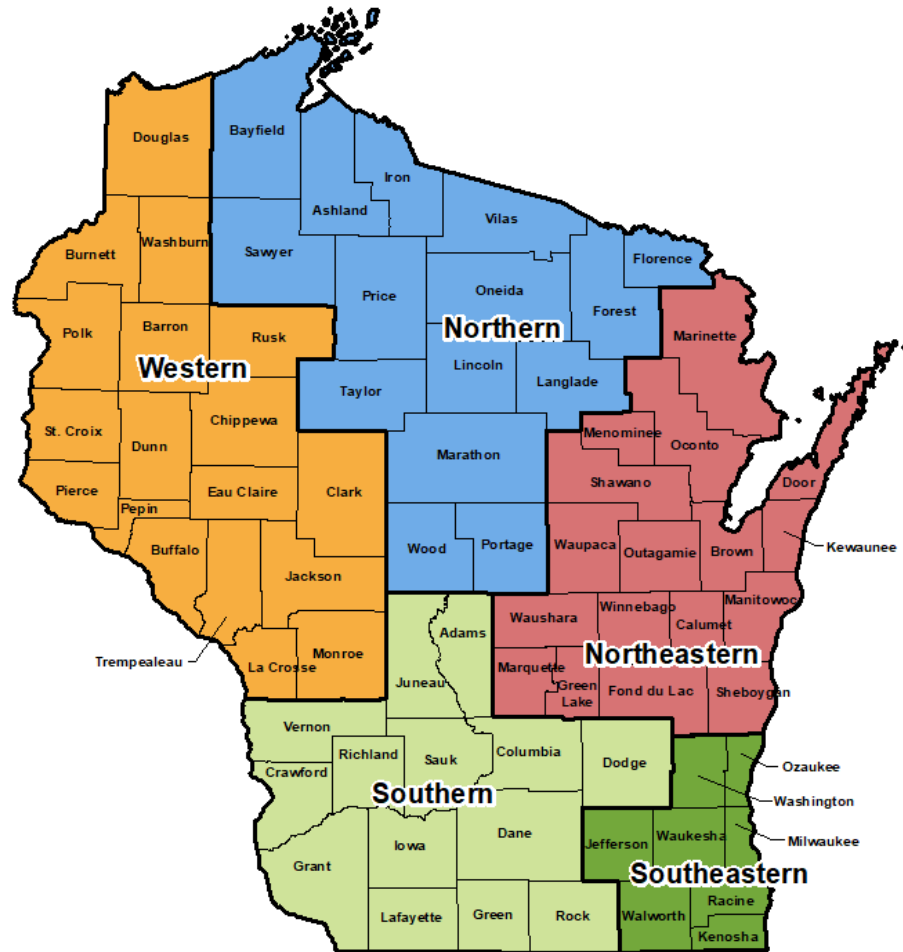


Koj Tau
Koom Los
Ntawm
Qhov Twg?



Koj Tes
Luag
Num
Yog Dab
Tsi?



Kev Cob Qhia Rau Tus Neeg Tswj Xyuas Lub Lab Npauv Electronic Visit Verification (Kev Txheeb Xyuas Rau Kev Mus Ntsib Hauv Es Lev Thos Niv) Uas Them Tus Nqi rau Kev Pab Cuam: Kev Hloov Kho Qhov Kev Thov

(Fee-for-Service Electronic Visit Verification Administrator Training: Claim Edits)

Lub Caij Nplooj Ntoos Hlav Xyoo 2023



Cov lus qhia

- Sheila Itzen—Tus Thawj Lag Luam Ntawm Electronic Visit Verification (Kev Txheeb Xyuas Rau Kev Mus Ntsib Hauv Es Lev Thos Niv) (EVV)
- Laura Castrogiovanni—EVV Tus Saib Xyuas Qhua
- Halli Tyra—EVV Tus Saib Xyuas Qhua
- Amber Bey—EVV Tus Kws Tshaj Lij Fab Kev Cob Qhia
- Martha Pings—EVV Tus Kws Tshaj Lij Fab Kev Cob Qhia

