today's date.
3. Click Save. You are ready to move to #2, Program Details.

In #2, Program Details:

1. The Created Date is the only field required. It can be backdated to accept earlier visits if needed.
2. The Start of Care (SOC) Date is the date services began. It can be backdated to match the Created Date, if necessary.
3. Click Save. You are ready for 3, Services.

In #3, Services:

1. Click the "Plus" sign to add the service.
2. Enter the other required information: the service code and begin date.

In #4, Authorizations:

1. Click the "Plus" sign to add authorization information.

We'll take a closer look at the Authorization section on the next slide.

Add Authorization Information

- Select **Payer** and **Service**.
- Select **Format** (any choice).
- Set **Begin Date** to cover the service start date.
- Set **End Date**, up to 6/6/2079.
- Click **Save**.

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

Authorization Details

* indicates required field

General Info

PAYER*
WIFFS

SERVICE*
T1019

EVENT CODE*
NONE- None

AUTHORIZATION NUMBER
AMP20230420XXXXXXXX

FORMAT*
Hours

VOIDED

MAXIMUM
50 0 = Unlimited Used: 0

Date Range

BEGIN DATE* END DATE*
04/03/2023 12/31/2023

AUTHORIZATION COMMENTS
FFS under 50 hours EW Authorization

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The Authorization Details screen will open up.

This is where you select from drop-down fields such as the payer and service code. The "Event Code" can remain as "None."

Select the format that best represents the visit unit type.
Set Begin Date to cover the service start date.
Set End Date. You can use any date up to 06/06/2079.

Add comments in the bottom box if you'd like.

Be sure to save.

Notice an authorization number automatically fills in the box in the middle. It will always start with "AMP." Because this is created in Sandata, the authorization number will not match the PAL's authorization number from the payer.

This has completed the "one and done" purpose: the client's information is now in Sandata!

Apply Your Knowledge

True or False?



- Non-PAL independent nurses have no administrative role in EVV.
- Non-PAL independent nurses should wait for authorizations to show up in their Sandata EVV Portal.

False

False

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Let's pause here for an informal quiz:

Non-PAL independent nurses have no administrative role in EVV.

FALSE: As we've seen, all independent nurses will access the Sandata EVV Portal for visit maintenance. Non-PALs will also enter in required authorization information for their clients.

Non-PAL independent nurses should wait for authorizations to show up in their Sandata EVV Portal.

FALSE: Non-PALs should enter their clients' authorization in the Sandata EVV Portal. That's the only way the clients will appear in their Sandata account.

Call to Action



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

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

Please make note of these important items to do:

Make sure all clients you're expecting to be in the Sandata EVV Portal are there. If a client is missing from the "active" client list, be sure to use the filter options to view clients with a status of "pending."

- For PALs: Allow three days for the authorization to arrive. If not there at that time, contact the payer first, and then EVV Customer Care if needed.
- For non-PALS: Required authorization information can be created in the Sandata EVV Portal.

Confirm client addresses and any landline phone numbers are accurate in the Sandata EVV Portal. Clients should update their address and phone numbers through the usual methods. In the meantime, you can add valid addresses and landline phone numbers in Sandata.

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



The screenshot shows the Wisconsin Department of Health Services website. The main heading is 'Electronic Visit Verification (EVV): Administrator Training'. Below this, there is a section for 'New! Live Webinars for Independent Nurses and Providers' with a 'Summary' dropdown menu. The 'Administrator Training' section contains introductory text. The 'Administrator FAQs' section lists several questions with expandable answers. The 'Administrator tutorials and refreshers' section lists various topics like 'Information for new EVV administrators', 'Getting started: ForwardHealth Portal', and 'Client data entry: Adding and editing clients'. A sidebar on the left titled 'Stay connected' provides additional links and contact information.

