WISCONSIN DEPARTMENT of HEALTH SERVICES

Our Vision
Everyone living their best life.

EVV Hard Launch Forum

December 6, 2022

WISCONSIN DEPARTMENT of HEALTH SERVICES

Opening Remarks

Krista Willing

- Assistant Administrator of Systems, Fiscal, and Operations for the Division of Medicaid Services

Agenda

- Hard Launch Date
- Background and Requirements
- Hard Launch Policy
- Policy Updates
- Hard Launch Preparation
- Question and Answer Session

By the End of the Forum:

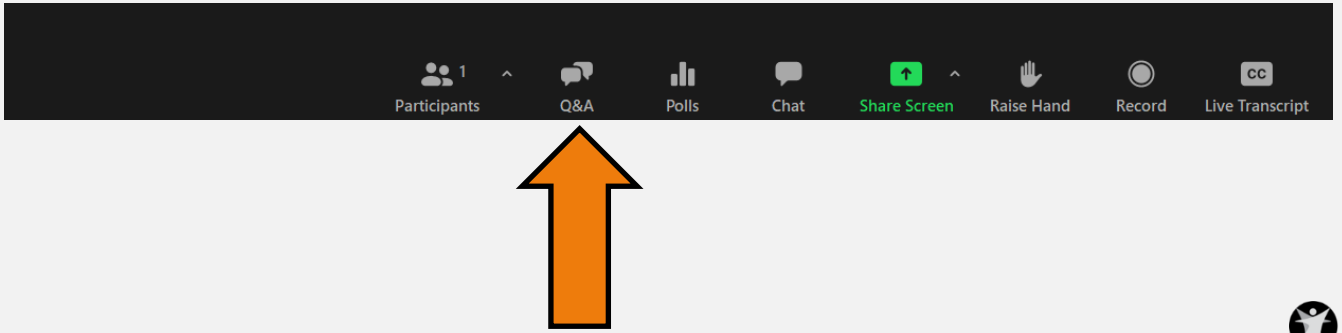
- You'll know the EVV hard launch date
- You'll know policy updates for hard launch
- You'll know how to prepare for hard launch
- You'll get answers to your questions

Team Introductions

- **Ali Renk,** Bureau of Benefits Policy
- **Amy Chartier,** IRIS Policy & Operations
- **Laura Castrogiovanni,** EVV Customer Care
- **Martha Pings,** EVV Training
- **Scott Hawley,** EVV Project Management

Question and Answer

- Focus on questions for electronic visit verification (EVV)
- Type your questions in the Q&A
- Maintain privacy



Hard Launch Date

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EVV Administrative Rule Hearing

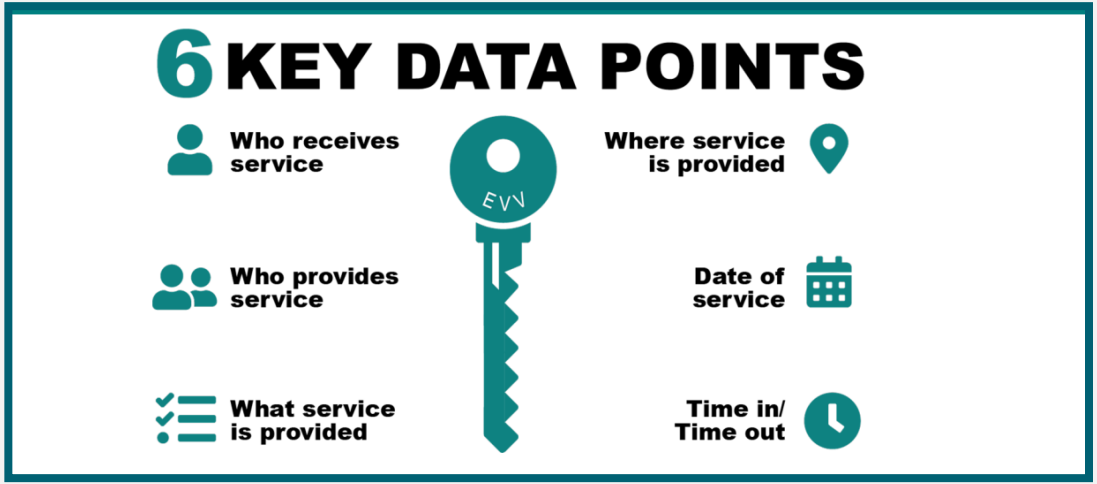
December 9th, 2022
Time: 8–9 a.m. CT

Submit comments:

- Administrative Rules website - dhs.wisconsin.gov/rules/active-rulemaking-projects.htm
- Wisconsin State Legislature website
- By mail to:
  Bailey Dvorak
  Division of Medicaid Services
  P.O. Box 309
  Madison, WI 53701-0309

Background and Requirements

All states are required to implement EVV for Medicaid-covered personal care services (PCS) and home health care services (HHCS).



Background and Requirements

The following are program areas with personal care services and certain supportive home care services:

- Medicaid and BadgerCare Plus fee-for-service (ForwardHealth card)
- BadgerCare Plus and SSI HMOs
- Family Care and Family Care Partnership
- IRIS (Include, Respect, I Self-Direct)

Background and Requirements

Service and Modifier	Medicaid and BadgerCare Plus fee-for-service, BadgerCare Plus and Medicaid HMOs	Family Care, Family Care Partnership	IRIS
Personal care services per 15 min. (T1019)	Yes	Yes	Yes
Personal care services per day (T1020)	n/a	Yes	n/a
Supportive home care per 15 min. (S5125)	n/a	Yes	Yes
Supportive home care per day (S5126)	n/a	Yes	Yes
KX Modifier: Identifies a live-in worker not required to collect EVV data	Yes	Yes	Yes

Background and Requirements

Sandata Mobile Connect (SMC)

Cell phone or tablet

Telephonic Visit Verification (TVV)

Landline at client's home

Fixed Visit Verification (FVV)

Device at client's home

Background and Requirements

Alternate EVV Systems

- Users of alternate EVV systems are not exempt from EVV requirements or consequences.
- All systems must be certified prior to use.
- If an alternate EVV system will not be ready for use by May 1, 2023, the DHS-provided Sandata EVV system must be used to ensure continued payment.
- For more information, see https://www.dhs.wisconsin.gov/evv/alternateevv.htm

Background and Requirements

Live-in Workers and EVV

- DHS is **not requiring** EVV for live-in workers.
- HMOs, managed care organizations (MCOs), and provider agencies may decide if their live-in workers are required to use EVV.
- IRIS participant-hired live-in workers are not required to use EVV.

Background and Requirements

Live-in Worker Definition

- A live-in worker is a worker who permanently resides in one of the following:
  - The same residence as the member or participant receiving services.
  - A two-residence dwelling where the member or participant lives in the other half of the dwelling **and** is a relative.

Background and Requirements

To verify live-in status for live-in workers:

- IRIS participant-hired live-in workers must use the IRIS Participant-Hired Worker Identification form, F-01201A.
- Fee-for-service live-in workers must use the Electronic Visit Verification Live-in Worker Identification form, F-02717.
- Provider agencies should contact their payer for details about their live-in worker policy.
- EVV data must be captured if live-in status is not confirmed.

Hard Launch Policy

- For dates of service on and after **May 1, 2023,** there will be consequences when EVV information is not captured for required services.
- Consequences include:
  - Claim denial
  - Exclusion from future capitation rate setting development
  - Possible IRIS participant disenrollment

Hard Launch Policy

Fee-for-Service Medicaid and BadgerCare Plus

- Claim details without required verified EVV data will be denied.
- Detail units billed exceeding the verified EVV visit units available will also be denied.

Hard Launch Policy

BadgerCare Plus and Medicaid SSI HMOs, Family Care, and Family Care Partnership

- Personal care and applicable supportive home care HMO and MCO encounters submitted to DHS without matching EVV data may be excluded from future capitation rate setting development.

Hard Launch Policy

BadgerCare Plus and Medicaid SSI HMOs, Family Care, and Family Care Partnership

- HMOs and MCOs have the authority to deny provider claims with missing EVV data.
- Provider agencies should contact their HMO or MCO about EVV payment policy.

