

Electronic Visit Verification (Kev Txheeb Xyuas Qhov Tseeb Txog Kev Mus Ntsib Kws Kho Mob Hauv Khoos Phis Tawj) rau Cov Kev Pab Cuam Saib Xyuas Kho Mob Hauv Tsev

(Electronic Visit Verification for Home Health Care Services)

Rooj Sib Tham Ntawm Pej Xeem Sawv Daws
Lub Yim Hli Ntuj Tim 24, 2023

Cov Lus Qhib Lub Rooj Sib Tham

Dana Raue

Deputy Director, Bureau of Programs and Policy (Tus Lwm Thawj Coj, Lub Chaw Hauj Lwm Saib Xyuas Cov Txheej Txheem Pab Cuam thiab Txoj Cai)

Thaum Kawg ntawm Lub Rooj Sib Tham

- Nkag siab txog tsoom fwv teb chaws txoj cai hais txog electronic visit verification (kev txheeb xyuas qhov tseeb txog kev mus ntsib kws kho mob hauv khoos phis tawj, EVV)
- Paub tias EVV yog dab tsi
- Paub txog cov cai hais txog kev pab cuam thiab cov khoos kas uas yuav tsum tau muaj qhov EVV
- Ceev faj txog EVV lub ncuaj sij hawm
- Paub txog tias yuav muab tau lus tawm tswv yim pab rau qhov twg
- Nkag siab txog kauj ruam tom ntej
- Nrhiav cov lus teb rau koj cov lus nug

Ntsiab lus sib tham

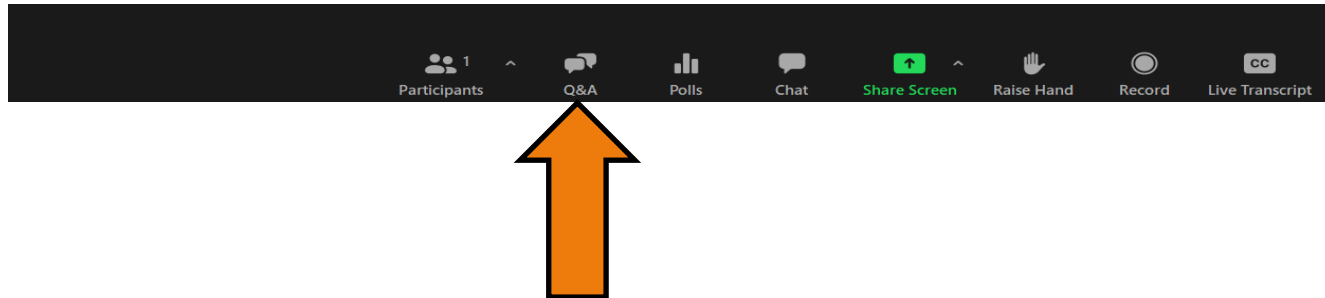
- Cov lus qhia
- Lus qhia dav txog EVV
- EVV rau Lub Ncua Sij Hawm Home Health Care Services (Muab Cov Kev Pab Cuam Saib Xyuas Kho Mob Hauv Tsev)
- EVV Cov Laj Txheej
- Cov Nqe Yuav Muab Coj Los Ua
- Cov Lus Nug thiab Lus Tawm Tswv Yim

Txais Tos thiab Nthuav Lus

- **Ali Renk**, Bureau of Benefits Policy (Chaw Ua Hauj Lwm Txog Txoj Cai Hais Txog Cov Txiaj Ntsig)
- **Scott Hawley**, EVV Tus Tswj Saib Xyuas Cov Dej Num
- **Martha Pings**, Kev Cob Qhia Txog EVV

Cov Lus Nug thiab Lus Tawm Tswv Yim

- Tsom rau cov lus nug txog EVV
- Sau koj cov npe lus nug rau hauv Cov lus nug & Cov lus teb
- Tswj hwm ntiag tug



Lus qhia dav txog EVV

- 21st Century Cures Act (Tsab Cai Kev Kho Mob Hauv Tiam 21) uas tsoom fwv yuam kom siv yuav tsum tau muaj EVV rau personal care services (cov kev pab cuam saib xyuas ntiag tug) (PCS) uas Medicaid-pab them nqi thiab HHCS.
- Cov xeev uas tsis siv EVV yuav muaj kev pheej hmoo poob Medicaid kev pab nyiaj.

