



WISCONSIN DEPARTMENT
of HEALTH SERVICES

The information regarding hard launch has changed since the forum materials were presented. Due to the EVV soft launch extension, the DHS-required hard launch consequences will not go into effect on January 1, 2022.

The revisions appear in red text on the following slides: 7, 22, 24, 25, 26, 32, and 35.

For up-to-date information, see [EVV Announcements](#).

Electronic Visit Verification

Online Public Forum
August 26, 2021

Agenda

- Welcome and Introductions
- Key Takeaways
- EVV Background and Overview
- EVV Hard Launch Policy
- Hard Launch Preparation
- Resources
- Q&A Session, Forum Survey

Key Takeaways

- You'll know what EVV is.
- You'll know the EVV hard launch date.
- You'll know policy changes for hard launch.
- You'll know how to prepare for hard launch.

EVV Background and Overview

EVV Background and Overview

- The federal 21st Century Cures Act requires all states to implement electronic visit verification (EVV) for Medicaid-covered personal care services by January 1, 2021.
- The Centers for Medicare & Medicaid Services will penalize state programs if they do not implement EVV.

EVV Background and Overview

**In response to the 21st Century Cures Act,
EVV is required for:**

- Medicaid-covered personal care services **effective November 2, 2020***
- Medicaid-covered home health services effective January 1, 2023

*Wisconsin EVV Soft Launch implementation date

EVV Background and Overview

■ EVV Implementation

- The Wisconsin Department of Health Services (DHS) is rolling out EVV in two phases:
 - November 2, 2020: Soft launch, when EVV is required
 - ~~January 1, 2022~~: The date for hard launch, when consequences for not using EVV begin, **has not yet been set.**

EVV Background and Overview

Guiding principles:

- Maintain services provided, including community integration
- Support provider selection
- Keep the individual's choice of worker
- Ensure needed care is delivered

EVV Background and Overview

DHS is responsible for ensuring that:

- EVV is minimally burdensome.
- Best practices are applied.
- The EVV system is secure and compliant with Health Insurance Portability and Accountability Act (HIPAA).
- Training opportunities are available.

EVV Background and Overview

DHS is committed to:

- Ensuring program requirements remain in place.
- Communicating policy changes clearly.
- Exploring efficiencies and policy improvements.

EVV Background and Overview

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

EVV Background and Overview

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

EVV Background and Overview

Federally Required EVV Data

6 KEY DATA POINTS



Who receives service



Who provides service



What service is provided



Where service is provided



Date of service



**Time in/
Time out**



EVV Background and Overview

Mobile Visit Verification (MVV)*

- Workers can record each visit by checking in and out on a smartphone or tablet.
- The visit information will be transmitted when internet or a mobile connection is available.
- This information is encrypted for privacy.

*When using the DHS-provided EVV vendor Sandata

EVV Background and Overview

Telephonic Visit Verification (TVV)*

- Workers will use a landline phone or a fixed Voice over Internet Protocol (VoIP) phone.
- Workers will check in and out by calling a toll-free number assigned to their agency.

*When using the DHS-provided EVV vendor Sandata

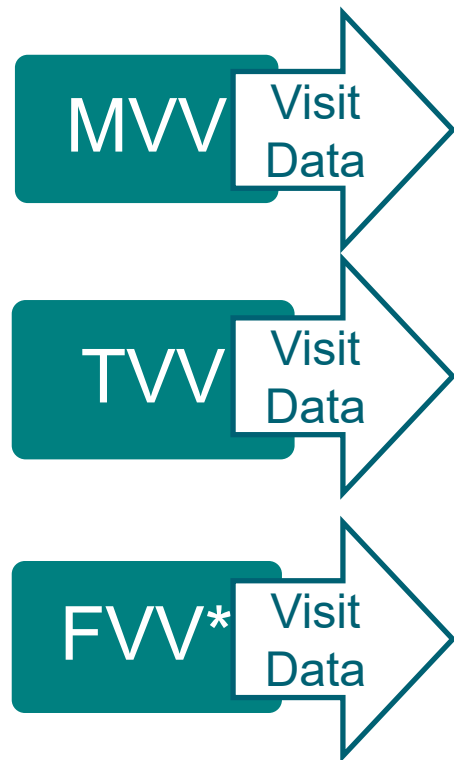
EVV Background and Overview

Fixed Visit Verification Device (FVV)*

- Workers press a button during the visit to obtain a six-digit code when checking in and out.
- Workers write down the six-digit code displayed on the device.
- Later, the workers call Sandata to submit the visit information.

*When using the DHS-provided EVV vendor Sandata

EVV Background and Overview



Visit Details Visit Start Date: 01/22/2019 ✕

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Alterations, Evelyn	612273	201982427653	Abercrombie, Rose	99101

GENERAL ☐ SELECT ALL

CLIENT ● Visits Without Out-Calls This exception needs to be fixed

EMPLOYEE ● Missing Service This exception needs to be fixed

CALL LOG ● Visit Verification Exception ☐ ACKNOWLEDGE THIS EXCEPTION

MERGE CALLS ● Client Signature Exception ☐ ACKNOWLEDGE THIS EXCEPTION

TASKS

EXCEPTIONS

*When using the DHS-provided EVV vendor Sandata

EVV Background and Overview

Live-in Workers

- 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.

EVV Background and Overview

Live-in Workers

- 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.

EVV Background and Overview

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.

