



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

*Peb Lub Zeem Muag  
Txhua tus neeg kom  
muaj lub neej nyob  
zoo tshaj plaws.*

H

# EVV Rooj Sab Laj Kev Qhib Meej

(EVV Hard Launch Forum)

Kaum Ob Hlis Ntuj Tim 6, 2022

# Cov Lus Qhib Lub Rooj Sib Tham

## **Krista Willing**

- Assistant Administrator of Systems, Fiscal, and Operations for the Division of Medicaid Services (Tus Pab Tus Tswj Hwm Ntawm Lub Txheej Txheem, Nyiaj txiag, thiab kev nqis tes ua hauj lwm rau Fab Tswj Xyuas Medicaid Cov Kev Pab Cuam)

# Ntsiab Lus Sib Tham

- Hnub Qhib Meej
- Keeb Kwm Yav Tas Dhau Los thiab Kev Xav Tau
- Txoj Cai Qhib Meej
- Hloov Kho Txoj Cai
- Kev Npaj Qhib Meej
- Ntu Ntawm Cov Lus Nug thiab Lus Teb

# Thaum kawg ntawm lub Rooj Sab Laj:

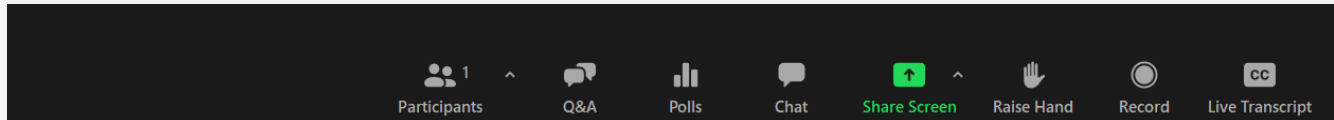
- Koj yuav paub hnuv qhib meej EVV
- Koj yuav paub kev hloov kho txoj cai rau kev qhib meej
- Koj yuav paub npaj rau kev qhib meej
- Koj yuav tau txais cov lus teb ntawm koj cov lus nug

# Pab Pawg Cov Kev Taw Qhia

- **Ali Renk**, Bureau of Benefits Policy (Chaw Ua Hauj Lwm Ntawm Txoj Cai Tau Txais Txiaj Ntsig)
- **Amy Chartier**, IRIS Txoj Cai & Kev Nqis Tes Ua Hauj Lwm
- **Laura Castrogiovanni**, EVV Tus Saib Xyuas Qhua
- **Martha Pings**, EVV Tus Cob Qhia
- **Scott Hawley**, EVV Tus Tswj Saib Xyuas Cov Dej Num

# Cov Nqe Lus Nug thiab Cov Lus Teb

- Tsom saib rau cov lus nug txog electronic visit verification (kev txheeb xyuas hluav taw xob) (EVV)
- Sau koj cov nqe lus nug rau hauv Cov lus nug & Cov lus teb
- Tswj hwm ntiag tug



# Hnub Qhib Meej



Kaum Ob Hlis Ntuj 2016 →

21<sup>st</sup> Century Cures Act tau kos npe  
rau hauv txoj cai



Yim Hli Ntuj 2017 →

Pib lub roog sib tham rau cov neeg  
koom nrog



Xya Hli Ntuj 2020 →

- Qhia txog txoj cai EVV
- Wisconsin EVV Qhia Kev Saib  
Xyuas Rau Cov Qhua



Yim Hli Ntuj 2020 →

Pib cob qhia rau cov neeg muab kev  
pab cuam



Kaum Ib Hlis Ntuj →  
Hnub tim 2, 2020

EVV yuav tsum tau muaj



Tsib Hlis Ntuj Tim 1,  
2023

EVV kev qhib meej

# Hloov EVV Txoj Cai Tswj Hwm

Kaum Ob Hlis Ntuj  
Tim 9, 2022  
Sij hawm: 8–9 teev  
sawv ntxov. CT

Xa cov lus tawm tswv yim mus rau ntawm:

- Txoj Cai Tswj Hwm Tus Vev Xaib - [dhs.wisconsin.gov/rules/active-rulemaking-projects.htm](https://dhs.wisconsin.gov/rules/active-rulemaking-projects.htm)
- [Wisconsin State Legislature website](https://legis.wisconsin.gov/)
- Rau chaw xa ntawv rau:  
Bailey Dvorak  
Fab Tswj Xyuas Medicaid Cov Kev Pab  
P. O. Box 309  
Madison, WI 53701-0309





# Keeb Kwm Yav Tas Dhau Los thiab Kev Xav Tau

Txhua lub lav yuav tsum tau siv EVV rau cov kev pab cuam personal care services (saib xyuas tib neeg uas) (PCS) Tswj Hwm-Medicaid thiab home health care services (cov kev pab cuam saib xyuas kev noj qab haus huv tom tsev) (HHCS).



# Keeb Kwm Yav Tas Dhau Los thiab Kev Xav Tau

Hauv qab no yog cov chaw dej num nrog cov kev pab cuam saib xyuas tus kheej thiab pab txhawb nqa yam rau kev saib xyuas tom tsev:

- Medicaid thiab BadgerCare Plus kev-them-nqi-rau-kev-pab (ForwardHealth daim yuaj)
- BadgerCare Plus thiab SSI Cov HMO
- Family Care, thiab Family Care Partnership
- IRIS (Include, Respect, I Self-Direct (Kev Xam, Kev Hwm, Tus Kheej Cob))

# Keeb Kwm Yav Tas Dhau Los thiab Kev Xav Tau

Kev Pab thiab Kev Hloov Kho	Medicaid thiab BadgerCare Plus kev-them-nqi-rau-kev-pab, BadgerCare Plus thiab Medicaid cov HMO	Family Care, Family Care Partnership	IRIS
Cov kev pab tu xyuas tib neeg hauv 15 feeb twg (T1019)	Yog	Yog	Yog
Cov kev pab tu xyuas tib neeg hauv ib hnuv twg (T1020)	tsis muaj feem xyuam	Yog	tsis muaj feem xyuam
Kev pab txhawb tu xyuas nyob rau tom vaj tom tsev 15 feeb twg. (S5125)	tsis muaj feem xyuam	Yog	Yog
Kev pab txhawb tu xyuas nyob rau tom vaj tom tsev ib hnuv twg (S5126)	tsis muaj feem xyuam	Yog	Yog
KX Kev Hloov Kho: Txheeb kom paub tus neeg ua hauj lwm nyob tib lub tsev uas tsis tag yuav teev muaj ntaub ntawv rau EVV	Yog	Yog	Yog

# Keep Kwm Yav Tas Dhau Los thiab Kev Xav Tau

Sandata Mobile  
Connect  
(SMC)

Xov tooj ntawm  
tes los sis xov tooj  
tiam tshiab



Telephonic Visit  
Verification (Kev Txheeb  
Npe Hauv Xov Tooj  
Thaum Sib Ntsib) (TVV)

Tus qhua lub xov  
tooj ntawm tsev



Fixed Visit Verification  
(Kev Txheeb Npe  
Hauv Lub Tshuab Nruab  
Ruaj Thaum Sib Ntsib)  
(FVV)

Cuab yeej nyob  
tom tus qhua tsev



# Keeb Kwm Yav Tas Dhau Los thiab Kev Xav Tau

## Lwm Lub Txheej Txheem EVV Sab Nraud

- Cov neeg siv ntawm lwm lub txheej txheem EVV tsis raug zam los ntawm EVV cov cai los sis qhov tshwm sim.
- Tag nrho cov txheej txheem yuav tsum raug txheeb mee kom tseeb ua ntej siv.
- Yog tias lwm lub txheej txheem EVV tsis tau npaj txhij siv los ntawm lub Tsib Hlis Ntuj Tim 1, 2023, DHS-muab Sandata lub txheej txheem EVV yuav tsum tau siv los xyuas kom mee tias them nyiaj yam tsis tu ncu.
- Yog xav paub ntau ntxiv, saib