Cov Luag Hauj Lwm

- Ua kom nkag siab txog tias txoj cai ntawm EVV cuam tshuam li cas rau kev lis hauj lwm hauv kev thov li cas
- Paub thiab nkag siab txog kev hloov kho qhov kev thov ntawm EVV
- Kawm paub txog tias yuav hloov kho kev daws teeb meem li cas
- Nkag siab txog tias yuav tsum rov xa dua qhov kev thov thaum twg
- Kawm paub txog tias qhov kev cuam tshuam ntawm EVV duav roos rau kev tsub nqi li cas
- Siv cov kev coj ua uas zoo tshaj plaws txhawm rau zam qhov kev hloov kho qhov kev thov ntawm EVV
- Kawm paub txog qhov chaw uas yuav nrhiav cov peev txheej ntxiv thiab kev pab

Ntsiab Lus Sib Tham

- Kev ua neej nyob hauv txhua hnub ntawm EVV
- Kev Lis Hauj Lwm Ntawm Kev Thov Ntawm Tus Nqi rau Kev Pab Cuam Ntawm EVV
- Cov Kev Coj Ua Uas Zoo Tshaj Plaws Ntawm EVV
- Cov Chaw Muaj Kev Pab
- Cov lus nug

Kev ua neej nyob hauv txhua hnub
ntawm EVV

Daim Ntawv Hais Txog Kev Ua Neej Nyob Hauv Txhua Hnub



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.



Authorization

Payer authorizations are submitted to the Wisconsin Department of Health Services (DHS). DHS sends all authorizations for services requiring EVV to Sandata nightly.



Visit

A worker uses EVV technology to check in and check out of an authorized visit. Six key data points are captured to create EVV visit data.



Verification

Visits with all six required data elements are considered verified visits. If necessary, the provider agency administrator makes manual edits in their EVV system to complete or correct the visit record. Sandata sends all of the day's visit files, including any edits and visits received from alternate EVV vendors, to DHS after midnight. DHS then sends verified visits to the appropriate program payer the following day to be used for claims processing.



Validation

Visits should be in a verified status in the EVV system prior to the claim being sent. Incomplete visit records (those missing information) will not be used for claims or encounter processing. The claim must correspond to the EVV visit record. This step ensures that each personal care or applicable supportive home care service has corresponding EVV data to support payment.

P-03124 (10/2021)

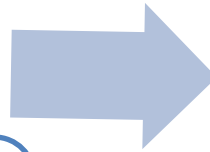
<https://dhs.wisconsin.gov/publications/p03124.pdf>

Kev Lis Hauj Lwm Ntawm Kev Thov Ntawm
Tus Nqi rau Kev Pab Cuam Ntawm EVV

Kev Kuaj Xyuas Qhov Raug ntawm Cov Ntaub Ntawv Ntawm EVV

Hloov Kho Lub Laj
Txheej DHS Thauj Zaug

- Tus neeg muab kev pab cuam rau kev tsub nqi them
- Tus Tswv Cuab Tus ID ntawm Medicaid
- Tus zauv kev lis hauj lwm qhia ntxaws
- Date(s) of service (Hnub tim pab cuam) (DOS)



Hloov Kho Lub Laj Txheej
DHS Zaum Thib Ob

Sib piv cov sij hawm
uas tsub nqi them
nrog rau cov sij hawm
uas EVV tuav tau

Lus Qhia! Tsis txhob cia kom nws qeeb rau kev them nyiaj uas lees paub tias kev mus saib EVV rau cov kev thov nyob rau qhov lees paub lawm hauv koj li Sandata Portal (Lub Portal) los sis tus neeg suav sau ntaub ntawv **ua ntej** xa qhov kev thov.