Lus qhia dav txog EVV

EVV rau Kev Saib Xyuas Kho Mob Ntiag Tug thiab Cov Kev Pab Cuam Saib Xyuas Kho Mob Hauv Tsev Uas Muaj Kev Txhawb Nqa Siv Tau

- Cov tsab cai hais txog kev pab cuam **T1019, T1020, S5125,** thiab **S5126** tau teev kom siv EVV txij thaum Lub Kaum Ib Hlis Ntuj Tim 2, 2020.
- EVV qhov kev tso tawm siv loj tau pib hauv **Lub Tsib Hlis Ntuj Tim 1, 2023.**
- Tshab Xyuas Kev Hloov Kho Tshiab ForwardHealth [2022-48](#).

Lus qhia dav txog EVV

EVV txog Home Health Care Services (Cov Kev Pab Cuam Saib Xyuas Kho Mob Hauv Tsev, HHCS)

EVV rau HHCS yuav pib rau Lub Ib Hlis Ntuj Tim 1, 2024.

Lus qhia dav txog EVV

Cov thaj tsam ntawm kev muab qhov txheej txheem pab cuam nrog HHCS uas yuav tsum muaj EVV:

- Medicaid thiab BadgerCare Plus kev-them-nqi-rau-kev-pab (ForwardHealth daim npav)
- BadgerCare Plus thiab SSI Cov HMO
- Family Care thiab Family Care Partnership

Lus qhia dav txog EVV

HHCS Cov Cai txog Kev Kho Mob Uas Yuav Tsum Muaj EVV

Kev Pab Cuam	Cov Zauv Cim Kev Pab
Kev kho mob txog kev hais lus, hom lus, lub suab, kev sib txuas lus, thiab/los sis tus mob txog kev ua kom hnov lus; ib tug neeg [toj kev mus ntsib kws kho mob ib zaug]	92507
Qhov txheej txheem kev kho mob uas tsis qhia npe (qhia meej) [toj kev mus ntsib kws kho mob ib zaug]	97139
Tshuaj kho mob rau lub cev uas tsis qhia npe/kev pab cuam los sis qhov txheej txheem kev txhim kho kom rov ua tau hauj lwm [toj kev mus ntsib kws kho mob ib zaug]	97799

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

Lus qhia dav txog EVV

HHCS Cov Cai txog Kev Tu Neeg Mob Uas Yuav Tsum Tau Muaj EVV

Kev Pab Cuam	Cov Zauv Cim Kev Pab
Kev tuaj ntsib kiag hauv tsev txog kev saib xyuas lub tshuab pab ua pa [toj ib teev]	99504
Kev pab cuam los sis qhov txheej txheem kev mus ntsib kws kho mob hauv tsev uas tsis qhia npe [toj kev mus ntsib kws kho mob ib zaug]	99600
Kev saib xyuas tu neeg mob; hauv tsev; los ntawm tus kws tu neeg mob uas muaj ntawv rau npe, hauv ib teev	S9123
Kev saib xyuas tu neeg mob; hauv tsev; los ntawm tus kws tu neeg mob uas muaj daim ntawv tso cai, hauv ib teev	S9124

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

Lus qhia dav txog EVV

HHCS Cov Cai txog Kev Tu Neeg Mob Uas Yuav Tsum Tau Muaj EVV

Kev Pab Cuam	Cov Zauv Cim Kev Pab
Kev ntsuam xyuas/kev ntsuas kev tu mob [toj kev mus ntsib kws kho mob ib zaug]	T1001
Tus neeg pab txog kev noj qab haus huv hauv tsev los sis tus neeg pab kws tu neeg mob uas muaj ntawv pov thawj, toj kev mus ntsib kws kho mob ib zaug	T1021
Kev muab tshuaj noj ntawm qhov ncauj, txhaj nkag hauv tej leeg nqaij thiab/los sis hauv qab tawv nqaij los ntawm lub chaw muab kev saib xyuas kev noj qab haus huv/tus kws tshaj lij, toj kev mus ntsib kws kho mob ib zaug	T1502

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

Lus qhia dav txog EVV

PCS Tsab Cai txog Kev Mus Ntsib Kws Kho Mob Txog Kev Saib Xyuas Hauj Lawm Ntawm RN Yuav Tsum Tau Muaj EVV

Kev Pab Cuam	Cov Zauv Cim Kev Pab
Kev mus xyuas hauv tsev rau kev pab nrog cov kev ua dej num hauv kev ua neej txhua hnuv thiab kev saib xyuas tus kheej (toj kev mus ntsib kws kho mob ib zaug)	99509