<https://www.dhs.wisconsin.gov/evv/alternateevv.htm>

# Keeb Kwm Yav Tas Dhau Los thiab Kev Xav Tau

## **Cov neeg ua hauj lwm nyob hauv thiab EVV**

- DHS yuav **tsis yuam** cov neeg ua hauj lwm uas nyob hauv tib lub tsev kom siv EVV.
- Cov HMO, cov Managed care organizations (Cov koom haum tswj kev tu xyuas) (MCO), thiab cov koom haum muab kev pab nyias txiav txim nyias tau seb cov neeg ua hauj lwm uas nyob rau haub tib lub tsev puas yuav tsum siv EVV.
- IRIS cov neeg ua hauj lwm nyob-hauv uas sib koom ntiav tsis tas yuav siv EVV.

# Keeb Kwm Yav Tas Dhau Los thiab Kev Xav Tau

## **Txhais Cov Neeg Ua Hauj Lwm Nyob-hauv**

- Tus neeg ua hauj lwm nyob hauv tib lub tsev yog ib tug neeg ua hauj lwm uas yeej nyob ruaj ntawm ib yam hauv qab no:
  - Tib lub tsev li tus tswv cuab los sis neeg koom uas tau txais cov kev pab tu xyuas.
  - Lub tsev muaj ob yig nyob uas tus tswv cuab los sis tus neeg koom nyob ib nrab ntawm lub tsev **thiab** yeej yog ib tug neeg txheeb ze.

# Keeb Kwm Yav Tas Dhau Los thiab Kev Xav Tau

**Xav txheeb kom paub meej cov neeg ua hauj lwm nyob hauv tib lub tsev:**

- IRIS cov neeg ua hauj lwm uas ntiav los ntawm tus neeg koom kev pab yuav yuav tsum tau siv tsab ntawv [IRIS Participant-Hired Worker Identification \(Kev Txheeb Neeg Ua Hauj Lwm Ntiav Los Ntawm Neeg Koom Kev Pab\)](#), F-01201A.
- Pab dawb-rau-kev pab cuam cov neeg ua hauj lwm nyob-hauv yuav tsum siv [Electronic Visit Verification Live-in Worker Identification form \(Daim Foos Kev Txheeb Xyuas Neeg Ua Hauj Lwm Nyob-Hauv Ntsib Hluav Taw Xob\)](#), F-02717.
- Cov koom haum muab kev pab yuav tau hu cuag lawv lub chaw them nyiaj txog lawv txoj cai rau neeg ua hauj lwm nyob hauv tib lub tsev.
- Yuav tsum nthos tseg cov ntaub ntawv EVV yog txheeb tsis tau txoj kev nyob.



# Txoj Cai Qhib Meej

- Rau hnuv tim ntawm kev pab cuam thiab tom qab **Lub Tsib Hlis Ntuj Tim 1, 2023**, no yuav yog qhov npluas thaum EVV cov ntaub ntawv tsis raug ntes rau cov kev pab cuam xav tau.
- Cov kev npluas no yuav muaj xws li:
  - Tsis kam them daim nqi
  - Kev cais tawm ntawm qib ntsuas nyiaj txiag rau kev teeb tsam kev pab yav tom ntej
  - Muaj feem raug kev rho npe tawm ntawm IRIS

# Txoj Cai Qhib Meej

## Medicaid thiab BadgerCare Plus Kev-Them-Nqi-Rau-Kev-Pab Cuam

- Kev thov cov ntsiab lus yam tsis xav tau cov ntaub ntawv pov thawj EVV yuav raug tsis lees paub.
- Cov nqi tsub rau cov sij hawm ntau dua cov sij hawm uas txheeb muaj hauv EVV yuav puav leej tsis kam them rau.