Explanation of Benefits (Kev Piav Qhia Txog Cov Txiaj Ntsig) (EOB)

Lub ncauj lus #5017

Kho Qhov Yuam Kev ntawm Qhov Kev Thov thiab Rov Xa Dua mus rau ForwardHealth ntawm Portal (Lub Portal)

Cov neeg muab kev pab cuam tuaj yeem tshaj xyuas cov cai ntawm EOB thiab cov lus piav qhia rau txhua qhov kev thov uas tau xa mus rau ForwardHealth ntawm ForwardHealth Portal (Lub Portal). EOB pab kom cov neeg muab kev pab cuam txiax txim siab seb vim li cas qhov kev thov ua tsis tiav, yog li cov neeg muab kev pab cuam tuaj yeem kho qhov yuam kev hauv oos lais thiab rov xa dua qhov kev thov. EOB yuav tshwm nyob rau hauv qab ntawm lub nab cos thiab lub ncauj lus los sis cov ntsiab lus hais txog qhov kev thov.

PROC CD	MODIFIERS	SERVICE DATES		ALLW UNITS	RENDERING PROVIDER		INCENTIVES	PA NUMBER		
		FROM	TO	COPAY AMT	BILLED AMT	ALLOWED AMT		PAID AMT	DETAIL	EOBS
T1019		010923	011323	95.00				9999999999	1048	
				0.00	534.85	0.00	0.00	0.00		

Kev Hloov Kho Lub Laj Txheej Thawj Zaug

Tsis pom cov
ntaub ntawv
ntawm EVV.

Nqis tes
ua kiag!

Lub ntsiab yuav raug tsis kam lees—ntawv xov xwm ntawm Explanation of Benefits (Kev Piav Qhia Txog Cov Txiaj Ntsig) (EOB) #1047.

Tus neeg saib xyuas lub lab npauv kuaj xyuas kom paub tseeb tias tuaj mus saib hauv Sandata Portal (Lub Portal) los sis tus uas muab sib sau ua ke.

Yog tias tsis mus saib,
tsim kev mus saib
ntawm koj tus kheej.

Yog tias kev mus saib twb
muaj lawm, kho qhov kev
zam los sis ntxiv rau cov
ntaub ntawv uas ploj mus.

Lees paub kev txheeb xyuas
qhov kev mus saib thiab rov
xa dua qhov kev thov.

Pom cov
ntaub ntawv
ntawm EVV.

Ua txuas
ntxiv.

Tsis Suav Nrog Kev Nyob Nrog

Yog tsis tau suav nrog cov neeg ua hauj lwm nyob hauv tib lub tsev:

1. Siv ForwardHealth Portal (Lub Portal) txhawm rau kom tau txais lawv tus naj npawb ID ntawm tus neeg ua hauj lwm.
2. Hloov kho daim ntawv tso cai ua ntej nrog daim foos ntawv nyob nrog hauv.
3. Xa qhov kev thov nrog rau kev hloov kho KX.

Kev Pab los sis Kev Hloov Kho

T1019, Cov Kev Pab Tu Xyuas Tib Neeg hauv 15 feeb twg

T1020: Cov Kev Pab Tu Xyuas Tib Neeg ib hnub twg

S5125: Kev Pab Txhawb Tu Xyuas Hauv Tsev 15 feeb twg

S5126: Kev Pab Txhawb Tu Xyuas Hauv Tsev ib hnub twg



Kev Hloov Kho KX: txheeb xyuas tus neeg ua hauj lwm nyob hauv tib lub tsev uas tsis tas yuav suav sau cov ntaub ntawv EVV

Tsis Suav Nrog Kev Nyob Nrog

Cov ntaub ntawv hais txog
qhov uas tsis suav nrog cov
neeg ua hauj lwm nyob nrog
hauv EVV:

Koj Tus Yuam Sij mus rau Tsab Ntawv Xov
Xwm EVV, Tsab Thib 9
[https://www.dhs.wisconsin.gov/
newsletters/evv9-2021-06.pdf](https://www.dhs.wisconsin.gov/newsletters/evv9-2021-06.pdf)



Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin



Issue 9 | June 2021



It's so nice to see the blooming flowers and growing gardens! We are thankful for the changing seasons and for the thousands of hard-working Wisconsinites who serve Medicaid members and participants. In this issue, the Wisconsin Department of Health Services (DHS) is answering questions about electronic visit verification (EVV) and **live-in workers**.

In the Know

The federal Centers for Medicare & Medicaid Services requires workers to record EVV information during Medicaid-covered personal care and applicable supportive home care services. However, because of their unique situations, DHS does not require live-in workers to use EVV.

Although DHS does not require EVV for live-in workers, HMOs, managed care organizations (MCOs), and provider agencies may require live-in workers to use EVV. IRIIS (Include, Respect, I Self-Direct) fiscal employer agencies cannot require participant-hired live-in workers to use EVV.

Documentation to Verify Live-In Workers

Provider agencies verify a live-in worker by confirming where the worker currently lives. Look at [Live-in Workers](#) (topic #21777) of the ForwardHealth Online Handbook for the definition of a live-in worker and a list of documents that can be used to verify that a worker is a live-in worker.

(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>

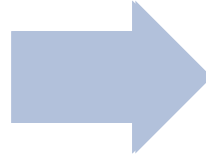
This newsletter provides information about EVV in Wisconsin. The July 2020 ForwardHealth Update (2020-31), titled "Implementation of Electronic Visit Verification for Personal Care and Supportive Home Care Services," and the January 2021 Update (2021-05), titled "Electronic Visit Verification Prior Authorization Procedure for Live-In Workers," contain approved guidance.



Kev Kuaj Xyuas Qhov Raug ntawm Cov Ntaub Ntawv Ntawm EVV



Hloov Kho Lub Laj Txheej
DHS Thauj Zaug



Hloov Kho Lub Laj Txheej
DHS Zaum Thib Ob

- Tus neeg muab kev pab cuam rau kev tsub nqi them
- Tus Tswv Cuab Tus ID ntawm Medicaid
- Tus zauv kev lis hauj lwm qhia ntxaws
- DOS

Sib piv cov sij hawm uas tsub nqi them nrog rau cov sij hawm uas EVV tuav tau

Lus Qhia! Tsis txhob cia kom nws qeeb rau kev them nyiaj uas lees paub tias kev mus saib EVV rau cov kev thov nyob rau qhov lees paub lawm hauv koj li Sandata Portal (Lub Portal) los sis tus neeg suav sau ntaub ntawv **ua ntej** xa qhov kev thov.

Kev Hloov Kho Lub Laj Txheej Zaum Thib Ob

Cov ntaub ntawv qhia meej txog cov nqi ntau dua li cov nyob ntawm EVV.

Nqis tes ua kiag!

Lub ntsiab lus yuav raug tsis kam lees—ntawv xov xwm ntawm EOB #1048.

Tus neeg saib xyuas lub laj txheej kuaj txheeb xyuas kev mus saib uas twb tau pom zoo hauv Sandata Portal (Lub Portal) lawm.

Yog tias cov ntaub ntawv ntawm EVV tsis raug, ces kho nws.

Yog hais tias cov ntaub ntawv thov cov nqi them ntawm qhov kev thov tsis raug, ces kho nws.

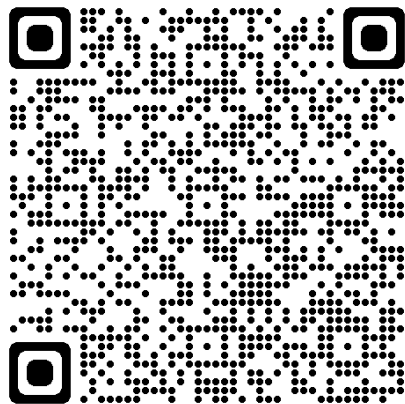
Lees paub kev txheeb xyuas qhov kev mus saib thiab rov xa dua qhov kev thov.