Hard Launch Policy

IRIS Participants

- To remain enrolled in IRIS, participants are required to ensure non-live-in workers use an EVV system.
- IRIS consultants will work with participants to meet EVV standards and prevent participant disenrollment.

Hard Launch Policy

IRIS Non-Live-In PHWs

Non-live-in IRIS PHWs providing personal care services and routine supportive home care services are required to use EVV.

Hard Launch Policy

IRIS Provider Agencies

- Provider agencies are expected to ensure EVV data is complete before sending claims to the fiscal employer agency (FEA).
- FEAs will deny provider agency claims without corresponding EVV data.

New Policy

Newly enrolled IRIS participants will be given a 60-day grace period before PHW EVV use will be counted towards participant compliance with program requirements.

Policy Updates

Power or System Outage Exception

- On and after hard launch, workers will not need to capture EVV information due to unexpected power and EVV system outages lasting longer than 24 hours.
- EVV administrators may continue manual entry if preferred.
- Provider agencies must show proof of system outage upon request.

Hard Launch Preparation

Follow the ‘New to EVV?’ steps

- Obtain required IDs
- Perform technical setup
- Train workers and staff
- Start using EVV

New to EVV?

Getting Started With Electronic Visit Verification in Wisconsin

Electronic visit verification (EVV) is a system that uses technology to capture the time, date, and place that personal care or some supportive home care services were provided. It also captures which services were provided, who provided them, and who received them.

EVV is federally required for Medicaid-covered personal care and some supportive home care services. All states must require EVV or risk losing Medicaid funding for these services.

Whenever performing services that require EVV, workers log or call in to an EVV system at the beginning and the end of their visit. Provider agencies can use the Wisconsin Department of Health Services (DHS)-provided EVV system from Sandata or choose to use an alternate EVV system. All systems have to collect the same six key data points at every visit.

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

EVV visit data will need to be collected for care provided under the following service codes:

- T1019
- S5125
- T1020
- S5126

Agency ID and Worker IDs

Step 1

a. If your provider agency **has a Medicaid ID**, make sure your contact information on the ForwardHealth Portal is current. DHS sends important information to the email address listed there.

b. If your provider agency **does not have a Medicaid ID**, use the EVV Portal Functionality User Guide to get a unique EVV provider agency ID. This ID is how DHS will match your EVV information to your claims.

Step 2

Link your workers to your provider agency. This is called "associating" your workers to your agency. For EVV, each worker has to be linked to the provider agency they work for in the ForwardHealth Portal. Chapter 7 of the EVV Portal User Guide, Worker Association, gives detailed instructions on how to search for and add workers to your provider agency. This process is the same whether your agency has a Medicaid ID or a unique EVV provider agency ID.

(Continued on next page.)

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P-03078 (08/2022)

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Hard Launch Preparation

Understand Payer Billing Requirements

- Payers should be communicating about claims and encounters that will be denied with hard launch.
- Provider agencies should check with their HMO, MCO, or IRIS FEA regarding billing requirements – including the use of span billing.
- Provider agencies should review explanation of benefits codes on remittance advice.