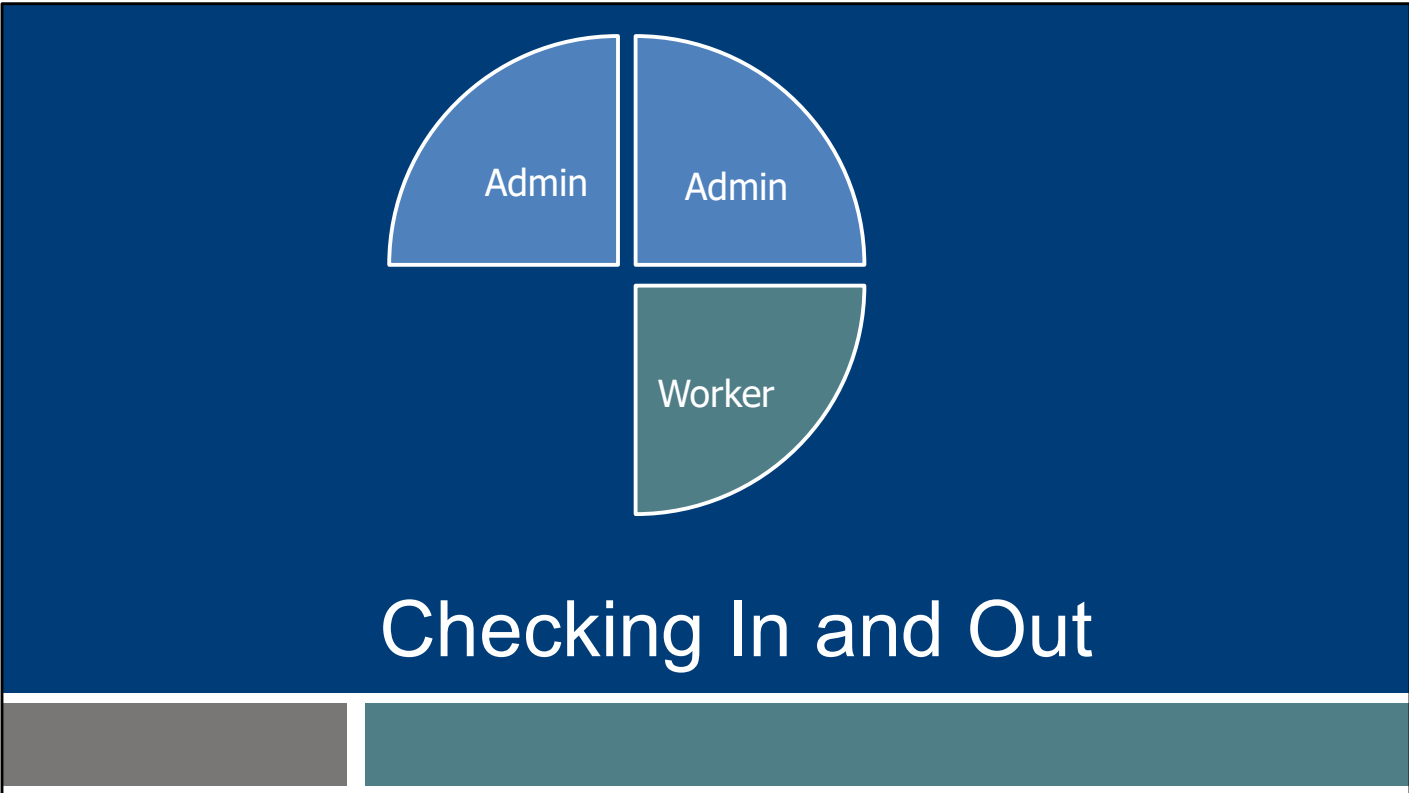
www.dhs.wisconsin.gov/evv/training-administrators.htm

Curious for more?

We've got it! Please see our Training Administrators webpage and open the "Client data entry: Adding and editing clients" section. There, you'll find:

- Modify Client Data PowerPoint
- How to Change Client Status and Start of Care Date in the Sandata EVV Portal (video)
- How to Add an Address and Phone Number in the Sandata EVV Portal (video)
- Adding Required Authorization Information in the Sandata EVV Portal PowerPoint

The last item in this list is especially important for independent nurses who are not the prior authorization liaison (PAL).



Let's briefly switch to your second role: Worker. This begins the more routine tasks of EVV.

Your Role as Worker



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

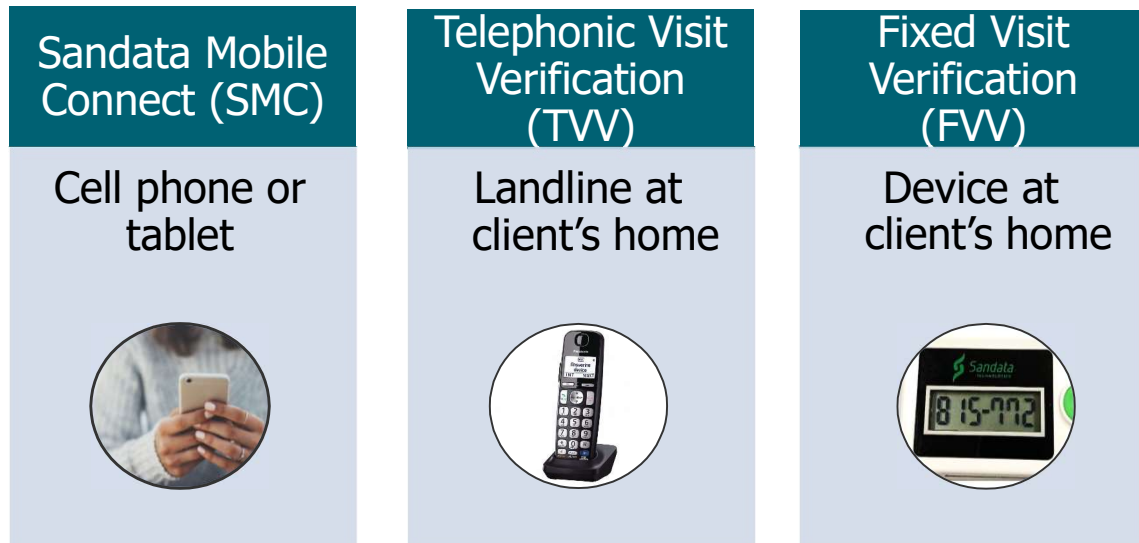
33

Let's watch a sample EVV visit. You are in the role of Provider Pat. She and client Sam show us a visit.