# Txoj Cai Qhib Meej

## **BadgerCare Plus thiab Medicaid SSI cov HMO, Family Care, thiab Family Care Partnership**

- HMO thiab MCO cov nqi xa mus rau DHS uas tsis muaj ntaub ntawv phim hauv EVV rau cov kev tu xyuas neeg los sis kev muab cov kev pab txhawb rau hauv tsev yuav raug muab cais tawm ntawm kev ntsuas nyiaj txiag rau kev teeb tsam kev pab yav tom ntej.

# Txoj Cai Qhib Meej

## **BadgerCare Plus thiab Medicaid SSI cov HMO, Family Care, thiab Family Care Partnership**

- Cov HMO thiab cov MCO muaj cai tsis kam them rau neeg muab kev pab cov nqi uas tsis muaj cov ntaub ntawv ntawm EVV.
- Cov koom haum muab kev pab yuav tau hu cuag lawv lub HMO los sis lub MCO txog EVV txoj cai them nyiaj.

# Txoj Cai Qhib Meej

## IRIS Cov Neeg Koom Nrog

- Txhawm kom tseem rau npe rau hauv IRIS, cov neeg koom yuav tsum tau ua kom ntseeg tau tias cov neeg ua hauj lwm tsis nyob hauv kev siv lub txheej txheem EVV.
- IRIS cov kws pab tswv yim yuav ua hauj lwm nrog cov neeg koom kom ua raws EVV cov quag thiab tiv thaiv tus neeg koom txoj kev raug rho npe tawm.

# Txoj Cai Qhib Meej

## **IRIS Tsis-Nyob-Hauv PHWs**

Cov uas tsis-nyob-hauv IRIS PHWs muab cov kev pab cuam saib xyuas tus kheej thiab cov kev pab cuam saib xyuas hauv tsev niaj hnuv yuav tsum tau siv EVV.

# Txoj Cai Qhib Meej

## **IRIS Cov Koom Haum Muab Kev Pab Cuam**

- Cov koom haum muab kev pab yuav tau xyuas kom cov ntaub ntawv EVV yeej tiav ua ntej xa cov nqi us rau lub fiscal employer agency (koom haum tuav nyiaj txiag) (FEA).
- Cov FEA yuav tsis kam them rau koom haum cov ntawv sau nqi yog tsis muaj cov ntaub ntawv EVV txuam nrog.

# Txoj Cai Tshiab

Cov neeg koom nrog IRIS uas tau tso npe tshiab yuav tau txais lub sij hawm 60-hnub ua ntej kev siv PHW EVV yuav raug suav rau cov koom nrog ua raws li cov kev cai.



# Hloov Kho Txoj Cai

## Qhov Txawv Ntawm Hluav Taw Xob los sis Lub Txheej Txheem Tsis Ua Hauj Lwm

- Nyob rau hauv thiab tom qab kev tawm tsam nyuaj, cov neeg ua hauj lwm yuav tsis tas yuav ntes EVV cov ntaub ntawv vim tias tsis muaj lub zog xav tau thiab EVV lub txheej txheem tsis ua hauj lwm ntev dua 24 teev.
- EVV cov thawj coj tuaj yeem txuas ntxiv kev nkag rau cov ntaub ntawv los ntawm tus kheej yog tias xav tau.
- Cov koom haum muab kev pab cuam yuav tsum tau ua pov thawj ntawm qhov kev kaw hauj lwm thaum muaj kev thov.