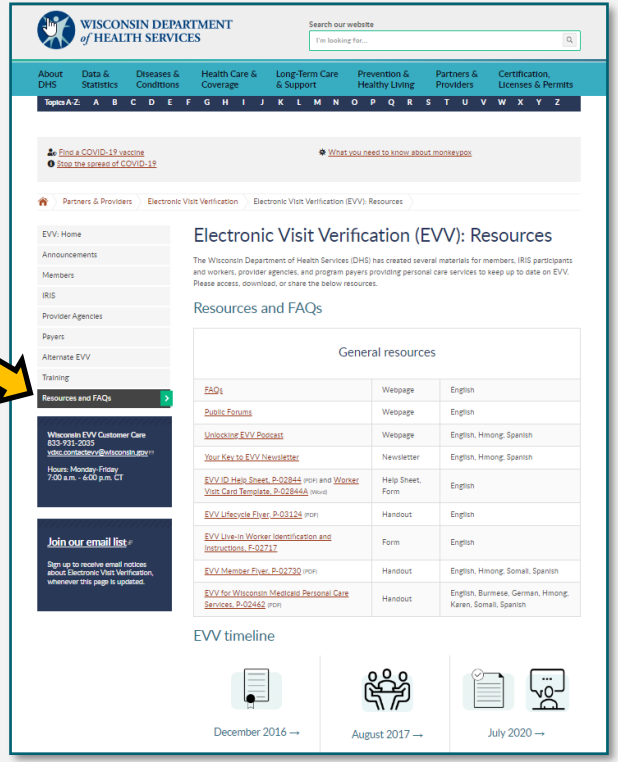
Hard Launch Preparation

EVV Website

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

Hard Launch Preparation

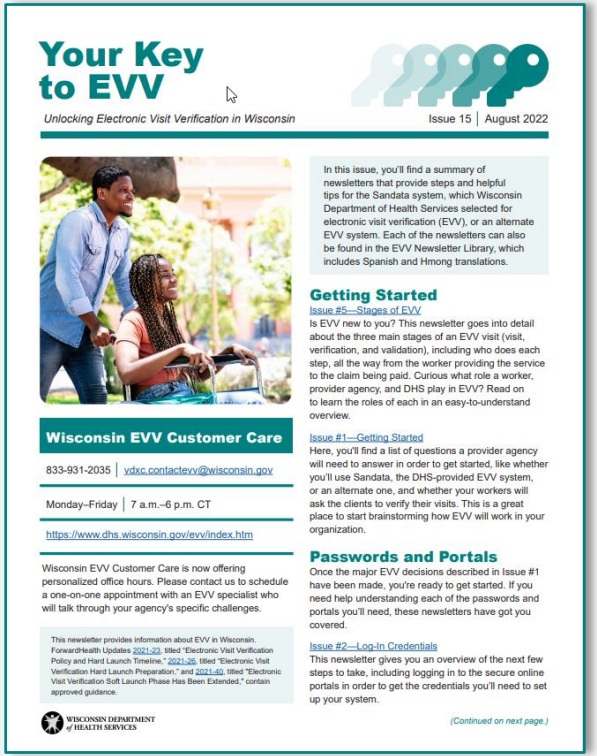
Resources and FAQs



https://www.dhs.wisconsin.gov/evv/resources.htm

Hard Launch Preparation

Newsletters



Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin

Issue 15 | August 2022

In this issue, you'll find a summary of newsletters that provide steps and helpful tips for the Sandata system, which Wisconsin Department of Health Services selected for electronic visit verification (EVV), or an alternate EVV system. Each of the newsletters can also be found in the EVV Newsletter Library, which includes Spanish and Hmong translations.

Getting Started

Issue #5—Stages of EVV

Is EVV new to you? This newsletter goes into detail about the three main stages of an EVV visit (visit, verification, and validation), including who does each step, all the way from the worker providing the service to the claim being paid. Curious what role a worker, provider agency, and DHS play in EVV? Read on to learn the roles of each in an easy-to-understand overview.

Issue #1—Getting Started

Here, you'll find a list of questions a provider agency will need to answer in order to get started, like whether you'll use Sandata, the DHS-provided EVV system, or an alternate one, and whether your workers will ask the clients to verify their visits. This is a great place to start brainstorming how EVV will work in your organization.

Passwords and Portals

Once the major EVV decisions described in Issue #1 have been made, you're ready to get started. If you need help understanding each of the passwords and portals you'll need, these newsletters have got you covered.

Issue #2—Log-In Credentials

This newsletter gives you an overview of the next few steps to take, including logging in to the secure online portals in order to get the credentials you'll need to set up your system.

(Continued on next page.)

Wisconsin EVV Customer Care

833-931-2035 | vdxc.contactevv@wisconsin.gov

Monday–Friday | 7 a.m.–6 p.m. CT

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

Wisconsin EVV Customer Care is now offering personalized office hours. Please contact us to schedule a one-on-one appointment with an EVV specialist who will talk through your agency's specific challenges.

This newsletter provides information about EVV in Wisconsin. ForwardHealth Updates 2021-23, titled "Electronic Visit Verification Policy and Hard Launch Timeline," 2021-26, titled "Electronic Visit Verification Hard Launch Preparation," and 2021-40, titled "Electronic Visit Verification Soft Launch Phase Has Been Extended," contain approved guidance.