This three-minute video is on our DHS EVV homepage; the URL is shown here.

https://youtu.be/rt29rXY_td8

Your Role as Worker



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From the video, you'll recall that Sandata has different methods that workers can use, interchangeably, to log their visit data. None of them require cell service or Wi-Fi at the point of care: (If you choose an alternate EVV system, the methods offered may be different, so be sure to ask.)

- The Sandata Mobile Connect (SMC) app works on a cell phone or tablet. It can be used on Android or Apple products and works even if cell service or Wi-Fi is unavailable on site. GPS location is captured at check in and check out only. The app is Americans With Disabilities Act (ADA) and Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliant. This is the most efficient and accurate method.
- The telephonic visit verification (TVV) method uses the client's home landline and uses the same method as 911 to obtain location. It can be a landline or fixed Voice over Internet Protocol (VoIP) phone line—for example, a phone service provided by a cable company.
- The fixed visit verification (FVV) method uses a small device that is fixed or attached in the client's home. The FVV device is capturing the EVV visit; however, it doesn't report the EVV visit information. Once the worker has access to a phone, they'll need to call in the EVV information. This method is the last resort for EVV, because it is most cumbersome and is most prone to entry errors.

As a worker, you'll need training on the EVV method(s) you choose.

Worker Visit Card

Wisconsin Electronic Visit Verification
WORKER VISIT CARD
 Wisconsin EVV Customer Care

☎ 833-931-2035 ✉ vdxs.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

<https://www.dhs.wisconsin.gov/library/collection/p-02844>

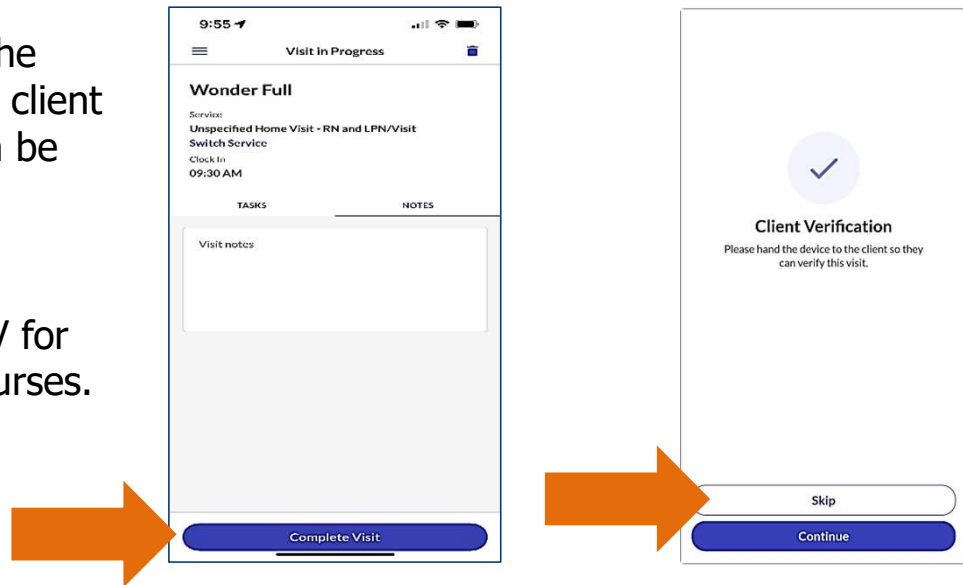
There are a few numbers you need to know to capture EVV information during your visits. We've created a resource you can customize to document the numbers you'll need and keep them all in one place! This Worker Visit Card is found on the Training Workers webpage. It's also on the EVV Resources and FAQ webpage. We've put the link directly to it here, too, in the blue font.

If you prefer to create your own resource to keep your information handy (such as a note on your phone, or a different printed form), you can use the Worker Visit Card to identify some of the basic information that's useful to have.

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.



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Independent nurses do not need to include the individual tasks done during the visit (like helping someone get dressed, or helping them brush their teeth), and do not need to include the member's signature for the visit within EVV. These steps will appear within the Sandata system but can be skipped. Here we have screenshots of how that looks at the end of a visit on the SMC app.