Lus qhia dav txog EVV

6 COV NTSIAB LUS TSEEM CEEB



Leej twg yog
tus tau cov
kev pab



Muaj cov kev
pab nyob rau
qhov twg



Leej twg yog
tus muab
cov kev pab

Hnub muaj
kev pab



Muab cov
hom kev pab
dab tsi

Sij hawm tuaj txog/
Sij hawm tawm



Lus qhia dav txog EVV



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

Lus qhia dav txog EVV

Xeev Wisconsin Department of Health Services (Lub Tuam Tsev Hauj Lwm ntsig txog Cov Kev Pab Cuam Kev Noj Qab Haus Huv, DHS) muab siab los ua kom ntseeg tau tias:

- EVV “ua kev ntxhov siab tsawg kawg nkaus.”
- Siv cov kev coj zoo tshaj plaws thiab yeej tshawb fawb txog cov siv EVV tam sim no.
- Cov laj txheej EVV yog Health Insurance Portability and Accountability Act (Tsab Cai Hais Txog Kev Nqa Tau Nrog Yus thiab Kev Thaj Tsob Txog Kev Tuav Pov Hwm Kev Noj Qab Haus) Huv Xyoo 1996 qhov kev ua raws cai thiab kev ruaj ntseg.
- Muaj cov kev kawm rau cov chaw muab kev tu xyuas.

Lus qhia dav txog EVV

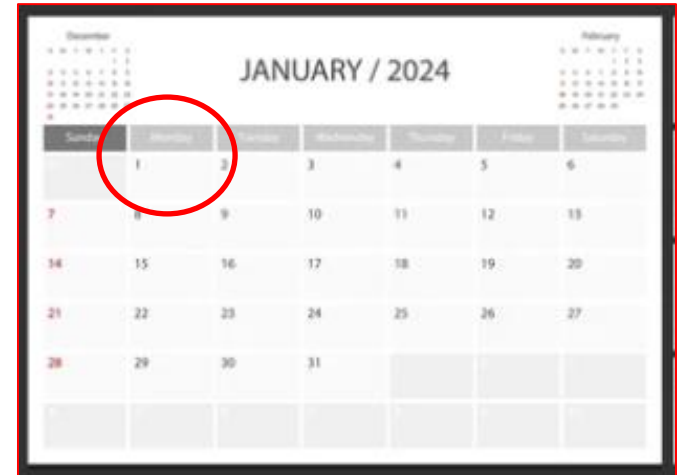
Cov Qauv Cai Txog Kev Taw Qhia:

- Tswj hwm theem kev pab cuam uas tau muab los
- Kev xaiv tus neeg muab kev pab txhawb
- Siv twj ywm tus neeg ua hauj lwm uas tus tib neeg xaiv tau
- Tswj xyuas kom yeej muab yam kev tu xyuas tiag

EVV rau HHCS—Ncua Sij Hawm

DHS tau txiav txim siab los tsim ob ncua sij hawm ua hauj lwm rau EVV HHCS ncua sij hawm:

- Kev qhib siv ib ntus hauv Lub Ib Hlis Ntuj Tim 1, 2024
- Kev qhib siv loj hauv xyoo 2024—hnuv tim TBD



Cov Kev Xaiv Txog Lub Laj Txheej EVV

Lub Laj Txheej Sandata EVV uas DHS-Muab Los

- Ua ntawv cog lus los ua lub laj txheej EVV uas lub xeev pab cuam los hauv 20 lub xeev
- Cov chaw muab kev pab cuam hauv Xeev Wisconsin tsis tau them nqi
- Muaj kev cob qhia
- Xeev Wisconsin cov kev txhawb nqa Saib Xyuas Tus Qhua Hauv EVV cov nqe lus nug txog lub laj txheej Sandata

Lwm Lub Laj Txheej EVV Sab Nraud

- Tshawb fawb txog cov laj txheej EVV thiab ua hauj lwm ua ke nrog tus neeg muag khoom
- Muaj lub luag hauj lwm txog cov nqi ntawm lub laj txheej
- Ua kom ntseeg tau tias lub laj txheej muaj ntawv pov thawj, ua kom tau raws DHS txoj cai/cov cai hais txog fab tev niv
- Kev sib sau ua ke uas yuav tsum tau muaj nrog DHS lub laj txheej EVV
- Kev cob qhia txog lub laj txheej uas tau ua hauj lwm ua ke nrog tus neeg muag EVV uas yog lwm txoj kev xav

Key qhia dav txog Sandata Lub Laj Txheej EVV—Cov Hauv Kev Sau Tej Ntaub Ntawv Qhia Paub Txog Kev Tuaj Ntsib Kws Kho Mob

Sandata Mobile Connect
(Sandata Sib Txuas hauv
Xov Tooj) (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