# Kev Npaj Qhib Meej

## Ua raws li 'Yuam Qhuav Pib Siv Tshiab rau EVV?' cov kauj ruam

- Txais cov ID uas tsim nyog
- Nqis tes ua fab tev nis teeb tsa
- Cob qhia cov neeg ua hauj lwm thiab cov neeg ua hauj lwm
- Kev pib siv 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 the service
- Who provides the service
- What service is provided
- Where service is provided
- Date of service
- 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**

- 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.
- 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.)*  
P-03078 (06/2022)

A screenshot of the ForwardHealth portal interface. The header shows the ForwardHealth logo and navigation links. The main content area is titled 'Welcome to the Portal' and lists various services and resources available to users, such as 'Provider-specific Resources', 'Billing & Invoicing', and 'Fee Schedules'. There is also a section for 'Attention: The following members are not in the Department of Health Services'.

# Kev Npaj Qhib Meej

## **Nkag siab txog Cov Cai Them Nqi Ntawm Tus Neeg Them Nqi**

- Tus neeg them nqi yuav tsum tau sib txuas lus txog kev thov thiab kev sib ntsib uas yuav raug tsis lees paub nrog kev tshaj qhib meej.
- Cov chaw muab kev pab cuam yuav tsum tau kuaj xyuas nrog HMO, MCO, los sis IRIS FEA hais txog qhov yuav tsum tau them nqi - suav nrog kev siv cov nqi them nqi.
- Cov koom haum muab kev pabcuam yuav tsum tshuaj xyuas cov lus piav qhia ntawm cov txiaj ntsig cov lej ntawm cov lus qhia txog kev xa nyiaj.

# Kev Npaj Qhib Meej

## EVV Qhov Vas Sab



A screenshot of the Wisconsin Department of Health Services website. The page title is "Electronic Visit Verification (EVV)". The navigation bar includes "About DHS", "Data &amp; Statistics", "Diseases &amp; Conditions", "Health Care &amp; Coverage", "Long-Term Care &amp; Support", "Prevention &amp; Healthy Living", "Partners &amp; Providers", and "Certification, Licenses &amp; Permits". The main content area has a sidebar with links like "Announcements", "Members", "IRIS", "Provider Agencies", "Payers", "Alternate EVV", "Training", and "Resources and FAQs". The main text explains that EVV is an electronic system for verifying services and lists key questions such as "Who receives the service", "Who provides the service", "What service is provided", "Where service is provided", "Date of service", and "Time in and out". It also includes a "Stay up to date" section with dates for training sessions and a "Join our email list" button.

# Kev Npaj Qhib Meej

Cov peev txheej thiab Cov  
Lus Nug Uas Keev Ntsib

A screenshot of the Wisconsin Department of Health Services website. The page is titled "Electronic Visit Verification (EVV): Resources". It features a navigation menu, a search bar, and a main content area with a table of resources and an EVV timeline. A yellow arrow points from the QR code to the "Resources and FAQs" link in the left sidebar.

WISCONSIN DEPARTMENT of HEALTH SERVICES

Search our website  
The looking for...

About DHS Statistics Diseases & Conditions Health Care & Coverage Long-Term Care & Support Prevention & Healthy Living Partners & Providers Certification, Licensure & Permits

Topics A-Z: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Find a COVID-19 vaccine  
Join the update of COVID-19

What you need to know about monkeypox

Partners & Providers Electronic Visit Verification Electronic Visit Verification (EVV): Resources

EVV: Home  
Announcements  
Members  
IRIS  
Provider Agencies  
Payers  
Alternate EVV  
Training  
Resources and FAQs

Wisconsin EVV Customer Care  
855-931-2055  
evv.customercare@dhs.wisconsin.gov  
Hours: Monday-Friday  
7:00 a.m. - 6:00 p.m. CT

Join our email list  
Sign up to receive email notices about Electronic Visit Verification, whenever this page is updated.

### Electronic Visit Verification (EVV): Resources

The Wisconsin Department of Health Services (DHS) has created several materials for members, IRIS participants and workers, provider agencies, and program payers providing personal care services to keep up to date on EVV. Please access, download, or share the below resources.