As you end your visit on the app, go directly to "Complete Visit."
On the screen that requests client verification, select "Skip."

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

37

Let's pause here for an informal quiz:

Independent nurses need to check in and out using EVV.

TRUE: All the training items for workers will be just the same for independent nurses.

Independent nurses don't need to submit tasks and client signatures through EVV.

TRUE: These can be skipped on the app, TVV, or FVV.

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.

Please make note of these important items to do:

Review the EVV Training Workers webpage resources, as needed. If you need more information, our EVV Customer Care team is ready to help!

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

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

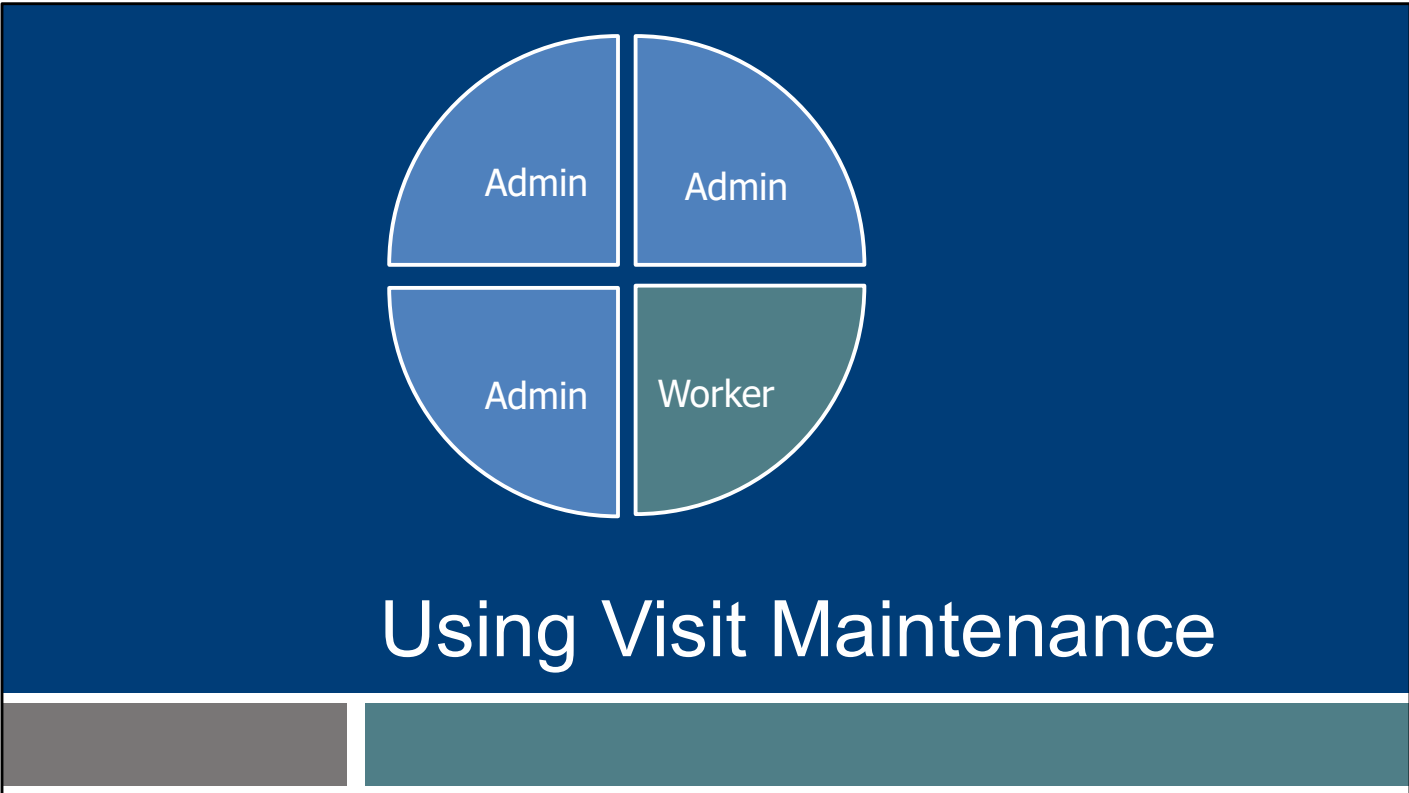
www.dhs.wisconsin.gov/evv/training-workers.htm

The screenshot shows the Wisconsin Department of Health Services website. The main heading is "Electronic Visit Verification (EVV): Training Workers". Below this, there is a section titled "FAQs for worker training" with a list of questions and answers, and a "Worker resources" section with a list of links. A dark blue box on the left side of the page contains the following text: "Stay connected. Join our email list. Sign up to receive email updates about EVV in Wisconsin. Have questions? Need help? Wisconsin EVV Customer Care is available at 855-931-2035 or evv.customer@dhss.wisconsin.gov. Call Monday through Friday, 8 AM-5 PM Central Time." The bottom right corner of the screenshot shows the number "39".

