

# Three Ways to Collect EVV Information



Workers who are using the Wisconsin Department of Health Services (DHS)-provided Sandata electronic visit verification (EVV) system have three ways to collect visit information. The most reliable method is the Sandata Mobile Connect (SMC) app, but there are two back-up methods workers can use when the app isn't an option.

This information applies to all workers, including independent nurses.



## Best Option: Sandata Mobile Connect App

The SMC app is the fastest and most reliable method to capture EVV visits. Workers check in and out of a visit using the SMC app on their smartphone or tablet.

Visits recorded with the SMC app make it to verified status more than 90 percent of the time and have the lowest rates of manual fixes.

## Sandata Mobile Connect FAQs

### Q1. Can a worker use the SMC app when there's no internet or cell service?

**A1.** Yes, the SMC app still works when it's not connected to the internet. If a worker opens the app while not connected to the internet, the app will shift into Offline Mode and direct workers to start the visit for an Unknown Client. Workers should enter the client's name and Sandata ID or Medicaid ID, which will make sure the visit matches up with the client's file later.

Visits captured in Offline Mode will be uploaded to the provider's Sandata EVV portal the next time the worker logs in to the app while connected to the internet. This upload must happen within seven days of the visit.

### Q2. Does the SMC app track location throughout the visit?

**A2.** The SMC app only records location at the moment that a visit is started or ended. During the visit, the app is closed so GPS data is **not** collected throughout the visit. This protects the privacy of workers, members, and participants.

### Q3. How is GPS information used?

**A3.** Providers can review GPS information to make sure that care is being provided in a place appropriate for the member or participant. DHS does not use this information to deny claims, but the Office of the Inspector General (OIG) may use this information for audit purposes.

### Q4. Why does the app keep logging out?

**A4.** To protect a member's or participant's personally identifiable information (PII), the SMC app logs a worker out if they:

- Try to take a screenshot, answer a phone call, or open a new app like music, notes, or texts.
- Haven't used the app within five minutes.



**TIP:** Before switching to another app or putting down the phone, make sure to complete all of the steps to start a visit so you don't lose any information. Look for Visit in Progress at the top of the app.

## Q5. How can a worker reset their password?

**A5.** Workers reset their password, even after getting locked out, by tapping the Reset Password link on the app's login screen. A password must be new and can't include the worker's name or company's name. It needs to have at least:

- 12 characters (numbers, letters, and symbols)
- 1 uppercase letter
- 1 lowercase letter
- 1 symbol like !@#\$%

## Backup Option: TVV

If the SMC app isn't an option, the next best Sandata EVV method is telephonic visit verification (TVV). Workers record their visit information by calling the Sandata-provided phone number from the member's landline or fixed Voice over Internet Protocol (VoIP) phone. **The call must come from the phone number in the member's or participant's file in the Sandata EVV portal.** Calls from an unregistered number cause exceptions that the provider's EVV administrator has to fix manually. DHS policy does not allow TVV calls from cell phones.

## Last Option: FVV

If the worker can't use the SMC app **and** the member or participant doesn't have a landline to use TVV, the provider can request a fixed visit verification (FVV) device to be sent to the member or participant. Providers must attest that using SMC or TVV is not possible. The FVV device stays in the member's or participant's home.

FVV requires multiple steps (refer to the **How to Use FVV** graphic to the right), which means that it is less convenient to use and more prone to errors.

## How to Use FVV:

- 1** Press button on the device when you arrive.
- 2** Write down the number that the device shows.
- 3** Provide care services.
- 4** Press button on the device again before you leave.
- 5** Write down the new number the device shows.
- 6** Call in the visit using Sandata-provided TVV line.
- 7** Enter the information the prompts ask for, including the numbers captured in steps 2 and 4.

For policy information about FVV devices, providers can refer to the Wisconsin Department of Health Services' EVV System topic (#21878) of the ForwardHealth Online Handbook at [forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx](http://forwardhealth.wi.gov/WIPortal/Subsystem/KW/Display.aspx).

## Tools to use when checking in and out of a visit:

- Worker Visit Card, P-02844A ([dhs.wi.gov/publications/p02844a.docx](http://dhs.wi.gov/publications/p02844a.docx)): A printable card that can be filled in with the EVV information workers need to remember when they check in and out of visits. Keeping information at their fingertips is a great way to prevent errors.
- Important Numbers for EVV in Wisconsin, P-03573 ([dhs.wi.gov/library/collection/p-03573](http://dhs.wi.gov/library/collection/p-03573)): A fact sheet that will help locate the numbers to fill in the Worker Visit Card.

## Learn More

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

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

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