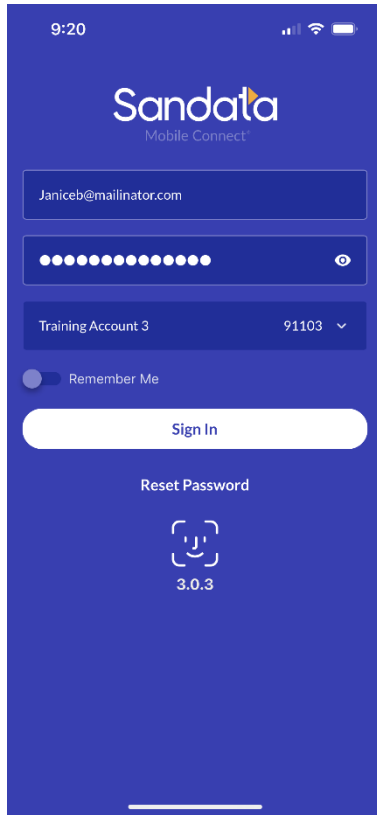


SMC Cov Qhab Nias Txog Ntaub Ntawv Hauv Lub App

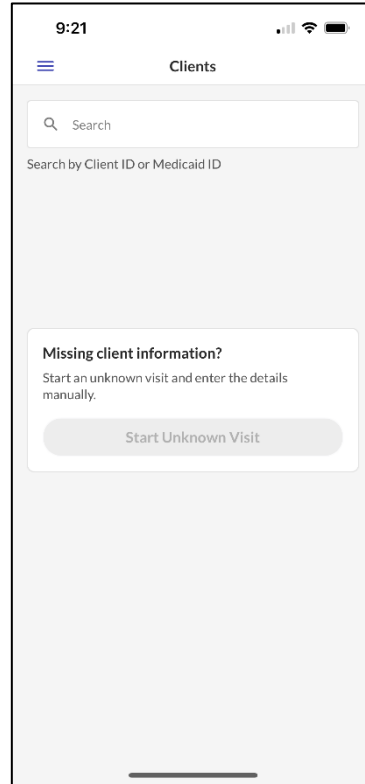
Tsoom Fwv Teb Chaws Txoj Cai Lij Choj Qhov Ntaub Ntawv Yuav Tsum Tau Muaj	Lub App Muab Tau Ntaub Ntawv Tau Li Cas
Hnub muaj kev pab cuam	Cia li tuav tau kiag
Pib/xaus kev pab cuam	Cia li tuav tau kiag
Hom kev pab cuam	Tus neeg tu xyuas tso rau hauv lub app
Qhov chaw muab kev pab cuam	Muab tau qhov GPS thaum ntaus sij hawm nkag/tawm nkaus xwb
Tus tib neeg tau qhov kev pab cuam	Tus neeg tu xyuas tso tus neeg tau kev pab tus cim rau hauv lub app
Tus tib neeg tau qhov kev tu kho	Tus neeg tu xyuas txuas mus rau hauv lub app

SMC Kev Ua Qauv Qhia Txog Lub App

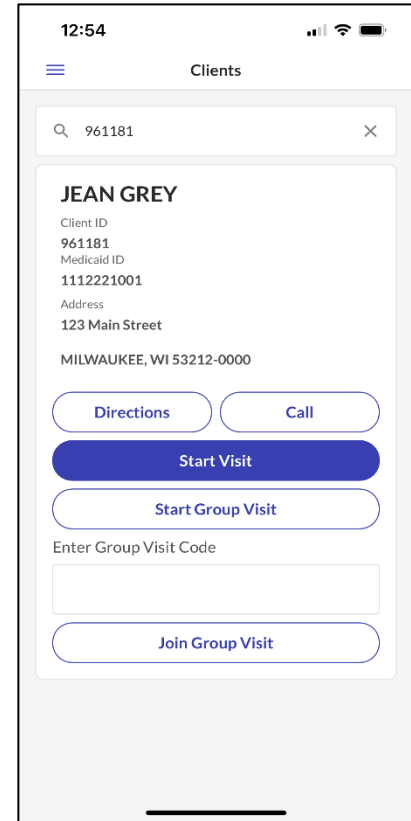
1



2



3



SMC Kev Ua Qauv Qhia Txog Lub App

4

12:55

Select a Service

COMBO - PCS & SHC

Supportive Home Care/15min

Supportive Home Care/Day

Personal Care Svc/15min

Personal Care/Day

Continue

5

12:55

Clients

961181

JEAN GREY

Client ID
961181
Medicaid ID
1112221001

Are you sure you want to start the visit?