For more information on each of these methods, please visit our Training Workers webpage. There, you'll find videos and PowerPoints. The PowerPoints are available in English, Hmong, Spanish, and other languages as requested. You'll also find links to Sandata's training resources for workers. The Worker Visit card is available here in the "Getting started" section, too.

Do you like to learn by video, or by reading? Will you use only the SMC app, or will you use a different method? Pick and choose—we have the options ready for you for each method. These are great references to pull up and review.

If you'd like some one-on-one assistance, please call our EVV Customer Care team. Their email and phone is in the dark blue box on each of our EVV webpages. They are here to support you!



And now the final EVV piece, and the other routine EVV task: ~~Using~~ Visit Verification. This is in your administrator role.

Lifecycle Flyer

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



www.dhs.wisconsin.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.



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As an administrator, it's helpful to see the big picture, beginning to end. Our EVV Lifecycle flyer answers the question, "How does EVV fit into the general claims process?" Be sure to save this flyer for future reference!

On this slide are the link and QR code that will take you to the EVV Lifecycle flyer. This flyer can also be found in the Resources section of the DHS EVV website. It's also on the Administrator Training webpage.

Let's go over the information in it. Feel free to follow the link and read along, if you'd like.

- Authorizations are the beginning. The information in the authorization is used to connect the member, approved service codes, provider, and payer in any EVV system. It allows all the rest of the information to flow.
Non-prior authorization liaison (PAL) independent nurses, as mentioned before, this is why you need to make sure you enter the information.
- "Visit" is when you are in your worker role! EVV visit information is collected by the worker at the point of care.
- Next, you're in your administrator role for "Verification!" Verify that all EVV information was captured accurately. This is done by **you**, as administrator, in the EVV system. You can do this daily, every other day, weekly—you decide. We'll go over some examples of this in the Sandata system in a bit. Only visits with complete visit information—those with a "verified" status—are sent to payers, including DHS as fee-for-service payer, daily. And only "verified" visits are

used in the next step.

Please note that this “verification” is not done by the member during the visit. It is done by you as administrator.

- That last step is validation—the payer confirms that the EVV data collected supports the claim detail.
 - Make sure you know how to contact the payers you work with to ask billing questions.
 - For fee-for-service, DHS pairs the claim detail data to EVV visit data. After hard launch on October 1, 2024, if EVV data is not found within two days of the claim being submitted, the detail will be denied.

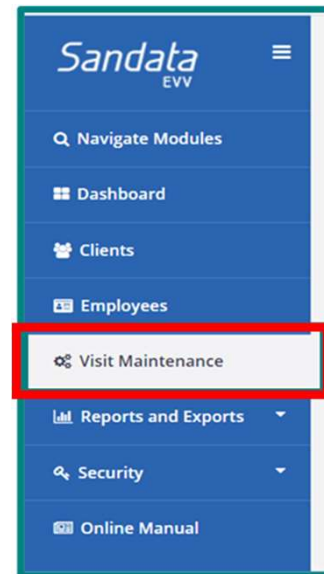
So think about the business routines you currently have. When do you usually submit claims now? How will you make sure that EVV verification process is done before you send the claims?

This flyer provides great background information. You can see how all the steps build on each other so the information can flow.

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.



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In the video, Provider Pat mentioned that if she makes a mistake or forgets, the administrator can make corrections. Independent nurses, that will be you! Let's briefly see how that happens in the Sandata system.

This is a screenshot of the Sandata EVV Portal dashboard. Visit Maintenance is area in 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 outside EVV.

This is where you'll do the work of visit verification. Go to this area of the Sandata EVV Portal by clicking on “Visit Maintenance.”

Visit Maintenance

Use the drop-down menus in each field to filter the visit search.

The search results include all visits that match.

The screenshot displays the Sandata EVV Portal interface for 'Visit Maintenance'. The left sidebar contains navigation options: 'Navigate Modules', 'Dashboard', 'Visit Maintenance' (highlighted with a red box), 'Reports & Exports', 'Data Entry', 'Security', and 'Online Manual'. The main content area is titled 'Visit Maintenance / Manage Visits' and includes a 'CREATE CALL' button. Below this is a search form with the following fields: 'DATE RANGE MM/DD/YYYY' (02/20/2019 to 02/20/2019), 'CLIENT' (Enter Client), 'EMPLOYEE' (Enter Employee), 'CATEGORY' (Select Category), 'PAYER' (Select Payer), 'VISIT STATUS' (Select Visit Sta), and 'CLIENT MEDICAID ID' (Enter Client Medi). A 'FILTER VISITS BY' dropdown is set to 'All Exceptions'. At the bottom of the search form are 'SEARCH' and 'CLEAR' buttons. The top right of the page shows 'Account: 9634 - user19634', 'Enter agency', and a 'LOG OUT' button.