Cov ntaub ntawv qhia meej txog cov nqi yog zoo tib yam los sis tsawg dua cov nyob ntawm EVV.

Ua txuas ntxiv.

Kev Hloov Kho Lub Laj Txheej Zaum Thib Ob

Kev hloov kho thib ob los sis ntawv xov xwm ntawm EOB #1048, “cov laj txheej EVV yuav ua tsis tau raws li qhov xav tau ntawm kev mus saib.”



Lub Ncauj Lus #2479

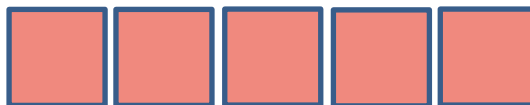
Cov Kev Pab Cuam

Sij hawm tau khaws cia ua ke	Qhov (cov) kev tsub nqi them
1-22 feeb	1.0
23-37 feeb	2.0
38-52 feeb	3.0
53-67 feeb	4.0
68-82 feeb	5.0
83-97 feeb	6.0
98-112 feeb	7.0
113-127 feeb	8.0
Lwm yam ntxiv	9.0+

Kev Hloov Kho Lub Laj Txheej Zaum Thib Ob

Cov sij hawm ntawm EVV yuav tsum yog *zoo tib yam li* los sis ntau dua *cov ntawm qhov* kev thov.

Cov nyob ntawm EVV tsawg dua li cov ntawm qhov kev thov = UA TSI TIAV



Cov nyob ntawm EVV zoo tib yam los sis ntau dua li cov ntawm qhov kev thov = HLA DHAU



Kev Them Nqi rau Ntau Hnub ntawm Qhov Kev Pab Cuam

Lub Ntsiab Lus #22240

Kev Them Nqi rau Ntau Hnub ntawm Qhov Kev Pab Cuam

Cov kev thov uas duav roos ntau tshaj ib hnub ntawm kev pab cuam yuav raug them nqi raws li qhov ncuu ntawm hnub tim (tseem hu ua kev them nqi uas nthuav dav) ntawm ib kab lus nthuav dav los sis txhua hnub ntawm kev pab cuam yuav raug them raws li cov ncauj lus kom ntxaws hauv qhov kev thov. Cov ncuu ntawm hnub tim yuav raug them rau cov hnub uas tau txais kev duav roos nkaus xwb.

Tus zauv ntawm cov nyiaj khwv tau los, tus zauv txheej txheem thiab cov kev hloov pauv (yog tias tsim nyog), cov chaw pab cuam, thiab tus nqi yuav tsum zoo ib yam rau txhua hnub nyob rau hauv ncuu kev them nqi. Nws tsis tsim nyog los sau nyiaj rau cov hnub uas tsis sib law liag ntawm kev pab cuam raws li qhov ncuu ntawm hnub tim. Piv txwv li, tus neeg muab kev pab cuam tsis tuaj yeem tsub nqi them rau ncuu ntawm hnub tim txij Hnub Monday txog Hnub Friday yog tias tus tswv cuab tsis tuaj rau Hnub Wednesday.