Service: Supportive Home Care/15min

YES

NO

Enter Group Visit Code

Join Group Visit

6

7:42

Visit in Progress

JEAN GREY

Service
Supportive Home Care/15min
Clock In
07:41 AM

TASKS

NOTES

Visit notes

Complete Visit

TVV Qhov Kev Lis Hauj Lwm

1. Tom qab tuaj txog, hu rau tus nab npawb xov tooj hu dawb uas xaiv rau lub chaw ua hauj lwm

"Zoo siab txais tos, thov ntaus koj tus ID"

2. Ntaus koj tus ID EVV rau

"Nias 1 los ntaus lub sij hawm tuaj txog los sis nias 2 los ntaus lub sij hawm tawm mus"

3. Nias 1

"Txais tau thaum <sij hawm>"

4. Muab khwb.

5. Rov ua qhov kev lis hauj lwm qub txog lub sij hawm ua tiav kev pab cuam, uas muaj qhov kauj ruam ntxiv ntawm kev ntaus tus ID kev pab cuam rau uas cuam tshuam txog kev tuaj ntsib kws kho mob.



TVV Cov Chaw Ntaus Ntaub Ntawv Rau

Tsoom Fwv Teb Chaws Txoj Cai Lij Choj Qhov Ntaub Ntawv Yuav Tsum Tau Muaj

Lub Xov Tooj Yuav Muab Tau Ntaub Ntawv Tau Li Cas

Hnub muaj kev pab cuam

Cia li tuav tau kiag

Pib/xaus kev pab cuam

Cia li tuav tau kiag

Hom kev pab cuam

Tus ID Kev Pab Cuam ntaus los ntawm tus neeg tu xyuas

Qhov chaw muab kev pab cuam

Cia li tuav tau kiag

Tus tib neeg tau qhov kev pab cuam

Cia li tuav tau kiag

Tus tib neeg tau qhov kev tu kho

Tus ID ntaus los ntawm tus neeg tu xyuas

FVV Qhov Kev Lis Ntawm Lub Cuab Yeej

- 1 Nias lub pob nyeem ntawm lub tshuab thaum koj mus txog.
- 2 Sau tseg tus zauv uas tshwm ntawm lub tshuab.
- 3 Muab cov kev pab cuam.
- 4 Nias lub pob nyeem ntawm lub tshuab dua thaum koj tawm.
- 5 Sau tseg tus zauv tshiab uas tshwm ntawm lub tshuab.
- 6 Siv koj lub koomhaum muab kev pab tus xov tooj TVV hu qhia qhov kev sib ntsib.
- 7 Ntaus cov ncauj lus uas nug txog, nrog rau ob tug zauv tib si.