EVV Background and Overview

Soft Launch Progress

- 500 provider agencies have completed training
- 73,000 workers have been added to the program setup
- 85% of providers have registered workers
- 64% of providers have logged visits with EVV data
- 2.5 million visits captured with EVV

EVV Hard Launch Policy

Effective **at a future date ~~January 1, 2022~~**

EVV Hard Launch Policy

Today's forum provides update and policy highlights:

- July 27, 2021: IRIS EVV—Hard launch policy
www.dhs.wisconsin.gov/publications/p03053.pdf
- July 27, 2021: ForwardHealth Update 2021-23
www.forwardhealth.wi.gov/kw/pdf/2021-23.pdf
- August 16, 2021: ForwardHealth Update 2021-26
www.forwardhealth.wi.gov/kw/pdf/2021-26.pdf

EVV Hard Launch Policy

- ~~For dates of service on and after January 1, 2022~~
At a future date, there will be consequences when EVV information is not captured for required services.
- These consequences include:
 - Claim denial.
 - Exclusion from future capitation rate setting development.
 - Possible IRIS participant disenrollment.

EVV Hard Launch Policy

Timeline



EVV Hard Launch Policy

Fee-for-service Medicaid and BadgerCare Plus

- ~~Beginning January 1, 2022~~ After hard launch, claim details without required verified EVV data will be denied.
- Detail units billed exceeding the verified EVV visit units available will also be denied.

EVV 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.

EVV 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.

EVV Hard Launch Policy

Transitioning Service Authorizations

Beginning on September 1, 2021, HMOs, MCOs, and DHS may reach out to members whose provider agencies are not using EVV consistently to provide members the opportunity to switch to a provider agency that **is** using EVV consistently.

EVV Hard Launch Policy

IRIS—Provider Agencies With IRIS Participants

- 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.

EVV Hard Launch Policy

IRIS—Participants With Participant-Hired Workers

- Confirmed live-in IRIS participant-hired workers (PHWs) providing personal care services and routine supportive home care services are **not** required to use EVV.

EVV Hard Launch Policy

IRIS—Participants With Participant-Hired Workers

- **After hard launch,** to remain enrolled in the IRIS program, participants are responsible for ensuring their non-live-in IRIS PHWs are using EVV.
- FEAs will pay PHW claims in a timely manner.
- FEAs will work with participants and PHWs to resolve missing or inaccurate EVV data.

EVV Hard Launch Policy

IRIS—Participants With Participant-Hired Workers

- If a PHW does not use EVV, a four-month non-compliance process will begin.
- IRIS consultants will work with participants to meet EVV standards and prevent participant disenrollment.

EVV Hard Launch Policy

IRIS—Participants With Participant-Hired Workers

- PHWs who refuse to meet the EVV requirement risk being terminated.
- Participants whose PHWs fail to meet EVV requirements risk being disenrolled from the IRIS program.

EVV Hard Launch Policy

Alternate EVV Policy

- Alternate EVV users are not exempt from the **hard launch ~~January 1, 2022~~** requirements and consequences.
- All systems must be certified with Sandata prior to use.
- If an alternate EVV system will not be certified before **hard launch ~~January 1, 2022~~**, the Sandata EVV system must be used to ensure continued payment.

Hard Launch Preparation

Hard Launch Preparation

Provider agencies should have completed the following during soft launch:

- Attended required trainings.
- Logged in to the ForwardHealth Portal.
- Identified, associated, and trained workers.
- Accessed Sandata's EVV Portal (or an alternate EVV vendor, if applicable) to establish administrators.

Hard Launch Preparation

Provider agencies should have completed the following steps during soft launch:

- Required workers to use EVV for each personal care or applicable supportive home care visit
- Confirmed that all visits are in a verified status

Hard Launch Preparation

Fee-for-Service

- EVV can be used as the worker record of care.
- New explanation of benefits messages used:
 - #1047—EVV system visit not found.
 - #1048—EVV system units do not meet requirements of visit.
- Detail span billing may be used under certain circumstances.

Hard Launch Preparation

Badger Care Plus and Medicaid SSI HMOs, Family Care, Family Care Partnership, and IRIS

- Provider agencies should check with their HMO, MCO, or IRIS FEA regarding detail span billing requirements.
- Payers should be communicating about claims and encounters that would be denied.

Hard Launch Preparation

Responsibilities During Outages

- System outages do not exempt provider agencies from capturing EVV visit data.
- Provider agencies are required to manually enter EVV visit data if there is a Sandata outage, power outage, or other type of outage preventing normal EVV capture.

Resources

Resources

Review Policy and Updates

- July 27 - IRIS EVV - Hard launch policy
www.dhs.wisconsin.gov/publications/p03053.pdf
- July 27 - ForwardHealth Update 2021-23
www.forwardhealth.wi.gov/kw/pdf/2021-23.pdf
- August 16 - ForwardHealth Update 2021-26
www.forwardhealth.wi.gov/kw/pdf/2021-26.pdf

Resources

Review EVV Website and Training Materials

- EVV website -
<https://www.dhs.wisconsin.gov/evv/index.htm>
- Training for administrators and workers –
<https://www.dhs.wisconsin.gov/evv/training.htm>
- Refresher trainings on the administrative Sandata EVV Portal will be available before hard launch.

Resources

Wisconsin EVV Customer Care

Will provide support for both technical and program-related questions for provider agencies, members, participants, workers, and program payers.

Direct line: 833-931-2035

Email: VDXC.ContactEVV@Wisconsin.gov

Hours: Monday–Friday, 7 a.m.–6 p.m. CT

Q&A, Forum Survey

Thank you!