Kev Lis Hauj Lwm Ntawm Kev Thov Ntawm Tus Nqi rau Kev Pab Cuam Ntawm EVV

PROC CD	MODIFIERS	SERVICE DATES		ALLW UNITS	RENDERING PROVIDER		INCENTIVES	PA NUMBER	DETAIL	EOBS
		FROM	TO	COPAY AMT	BILLED AMT	ALLOWED AMT		PAID AMT		
T1019		022023	022023	26.00				9999999999	9918	
				0.00	156.00	152.36	0.00	152.36		
T1019		022123	022123	26.00				9999999999	9918	
				0.00	156.00	152.36	0.00	152.36		
T1019		022223	022223	38.00				9999999999	9918	
				0.00	228.00	222.68	0.00	222.68		
T1019		022323	022323	38.00				9999999999	1048	9918
				0.00	228.00	0.00	0.00	0.00		
T1019		022423	022423	38.00				9999999999	1047	9918
				0.00	228.00	0.00	0.00	0.00		
T1019		022523	022523	34.00				9999999999	1047	9918
				0.00	204.00	0.00	0.00	0.00		

Kev Lis Hauj Lwm Ntawm Kev Thov Ntawm Tus Nqi rau Kev Pab Cuam Ntawm EVV

Cov ntsiab lus uas raug tsis kam lees

Nqis tes
ua kiag!

Tus Zauv EOB	Nws txhais tau li cas	Koj yuav tuaj yeem ua tau li cas
1047	Kev mus saib lub laj txheej EVV tsis tuaj yeem nrhiav tau	Xyuas kom ntseeg tau tias "kev mus ntsib uas tau txheeb xyuas" hauv koj lub laj txheej EVV Siv kev hloov kho KX yog tias kev mus saib nyob rau hauv tiag tsis suav nrog EVV Rov xav cov ntsiab uas raug tsis kam lees dua tshiab
1048	Cov nyob ntawm EVV tsis ua raws li qhov xav tau ntawm kev mus saib	Sib piv sij hawm ntawm EVV rau cov nqi them thiab kev kho kom raug Rov xav cov ntsiab uas raug tsis kam lees dua tshiab

Qhov Uas Yuav Tsum Tau Tsub Nqi Them Ncua Tus Nqi rau Kev Pab Cuam

Txhua hnuv hauv ncua ntawm hnuv tim
yauv tsum muaj qhov uas nws sib haum:

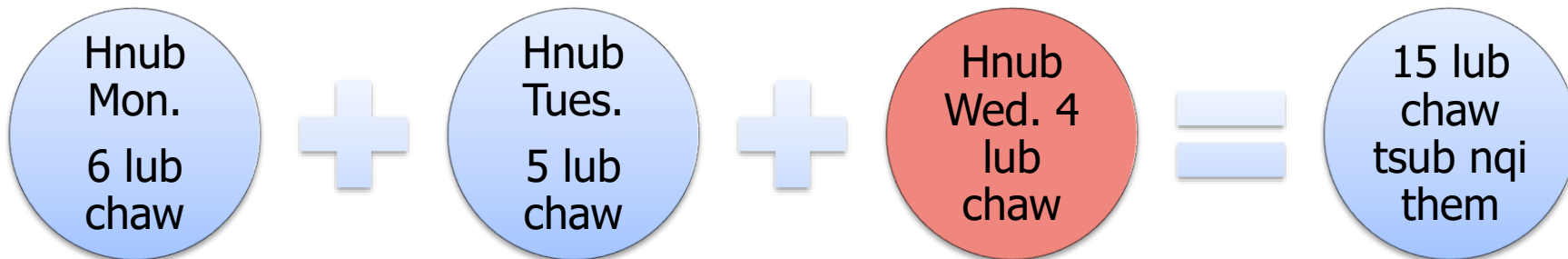
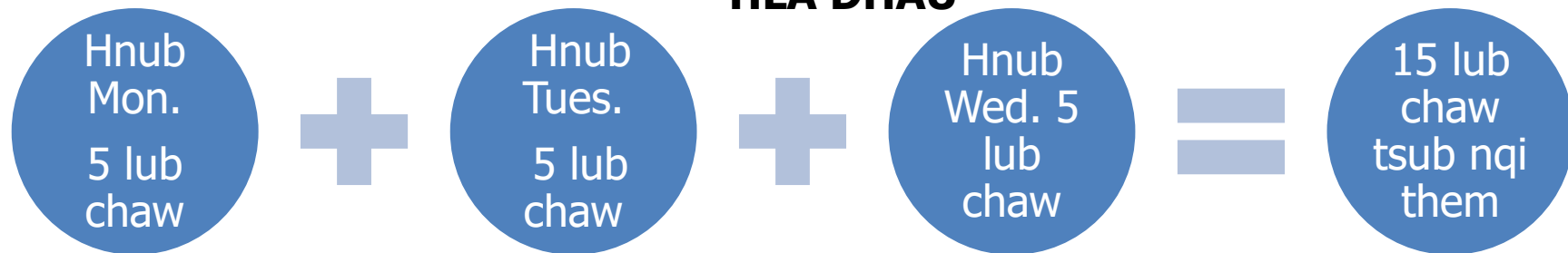
- Cov zauv qhov txheej txheem
- Cov zauv nyiaj khwv tau los
- Kev hloov kho
- Cov chaw muab kev pab cuam