FVV Cov Chaw Ntaus Ntaub Ntawv Rau

Tsoom Fwv Teb Chaws Txoj Cai Lij Choj Qhov Ntaub Ntawv Yuav Tsum Tau Muaj

Lub Cuab Yeej Uas Nruab Khov Tuav Tau Ntaub Ntawv Tau Li Cas

Hnub muaj kev pab cuam

Tuav tau los ntawm tus zauv uas yog tus lej hauv lub cuab yeej

Pib/xaus kev pab cuam

Tuav tau los ntawm tus zauv uas yog tus lej hauv lub cuab yeej

Hom kev pab cuam

Tus neeg muab kev saib xyuas tau ntaus rau tom qab kev tuaj ntsib kws kho mob

Qhov chaw muab kev pab cuam

Cia li tuav tau kiag

Tus tib neeg tau qhov kev pab cuam

Tus neeg muab kev saib xyuas tau ntaus rau tom qab kev tuaj ntsib kws kho mob

Tus tib neeg tau qhov kev tu kho

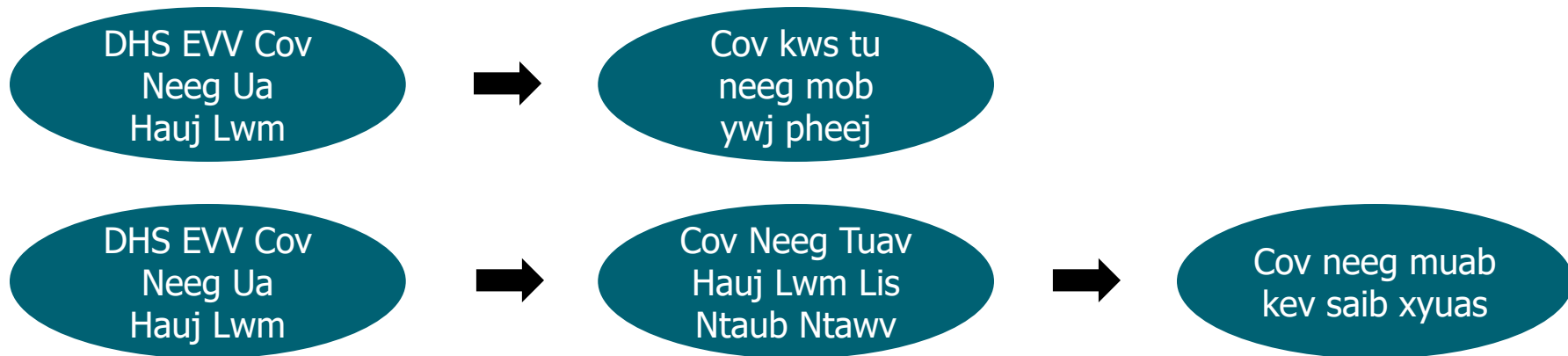
Tus neeg muab kev saib xyuas tau ntaus rau tom qab kev tuaj ntsib kws kho mob

EVV Portal (Lub Chaw Nkag Cuag) Lub Chaw Muab Kev Pab Cuam—Sandata EVV Cov Neeg Siv

- Kev soj qab taug xyuas hauv lub sij hawm tiag txog EVV cov ntaub ntawv kev tuaj ntsib kws kho mob
- Yus ntaus cov kev tuaj ntsib kws kho mob rau kiag
- Ua kom paub meej tias cov kev tuaj ntsib nyob rau hauv qhov txheej xwm uas kuaj xyuas qhov tseeb lawm ua ntej xa cov kev thov nyiaj rov qab
- Kho cov kev yuam kev ntawm kev tuaj ntsib kws kho mob (tsis muaj cov ntaub ntawv los sis cov kev ua yuam kev)
- Nkag cuag tau rau cov ntawv tshaj qhia ntxaws

EVV rau HHCS—Kev Cob Qhia

- DHS yuav siv tus qauv kev cob qhia tus kws cob qhia
- Yuav tsum tau muaj kev cob qhia rau cov thawj tuav tswj thiab cov neeg muab kev saib xyuas kho mob hauv tsev
- Yuav muab cov peev txheej kev pab cuam



Kev Npaj Lub Laj Txheej Sandata EVV Ua Ntej Yuav Muaj Kev Qhib Siv Me Ntsis Ua Ntej

Ua raws li cov kauj ruam hais txog [Nyuam Qhuav Paub txog EVV Puas Yog?](#):

- Kom tau cov ID uas yuav tsum tau muaj.
- Ua kev teeb tsa fab tev niv.
- Cob qhia cov neeg ua hauj lwm thiab cov neeg ua hauj lwm hauv chaw lis hauj lwm (thaum muaj kev cob qhia nyob rau tom ntu kawg ntawm lub xyoo).



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
- Who provides 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.)

WISCONSIN DEPARTMENT OF HEALTH SERVICES
P-03078 (08/2022)

The image also includes a screenshot of the ForwardHealth portal interface, showing a navigation menu on the left with options like 'Provider-specific Resources', 'Become a Provider', 'Fee Schedule', 'Wisconsin Administrative Code', 'ForwardHealth Enrollment Data', 'ForwardHealth System-Separated Claim Adjustments', 'Health Care Enrollment', 'Provider Registration', 'Enrollment Tracking Search', 'Bed Assignment & Payment', 'Medication Therapy Management Case', and 'Management Software'. The main content area displays a 'Welcome to the ForwardHealth Portal' message and a 'COVID-19 Dashboard' link.

Lwm Qhov Kev Lis Hauj Lwm EVV Sab Nraud Ua Ntej Yuav Muaj Kev Qhib Siv Me Ntsis Ua Ntej

Ua raws li cov kauj rau hauv lwm qhov EVV phab vev xaib ntawm www.dhs.wisconsin.gov/evv/alternateevv:

- Tshab Xyuas [Cov Cai Ntawm Lag Luam txog Lwm Cov Laj Txheej EVV](#).
- Tshawb nrhiav lwm cov neeg muag lub laj txheej EVV.
- Txiav txim siab seb lub laj txheej EVV twg haum rau koj lub lag luam.
- Tiv tauj Sandata Lwm Lub Tsev Hauj Lwm Loj Hauv Nroog Txog EVV.
- Tiv tauj Sandata tau ntawm Sandata.Zendesk.com los ua kom tiav qhov kev lis hauj lwm txog kev muab ntawv pov thawj thiab kev teeb tim qhov EVV lwm qhov.