43

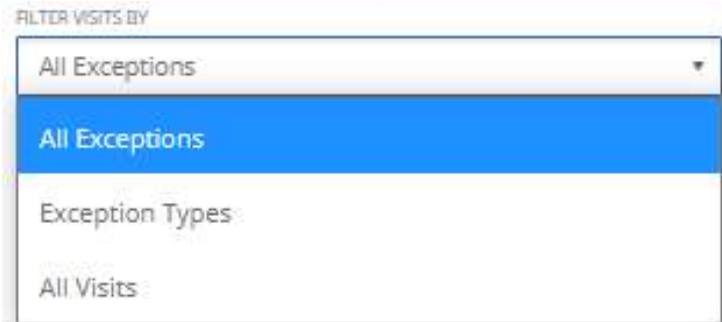
From here, you'll have the opportunity to search for as many or as few visits as you'd like, back to the beginning of your Sandata EVV Portal account. There are several search fields that can help you narrow down the search results.

Use the drop-down menus in each field. Fill in the fields desired – by date range, client name, employee name, or other information. You can keep some fields blank.

Visit Verification

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

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



One filter choice is the "Filter Visits By" field.

Important tip: Always check to make sure this field shows what you want. By default, this filter is set to "All Exceptions." Filtering instead for "All Visits" is the only way to see visits that are in a verified status, as well as those that need correction.

Fix an Exception

CLIENT NAME	EMPLOYEE NAME	SERVICE	VISIT DATE	CALL IN	CALL OUT
Adams, John	PEMA, SHERPA	Personal Care Svc/15min	03/25/2024	12:36 PM	12:53 PM
Itzen, Sheila	PEMA, SHERPA	Private Duty Nursing - RN/Hour	03/25/2024	12:57 PM	
(516)484-4400			03/08/2024	05:50 AM	
TEST, VOID	Caregiver, Sheila		02/26/2024	10:00 AM	01:00 PM
TESTCLIENT, FFSREGRESSION	Test, John	Unspecified Therapeutic Procedure - OT/Visit	02/21/2024	01:00 PM	03:00 PM



Visits Without Out-Calls

If you filter visits by All Visits, you'll see visits that are successful and ones that need attention. This complete list can be helpful for you to see if there are visits where you forgot to check in and out, too.

In this example, we see a lot of dots that show where information is missing or corrections are needed. Each one of these dots is an "exception." When you hover your cursor over the exception, a message will describe it. This makes it easy to see what information needs correction.

This is from our test site, where we purposefully enter in errors—so don't worry: your list of visits will likely have fewer exceptions. It's possible you'll have a list without any exceptions at all—every visit in a verified status, no edits needed.

By selecting – clicking on – the dot, you will be taken to the visit details screen. There you can correct the information in that field. The next slide shows what that looks like.



Fix an Exception

Enter the missing call information.

Select a reason code and resolution code from the drop-down menus.

Click Add.

* indicates required field

CALL DATE * MM/DD/YYYY	CALL TIME * H:MM AM/PM	SERVICE	TIME ZONE
08/08/2020 	09:15 AM 	Personal Care Svc ▾	US/Central ▾
REASON CODE *	RESOLUTION CODE	REASON NOTE	
Select Reason Coc ▾	Select Resolution ▾	Reason Note	ADD 

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Here's an example of entering missing check out information, the date and time.

Every edit will require that you also select a reason code and resolution code from the drop-down menus.

Click Add.

That's all there is to it: select the dot, and then correct the information. "Select and correct."

Create a Missing Visit

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

Select a Visit

* Indicates required field

DATE RANGE * MM/DD/YYYY
05/22/2024 to 05/22/2024

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 Exceptions

Show advanced filter options ▾

Q SEARCH CLEAR

CREATE VISIT CREATE CALL

Did you forget to log an entire visit? You can create a “manual visit” by filling in all the information in the Sandata Portal.

This isn't as efficient as Worker You collecting the information at the time of service, but it's available for when you need it.

The Create Visit button will open a screen that leads you through all the information you need to manually enter an entire visit. It includes a check box to adjust the date for visits that are overnight.

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

Let's pause here for an informal quiz:

Exceptions show where information is needed.

TRUE: The exceptions show up with a dot. Select the exception dot and correct the information.

Corrections can be made in the Sandata EVV Portal, including adding an entire visit that was forgotten.

TRUE: Making sure all visits are in a "verified" status—no errors or missing information—is important! If a visit has exceptions, the payer won't receive it for comparison to your claim.

Call to Action



Decide how often you will check visits to make sure they have a “verified” status.

Be sure visits have a “verified” status before submitting a claim for payment.