#### Resources and FAQs

##### General resources

PDFs	Webpage	English
<a href="#">Public Forums</a>	Webpage	English
<a href="#">Wisconsin EVV Podcast</a>	Webpage	English, Hmong, Spanish
<a href="#">Your Key to EVV Newsletter</a>	Newsletter	English, Hmong, Spanish
<a href="#">EVV ID Help Sheet_P-02844 (PDF) and Worker Visit Card Template_P-02844a (Word)</a>	Help Sheet, Form	English
<a href="#">EVV Lifecycle Flyer_P-03124 (PDF)</a>	Handout	English
<a href="#">EVV Live-in Worker Identification and Instructions_P-02712</a>	Form	English
<a href="#">EVV Member Flyer_P-02730 (PDF)</a>	Handout	English, Hmong, Somali, Spanish
<a href="#">EVV for Wisconsin Medicaid Personal Care Services_P-02462 (PDF)</a>	Handout	English, Burmese, German, Hmong, Karen, Somali, Spanish

#### EVV timeline

December 2016 → August 2017 → July 2020 →

# Kev Npaj Qhib Meej

## Cov ntawv xov xwm



**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.

**Wisconsin EVV Customer Care**  
833-931-2035 | [ydcx.contactevv@wisconsin.gov](mailto:ydcx.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.

**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.

This newsletter provides information about EVV in Wisconsin. Forward Health Updates 2021.03, titled "Electronic Visit Verification Policy and Hard Launch Timeline," 2021.05, titled "Electronic Visit Verification Hard Launch Preparation," and 2021.10, titled "Electronic Visit Verification Soft Launch Phase Has Been Extended," contain approved guidance.

WISCONSIN DEPARTMENT OF HEALTH SERVICES

*(Continued on next page.)*

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

# Kev Npaj Qhib Meej

## Cob Qhia Cov Tswj Hwm EVV



A screenshot of the Wisconsin Department of Health Services website. The page is titled "Electronic Visit Verification (EVV): Training Other Provider Agency Administrators". The header includes the department logo, a search bar, and navigation links for various topics. The main content area features a sidebar with links like "EVV Home", "Announcements", "Members", "IRIS", "Provider Agencies", "Payers", "Alternate EVV", "Training", and "Resources and FAQs". The main text area provides information about the training resources, including a note about credentials and a link to the "Train Your Workers" webpage. There are also sections for "General Information" and "Reports". The footer includes social media icons and the date "Last Revised: January 21, 2022".

# Kev Npaj Qhib Meej

## Kev Cob Qhia Cov Neeg Ua Hauj Lwm Siv EVV

A screenshot of the Wisconsin Department of Health Services website. The page is titled "Electronic Visit Verification (EVV): Training Workers". It includes a search bar, navigation menu, and a table of resources. The table lists various resources such as informational videos, task lists, and mobile app download instructions, with columns for "Resource Title", "Description", and "Languages Available".

Wisconsin DEPARTMENT of HEALTH SERVICES

Search our website  
I'm looking for...

Topics A-Z: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Find a COVID-19 vaccine  
Stop the spread of COVID-19

Thank you, Wisconsin! We appreciate you for going above and beyond to support each other for the past two years.

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

EVV: Home  
Announcements  
Members  
IRIS  
Provider Agencies  
Payers  
Alternate EVV  
Training  
Resources and FAQs

Wisconsin EVV Customer Care  
833-933-2020  
evv.connect@wisconsin.gov  
Hours: Monday-Friday  
7:00 a.m. - 6:00 p.m. CT

Join our email list  
Sign up to receive email notices about Electronic Visit Verification, whenever this page is updated.

### Electronic Visit Verification (EVV): Training Workers

Train the workers who will use EVV to check in and out for visits. Use the combination of resources that makes the most sense for your provider agency's and the workers' needs. Most workers will not need to review all the resources. These resources can also be used as review and reference materials.