PROC CD	MODIFIERS	SERVICE DATES	ALLW UNITS	RENDERING PROVIDER			PA NUMBER	
		FROM TO	COPAY AMT	BILLED AMT	ALLOWED AMT	INCENTIVES	PAID AMT	DETAIL EOBS
T1019		010923 011323	95.00				9999999999	1048
			0.00	534.85	0.00	0.00	0.00	

Qhov Kev Piv Txwv Ntawm Kev Tsub Nqi Them Ncua Tus Nqi rau Kev Pab Cuam

HLA DHAU



UA TSIS TIAV

Kev Them Nqi rau Ntau Hnub ntawm Qhov Kev Pab Cuam

PROC CD	MODIFIERS	SERVICE DATES	ALLW UNITS	RENDERING PROVIDER					
		FROM TO	COPAY AMT	BILLED AMT	ALLOWED AMT	INCENTIVES	PA NUMBER	PAID AMT	DETAIL EOB
T1019		010923 011323	95.00				9999999999	1048	
			0.00	534.85	0.00	0.00		0.00	

Kev Them Nqi rau Ntau Hnub ntawm Qhov Kev Pab Cuam

- Cov koom haum ntawm tus neeg muab kev pab cuam yuav tsum tau kuaj xyuas nrog lawv li HMO, lub koom haum saib xyuas kev tswj xyuas, los sis IRIS (Include, Respect, I Self-Direct) (Suav Nrog, Hwm, Kev Tswj Xyuas Tus Kheej) fiscal employer agency (lub koom haum rau tus tswv ntiav hauj lwm fab nyiaj txiag) rau qhov yuav tsum tau ua ntawm ncua kev tsub nqi them.



Kev Lis Hauj Lwm Ntawm Kev Thov Ntawm Tus Nqi rau Kev Pab Cuam Ntawm EVV

Cov Kev Thov : Lub luag hauj lwm

Lub Ncauj Lus #547

Hnub Kawg Rau Kev Xa Mus

Cov Kev Thov

Txhawm rau kom tau txais cov nyiaj them rov qab, cov kev thov thiab kev thov hloov pauv yuav tsum tau txais nyob rau hauv 365 hnub ntawm DOS. Lub sij hawm kawg no siv rau kev thov, qhov kev thov uas tau txais kev kho kom raug, thiab hloov kho rau cov kev thov.

Cov Kev Coj Ua Uas Zoo Tshaj Plaws

Cov Kev Coj Ua Uas Zoo Tshaj Plaws

- Lees paub tias kev tso cai ntawm cov qhua yog qhov tam sim no hauv koj lub laj txheej EVV.
- Tshab xyuas kev mus saib ntawm EVV hauv koj lub laj txheej EVV tsis tu ncua txhawm rau nrhiav kev zam.
- Kho qhov kev zam kom raug thiab lees paub tias txhua qhov kev mus saib yog nyob rau hauv qhov kev lees paub ua ntej xa qhov kev thov.
- Qhia cov neeg ua hauj lwm saib xyuas tus kheej kom siv lub laj txheej EVV ntawm txhua qhov kev mus saib.