Please make note of these important items to do:

Decide how often you will check visits to make sure they have a “verified” status. You may need to check more often as you learn EVV. Daily, three times a week, weekly—how often is up to you. As with any new process, the more you practice it, the more it becomes familiar and routine.

Be sure visits have a “verified” status before submitting claims for payment. After hard launch, claims without supporting EVV information will not be paid.

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.wisconsin.gov/evv/training-administrators.htm

WISCONSIN DEPARTMENT OF HEALTH SERVICES

Electronic Visit Verification (EVV): Administrator Training

New! Live Webinars for Independent Nurses and Providers

Administrator FAQs

Administrator Training

Administrator FAQs

Administrator tutorials and refreshers

Visit maintenance and clearing exceptions in Sandata

EVV and claims billing

Sandata reports for business needs

How can I get help?

Curious for more?

We've got it! Please see our Administrator Training webpage and open the "Visit maintenance" section. There, you'll find:

EVV Visit Maintenance PowerPoint: Administrative use of the Sandata EVV Portal to make corrections or additions to visit data, including how to clear exceptions and how to prevent exceptions

Refresher Training: Overview of Visit Maintenance video: Understanding the visit life cycle, timeframe for edits, search filters, GPS (42:48 minutes)

Refresher Training: Visit Maintenance and Call Edits video: A "call" is any visit, including those done using the app. Editing calls, merging calls, entering manual calls, creating a call, preventing errors (27:14 minutes)

Refresher Training: Visit Maintenance and Clearing Exceptions video: Clearing unknown client exceptions, unauthorized service exceptions, preventing errors (35:28 minutes)

Common EVV Questions

Let's take a look at some common questions independent nurses have had. If our previous slides were pieces of pie, this is the ice cream on top.

EVV and Rounding

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

- EVV systems use the same rounding logic required for providers in ForwardHealth policy.
- During hard launch, 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.

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This slide discusses the EVV system's rounding logic. Questions we've gotten in the past have included "What if I log in to my visit five minutes early?" or "What if I log out of my visit five minutes late?" This speaks to that.

Please note that EVV systems use the same rounding logic required for providers as the ForwardHealth policy. During hard launch, EVV visit units must be equal to or greater than the units on the claim detail or the claim will be denied.

In the example on this slide, more EVV units were captured than the shift that was billed for. In a hard launch state, the claim will pay for sufficient EVV hours captured.

We've also heard, what happens if my shift overlaps with another nurses? That is okay. Check in when you start your visit and check out when your visit ends. Later, when you submit your claim outside EVV, use the same practices you currently do.

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:
 - In soft launch, it will result as an error code. The claim will pay.
 - After hard launch, 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.

It can take up to two days for EVV information to transmit from Sandata to payers.

In fee for service, If you submit an invoice beforehand, it will result as an error code on your Remittance Advice (RA) even if you captured a verified visit. Remember during soft launch, your claims will pay even if EVV errors appear.

Now, you may be wondering, what happens after hard launch on October 1, 2024? Will it still be okay for me to bill immediately after providing care?

Hard launch is a little different. If you submit an invoice before EVV information arrives (remember, this can take one to two days), your fee-for-service claim will suspend for two days.

If EVV data is then found, the claim will pay.

If, after two days, no matching EVV information is found, the claim will deny. You should make any corrections needed to the EVV visit or the claim and resubmit the claim.

For an HMO or MCO claim, please contact your payer for their process.

A best practice: After October 1, 2024 (hard launch), we recommend you make sure your EVV visits are verified in your Sandata EVV Portal before you submit your claims.

EVV Fee-for-Service Claim Processing

Explanation of Benefit Codes for EVV



Take
action!

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

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Your fee-for-service remittance advice is a powerful tool to use. On it, you’ll see information about whether a claim has paid or denied. If it has denied, an explanation of benefit (EOB) code will show. Here are the two EOB codes for EVV:

EOB message #1047, which states “Electronic Visit Verification system visit not found.” That means the visit information is either not in a verified status or was not captured at all.

- Check the Sandata EVV Portal.
- If there isn't a visit in the EVV system, go ahead and manually create the visit.
- If the visit is there, fix any exceptions.

Once the exceptions have been fixed or a manual visit has been created, the administrator should confirm that the visit is now in verified status. If yes, the claim should be resubmitted for payment.

EOB message #1048 means, “Electronic visit verification system units do not meet requirements of visit.” In other words, the units in the EVV visit were less than the amount of units billed. Units should be equal to or greater than the amount of units billed.

- If the claim’s billed units are wrong, fix the claim and resubmit.
- If the EVV units are wrong, fix them in the Sandata EVV Portal, and confirm that the visit has a verified status. If yes, the claim should be resubmitted for payment.

You want to get paid. We want you to get paid, too!