Refer to [Training Workers for Electronic Visit Verification](#) for training plan suggestions. As a reminder, training resources do not supersede DHS policy. Refer to [DHS EVV Resources and FAQs](#) for EVV policy information.

Additional languages for written materials can be requested through [email](#). Please allow 30 business days for translation and delivery.

Resource Title	Description	Languages Available
General		
EVV Informational Video	Informational YouTube video demonstrating a visit using EVV	<a href="#">English</a> 🇺🇸
EVV Service and Task List	Information workers will need to enter when they complete visits using EVV	<a href="#">English</a> 🇺🇸, <a href="#">Burmese</a> 🇲🇲, <a href="#">Hmong</a> 🇻🇳, <a href="#">Karen</a> 🇰🇲, <a href="#">Russian</a> 🇷🇺, <a href="#">Somali</a> 🇸🇴, <a href="#">Spanish</a> 🇪🇸
Mobile Visit Verification		
Downloading the Sandata Mobile Connect app from the App Store (for iOS)	Written instructions for downloading the correct app for Apple products	<a href="#">English</a> 🇺🇸, <a href="#">Burmese</a> 🇲🇲, <a href="#">Hmong</a> 🇻🇳, <a href="#">Karen</a> 🇰🇲, <a href="#">Russian</a> 🇷🇺, <a href="#">Somali</a> 🇸🇴, <a href="#">Spanish</a> 🇪🇸
Downloading the Sandata Mobile Connect App from the Google Play Store (for Android)	Written instructions for downloading the correct app for Android products	<a href="#">English</a> 🇺🇸, <a href="#">Burmese</a> 🇲🇲, <a href="#">Hmong</a> 🇻🇳, <a href="#">Karen</a> 🇰🇲, <a href="#">Russian</a> 🇷🇺, <a href="#">Somali</a> 🇸🇴, <a href="#">Spanish</a> 🇪🇸
Sandata Mobile Connect App Guide	Written instructions for using the Sandata Mobile	Updated 11/3/2020 <a href="#">English</a> 🇺🇸, <a href="#">Burmese</a> 🇲🇲, <a href="#">Hmong</a> 🇻🇳



# Kev Npaj Qhib Meej

## Cob Qhia Cov Neeg Ua Hauj Lwm EVV

- EVV Cov Ntsiab Lus
- EVV Qhov Tseem Ceeb

EVV: Home

Announcements

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Alternate EVV

Training

Resources and FAQs

Wisconsin EVV Customer Care  
833-931-2035  
[evv.connectevv@wisconsin.gov](mailto:evv.connectevv@wisconsin.gov)  
Hours: Monday-Friday  
7:00 a.m. - 6:00 p.m. CT

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Sign up to receive email notices about Electronic Visit Verification, whenever this page is updated.

### Electronic Visit Verification (EVV): Training Workers

EVV for personal care services hard launch begins on May 1, 2023. Read the [ForwardHealth Update](#).

Train the workers who will use EVV to check in and out for visits. Use the combination of resources that makes the most sense for your provider agency's and the workers' needs. Most workers will not need to review all the resources. These resources can also be used as review and reference materials.

Refer to [Training Workers for Electronic Visit Verification](#) for training plan suggestions. As a reminder, training resources do not supersede DHS policy. Refer to [DHS EVV Resources and FAQs](#) for EVV policy information.

Additional languages for written materials can be requested through email at [evv.connectevv@wisconsin.gov](mailto:evv.connectevv@wisconsin.gov), or call 833-931-2035. Please allow 30 business days for translation and delivery.