Alternate EVV Town Hall Sessions

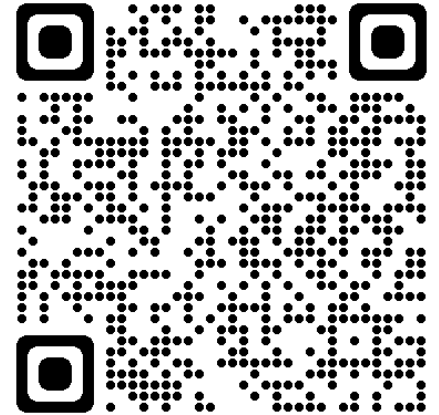


Are you a provider considering an alternate EVV system, or an EVV vendor supporting Wisconsin providers? Join one of our Alternate EVV Town Halls. Sandata technical staff will be available to answer questions about technical specifications.

- **September 14, 2023:** 12:30–2 p.m. CT | [Join online](#) | Call in: 551-285-1373 and use webinar ID 160 337 3593
- **October 12, 2023:** 9 a.m.–10:30 a.m. CT | [Join online](#) | Call in: 551-285-1373 and use webinar ID 160 337 3593
- **December 12, 2023:** 11 a.m.–12:30 p.m. CT | [Join online](#) | Call in: 551-285-1373 and use webinar ID 160 337 3593

Lwm Qhov Kev Lis Hauj Lwm EVV Sab Nraud Ua Ntej Yuav Muaj Kev Qhib Siv Me Ntsis Ua Ntej

- Faib qhia cov ntaub ntawv hais txog [cov ntaub ntawv qhia paub fab tev niv](#) nrog lwm tus neeg muag EVV.
- Kos npe rau thiab xa [daim foos Kev Lees Paub Txog EVV Lwm Qhov, F-02659](#) rov qab tuaj.
- Ntaus cov neg ua hauj lwm rau hauv qhov ForwardHealth Portal (Chaw Nkag Cuag Ntawm).
- Ua kom tiav Sandata qhov kev cob qhia ntawm tus neeg tuaj koom.
- Ua kom tiav qhov kev kuaj lub laj txheej.
- Kawm paub txog lwm lub laj txheej EVV thiab cob qhia cov neeg ua hauj lwm hauv lub chaw hauj lwm.



Ntaub ntawv qhia paub ntxaws hais txog lwm qhov kev lis hauj lwm ntawm EVV muaj nyob rau ntawm www.dhs.wisconsin.gov/evv/alternateevv.htm.

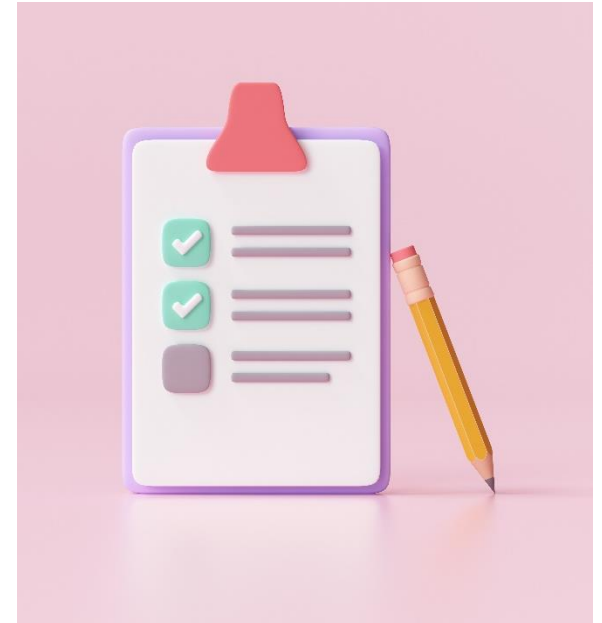
HHCS Kev Koom Nrog Ntawm Tus Neeg Muaj Feem Xyuam Tau Txiaj Ntsig

- Daim ntawv soj ntsuam txog lub chaw muab kev pab cuam (Lub Kaum Ib Hlis Ntuj 2022)
- Lub rooj sib tham ntawm pej xeem sawv daws (Lub Peb Hlis 2023)
- EVV Tus Nqis Peev Nrog Lub Rooj Sab Laj Tawm Tswv Yim
- Cov rooj sib tham hauv txhua hli ntawm tus neeg them nqi
- EVV lub thawv txais ntawv ntawm DHSEVV@dhs.wisconsin.gov