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 Service Call Center:
1-800-947-9627
Monday through Friday, 7:00 a.m. - 6:00 p.m. Central Time
Enrollment, policy, and billing questions
- ForwardHealth [provider relations representatives](#): Assist with complex billing and claims processing questions

While our EVV Customer Care team is the best resource for EVV questions, you may have questions that are specific to fee-for-service claims and billing.

You can access existing resources from the ForwardHealth Portal, shown here. There are brief information sheets that can be helpful.

If you'd rather talk through your claims and billing questions, ForwardHealth's Provider Service Call Center is available. In addition, ForwardHealth provider relations representatives are also able to offer help. Find the field rep assigned to your part of Wisconsin in the link provided.

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

56

Let's pause here for an informal quiz:

If a claim is denied, there's nothing that can be done.

FALSE. Use the explanation of benefit codes to understand the problem and fix it. You want to get paid—and we want you to get paid!

The EVV visit should show a length equal to or greater than what is on the claim.

TRUE: If an EVV visit is shorter, the claim will deny. If the EVV visit is longer or the same, it is fine.

Call to Action



Become familiar with your remittance advice and EOB codes.

Get answers to your questions.

Please make note of these important items to do:

Become familiar with your remittance advice and EOB codes. The information in them is there to help!

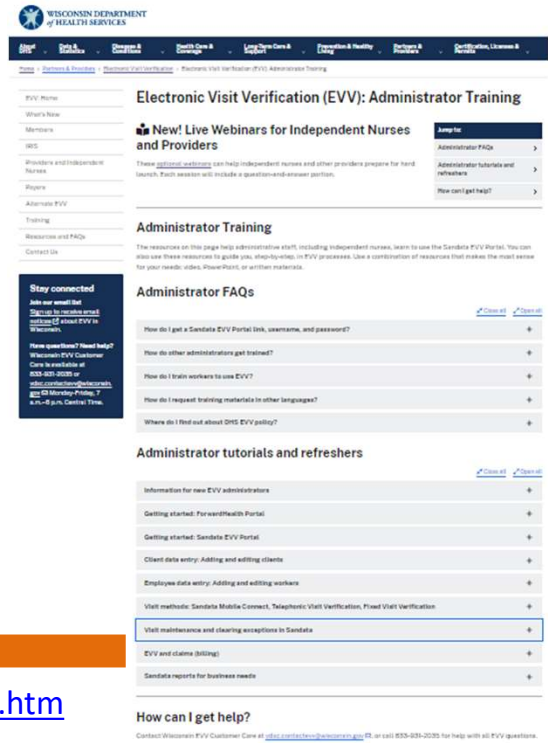
Get answers to your questions. Knowledge is power! There are many resources you can use.

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.wisconsin.gov/evv/training-administrators.htm



Curious for more?

We've got it! Please see our Training Administrators webpage and open the "Fee-for-service claims" section. There, you'll find:

Fee-for-Service EVV Administrator Training: Claim Edits, as a video or a PowerPoint: How EVV fits in the claim process, explanation of benefit codes for EVV, resolving edits, span billing, and best practices (the video is 29:47 minutes)

Look for opportunities to participate in a Claim Edits webinar, too!

Next Steps

Let's look at next steps for your success.

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.

We encourage you to adopt a few best practices:

- Confirm (PALs) or add (non-PALs) client authorizations in your EVV system in a timely manner. Make sure information in Sandata is complete and accurate.
- Review EVV visits in your EVV system regularly to look for errors and missed visits.
- Correct exceptions and confirming 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.



As you begin EVV.

1. Be Patient! Practice, practice, practice! You're learning something new so expect it take time before it feels like routine.
2. Ask questions. If you're wondering about it, someone else probably is too. And sometimes your questions help DHS uncover an issue or even create a new solution we hadn't thought of before.
3. Reach out to Wisconsin EVV Customer Care about challenges with EVV that you may be having. They are here to help!
4. There are many resources on our EVV website. Take some time to familiarize yourself with the worker trainings, admin trainings, and tip sheets available.
5. And please speak up. Don't push off concerns. Elevate any concerns to our EVV Customer Care team so they can help.

This is a time for patience and learning. One step at a time—you can do it!

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.

Have questions? Need help?
Wisconsin EVV Customer Care is available at 833-931-2035 or vdxc.contactevv@wisconsin.gov Monday-Friday, 7 a.m.–6 p.m. Central Time.

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Keep in touch! If you need advice, have questions, or have feedback:

- Watch your emails from Sandata and DHS.
- Contact Wisconsin EVV Customer Care with questions at 833-931-2035 or vdxc.contactevv@wisconsin.gov Monday-Friday, 7 a.m.-6 p.m. CT.
- Are you feeling especially uncertain? Arrange for “Office Hours” with EVV Customer Care. You will be assigned a knowledgeable representative who can meet with you once or meet with you weekly to make sure you are on track.

Thank You

Thank you for the important services you provide to members.