Cov lus nug

Wisconsin EVV Chaw Pab Neeg Qhua

Kev txhawb nqa ib toj ib nyob rau hauv
sij hawm ua hauj lwj:

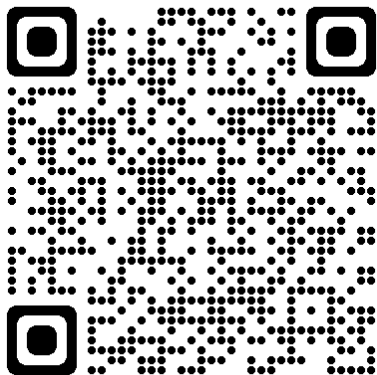
- Tus Xov Tooj: **833-931-2035**
- Chaw sau ntawv Email:
vdxc.contactevv@wisconsin.gov
- Hnub Monday-Hnub Friday: 7 teev
sawv ntxov–6 teev tsaus ntuj CT



Cov Chaw Muaj Kev Pab

Cov Chaw Muaj Kev Pab

[www.dhs.wisconsin.gov/evv/
training-administrators.htm](http://www.dhs.wisconsin.gov/evv/training-administrators.htm)



Training for other provider agency administrators

These resources help administrative staff learn to use the Sandata EVV Portal. Use a combination of resources that makes the most sense for your provider agency's and staffs' needs. These resources can also be used as review and reference materials. For training workers who visit members or participants in their homes, please see materials on the [Training Workers](#) webpage.

Review of these materials does not provide credentials from Sandata. Lead EVV administrators who need these credentials should [attend an online course](#). As a reminder, training resources do not supersede DHS policy. Refer to the [DHS EVV Resources and FAQ](#) webpage for EVV policy information.

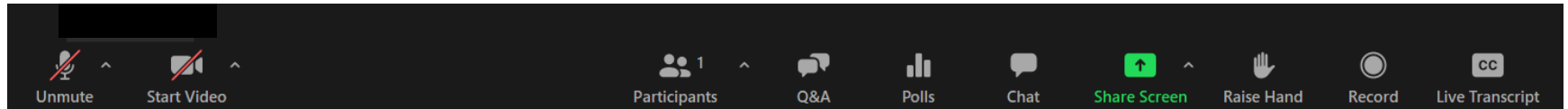
Additional languages for written materials can be requested through email at ydx.contactevv@wisconsin.gov, or call 833-931-2035. Please allow 30 business days for translation and delivery.

General information	+	
Getting started: ForwardHealth Portal	+	
Getting started: Sandata EVV Portal	+	
Client data	+	
Employee data	+	
Visit methods	+	
Visit maintenance	—	
Resource Title	Description	Languages Available
PowerPoint 9: EVV Visit Maintenance, P-02754	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	Updated 11/5/2021: English , Burmese , Hmong , Karen , Russian , Spanish
Refresher Training: Overview of Visit Maintenance	Understanding the visit life cycle, timeframe for edits, search filters, GPS (42:48 minutes)	English 🗣️
Refresher Training: Visit Maintenance and Call Edits	Editing calls, merging calls, entering manual calls, creating a call, preventing errors (27:14 minutes)	English 🗣️
Refresher Training: Visit Maintenance and Clearing Exceptions	Clearing unknown client exceptions, unauthorized service exceptions, preventing errors (35:28 minutes)	English 🗣️
Reports	+	

Cov lus nug

Cov lus nug

- Tsom kwm mus rau cov lus nug rau cov kev thov
- Sau koj cov nqe lus nug rau hauv Cov lus nug & Cov lus teb
- Tswj hwm ntiag tug



Ua tsaug