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https://www.dhs.wisconsin.gov/evv/newsletters.htm

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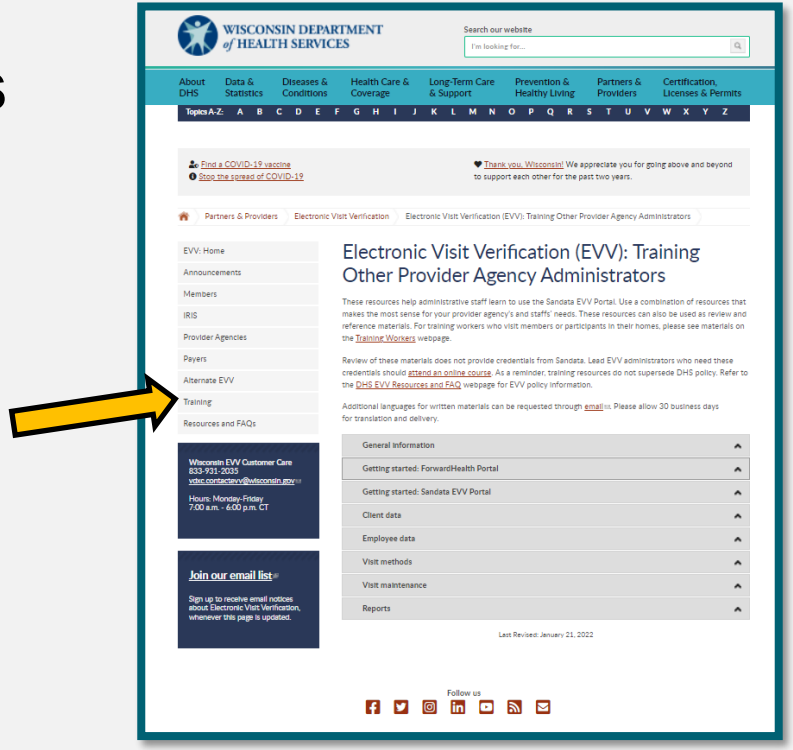
Hard Launch Preparation