Resource Title	Description	Languages Available
General		
EVV Informational Video	Informational YouTube video demonstrating a visit using EVV	<a href="#">English</a>
EVV Fundamentals - An Overview	Coming soon! A video intended for new provider agency workers. Learn the purpose of electronic visit verification (EVV), see the methods for verifying a client visit, know the steps needed to start implementing EVV, and where to find the resources to be successful for EVV.	Coming soon!
EVV Service and Task List	Information workers will need to enter when they complete visits using EVV	<a href="#">English</a> <a href="#">Hmong</a> <a href="#">Khmer</a> <a href="#">Korean</a> <a href="#">Mandarin</a> <a href="#">Russian</a> <a href="#">Spanish</a>
EVV Worker Visit Template	Carry along card for workers to use during visits to capture vital client information	<a href="#">English</a>
Mobile Visit Verification		
EVV Essentials - Start Using the SMC App	A video intended for new provider agency workers. Learn everything needed to use the SMC Mobile Connect App, also known as the SMC App. Know the steps needed to capture a client visit even when WiFi or cell phone coverage is not available. Learn how to start implementing EVV using the SMC App and where to find the resources to be successful for EVV.	<a href="#">English</a>
Downloading the		

# Kev Npaj Qhib Meej

## Kev Sib Tham Tseem Ceeb

Kaum Ob Hlis Ntuj Tim  
19, 2022 1 Teev Tsaus  
Ntuj CT



vv/index.htm

WISCONSIN DEPARTMENT of HEALTH SERVICES

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### Electronic Visit Verification (EVV)

#### What is EVV?

EVV is an electronic system that uses technologies to verify that authorized services were provided. Workers will be required to send information at the beginning and end of each visit to an EVV system, including:

- Who receives the service
- Who provides the service
- What service is provided
- Where service is provided
- Date of service
- Time in and out

#### Stay up to date

Join in **Key Conversations** or attend an **upcoming EVV training for personal care workers**.

**Key Conversations** are informal, monthly drop-in sessions for provider agency administrators. DHS staff and EVV specialists will be available to answer questions about EVV.

- November 21, 2022: 1-2 p.m. | [Join online](#) | Call in: 669-254-5252 and use webinar ID 160 112 5213
- December 19, 2022: 1-2 p.m. | [Join online](#) | Call in: 669-254-5252 and use webinar ID 160 112 5213

# Kev Npaj Qhib Meej

## Wisconsin EVV Chaw Pab Neeg Qhua

1:1 Kev Tshawb Nqa Teev Sij Hawm Ua Hauj Lwm

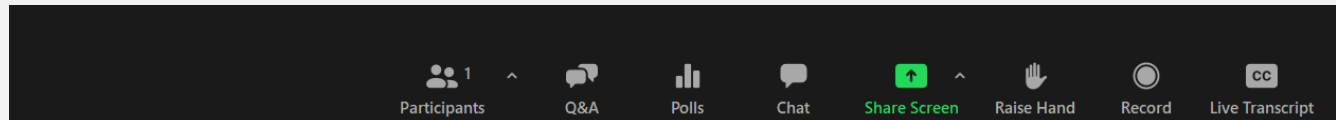
- Xov Tooj: **833-931-2035**
- Email: [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov)
- Hnub Monday–Hnub Friday: 7 teev sawv ntxov–6 teev tsaus ntuj CT



# Cov Nqe Lus Nug thiab Cov Lus Teb

# Cov Nqe Lus Nug thiab Cov Lus Teb

- Tsom saib rau cov lus nug rau EVV.
- Sau koj cov nqe lus nug rau hauv Cov lus nug & Cov lus teb.
- Tswj hwm ntiag tug.



# Xaus lus

- Paub hnuv EVV kev qhib meej yog **Lub Tsib Hlis Ntuj Tim 1, 2023**
- Paub txog cov cai tshiab rau kev qhib meej
- Paub yuav ua li cas npaj rau kev qhib meej
- Paub qhov twg nrhiav EVV cov peev txheej
- Teb koj cov lus nug

# Kev soj ntsuam luv luv

Thov pab qhia koj cov lus qhia



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

*Peb Lub Zeem  
Muag*

*Txhua tus neeg  
kom muaj lub  
neej nyob zoo  
tshaj plaws.*

Ua Koj Tsaug