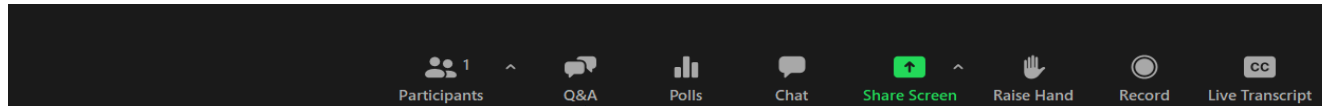
HHCS Daim Ntawv Ntsuam Xyuas Txog Lub Chaw Hauj Lwm Muab Kev Pab Cuam

- 56 feem pua ntawm cov koom haum paub txog EVV.
- 85 feem pua ntawm cov koom haum muaj cov neeg ua hauj lwm/cov neeg muab kev saib xyuas tsawg dua 25 leeg.
- Cov neeg teb ntawv soj ntsuam pom zoo nrog cov kev muab kev cob qhia thiab kev sib txuas lus.



Cov Lus Xam Pom thiab Lus Tawm Tswv Yim

- 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.



Qhov Tseem Ceeb Txog Kev Qhib Siv Me Ntsis Ua Ntej

Yuav tsum siv lub laj txheej EVV hauv Lub Ib Hlis Ntuj Tim 1, 2024, kom:

- Ua kom muaj yeej tej teeb meem tshwm sim xub thawj.
- Tsim cov kev lis thiab kev coj ua txog kev sau EVV tej ntaub ntawv qhia paub.
- Txo qis kom tsis txhob rau rov qab xa cov ntawv thov uas tsis kam lees paub thaum qhib siv loj.

Thaum nyob rau hauv ncuaj sij hawm qhib siv me ntsis ua ntej:

- Kev lis cov ntaub ntawv thov yuav **tsis** tau txais kev cuam tshuam.
- Tsuas siv cov ntaub ntawv uas haum raws li cov ntawv thov them nqi xwb.

Cov Nqe Yuav Muab Coj Los Ua

- Rau npe nkag kom tau txais EVV cov emial xa tuaj.
- Hloov kho tshiab cov ntaub ntawv qhia paub txog tus neeg muab kev pab cuam hauv Lub Chaw Nkag Cuag Ntawm ForwardHealth.
- Tshawb fawb txog cov laj txheej EVV thiab xaiv tus neeg muag EVV uas haum rau koj lub lag luam.
- Yog tias xaiv tau lwm tus neeg muag EVV lawm, mus koom rau hauv Sandata Lub Tsev Ua Hauj Lwm Loj Hauv Nroog. Cov hnuab thiab sij hawm teev muaj nyob hauv www.dhs.wisconsin.gov/evv/alternateevv.htm.


Wisconsin EVV Customer Care

833-931-2035

vdxc.contactevv@wisconsin.gov 

Hours: Monday-Friday

7:00 a.m. - 6:00 p.m. CT

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Cov Nqe Yuav Muab Coj Los Ua

- Koom hauv Cov Kev Sib Tham Tseem Ceeb hauv txhua hli.
- Nug cov nqe lus nug thiab muab lus tawm tswv yim rau DHS EVV pab pawg ua hauj lwj nyob rau ntawm dhsevv@dhs.wisconsin.gov.
- Faib qhia txog cov kev xav nrog koj cov thawj tuav tswj ntawm HMO thiab MCO

Stay up to date



Join **Key Conversations** — an informal, monthly drop-in session. DHS staff and EVV specialists will be available to answer questions about EVV.

- **July 17, 2023:** 1–2 p.m. CT | [Join online](#) | Call in: 669-254-5252 and use webinar ID 160 112 5213
- **August 21, 2023:** 1–2 p.m. CT | [Join online](#) | Call in: 669-254-5252 and use webinar ID 160 112 5213



Xaus lus

- Nkag siab txog txoj cai txog EVV ntawm tsoom fwv teb chaws.
- Paub tias EVV yog dab tsi.
- Paub zoo txog cov cai kev pab cuam thiab cov txheeej txheem pab cuam uas yuav tsum muaj EVV.
- Ceev faj txog ncuaj sij hawm ntawm EVV.
- Paub txog tias yuav muab tau lus tawm tswv yim pab rau qhov twg.
- Muaj cov nqe yuav muab los ua kom meej uas yuav ua kom tiav.
- Tau txais cov lus teb rau koj cov lus nug.

Kev Soj Ntsuam Luv-luv

Thov faib qhia txog koj cov lus tawm tswv yim.

Ua Tsaug