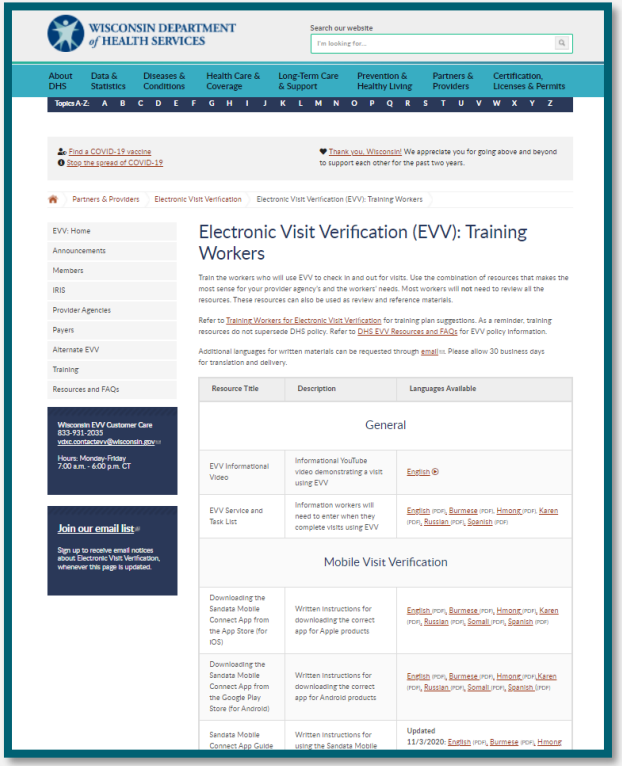
Training EVV Administrators



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

Hard Launch Preparation

Training EVV Workers

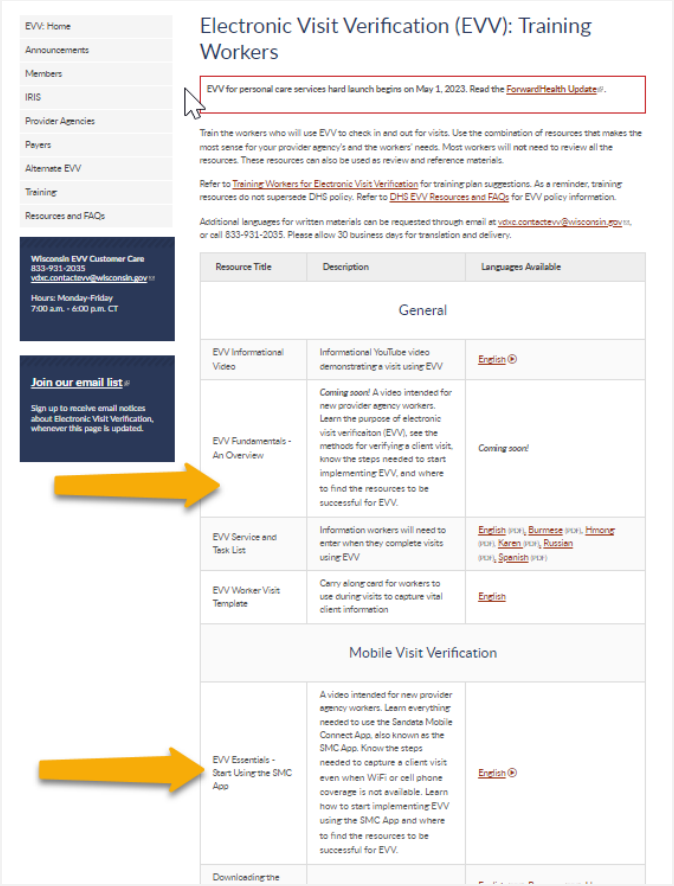


https://www.dhs.wisconsin.gov/evv/training-workers.htm

Hard Launch Preparation

EVV Worker Trainings

- EVV Fundamentals
- EVV Essentials



Hard Launch Preparation

Key Conversations
December 19, 2022
1 p.m. CT

Hard Launch Preparation

Wisconsin EVV Customer Care

1:1 Office Hours Support

- Phone: **833-931-2035**
- Email: vdxc.contactevv@wisconsin.gov
- Monday–Friday: 7 a.m.–6 p.m. CT

Question and Answer

Question and Answer

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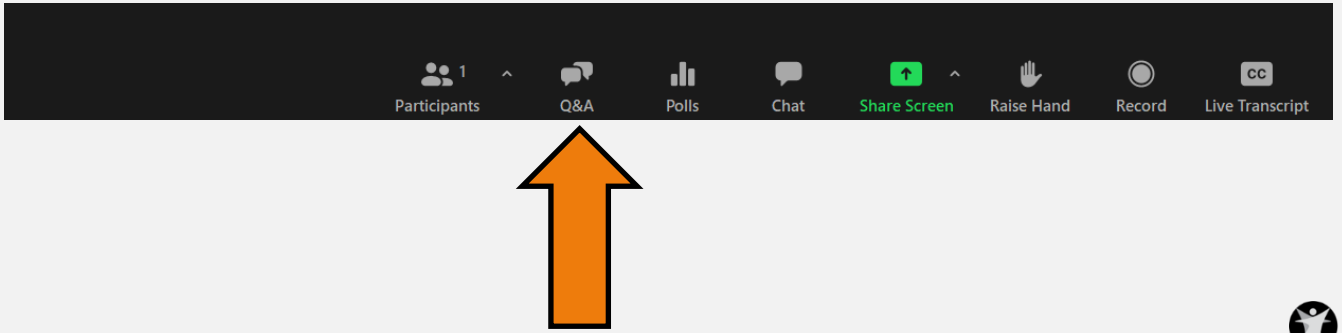

Recap

- Know the EVV hard launch date is **May 1, 2023**
- Know policy updates for hard launch
- Know how to prepare for hard launch
- Know where to find EVV resources
- Answered your questions

Brief Survey

Please share your feedback

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Our Vision

Everyone living their best life.

Thank You

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