Electronic Visit Verification for Home Health Care Services

Public Forum
August 24, 2023

WISCONSIN DEPARTMENT
of HEALTH SERVICES

Opening Remarks

Dana Raue

Deputy Director, Bureau of Programs and Policy

By the End of the Forum

- Understand federal electronic visit verification (EVV) requirement
- Know what EVV is
- Recognize service codes and programs requiring EVV
- Be aware of EVV timeline
- Know where to provide feedback
- Understand next steps
- Get answers to your questions

Agenda

- Introductions
- Overview of EVV
- EVV for Home Health Care Services Timeline
- EVV Systems
- Action Items
- Questions and Input

Welcome and Introductions

- **Ali Renk,** Bureau of Benefits Policy
- **Scott Hawley,** EVV Project Management
- **Martha Pings,** EVV Training

Questions and Input

- Focus on questions for EVV
- Type your questions in the Q&A
- Maintain privacy
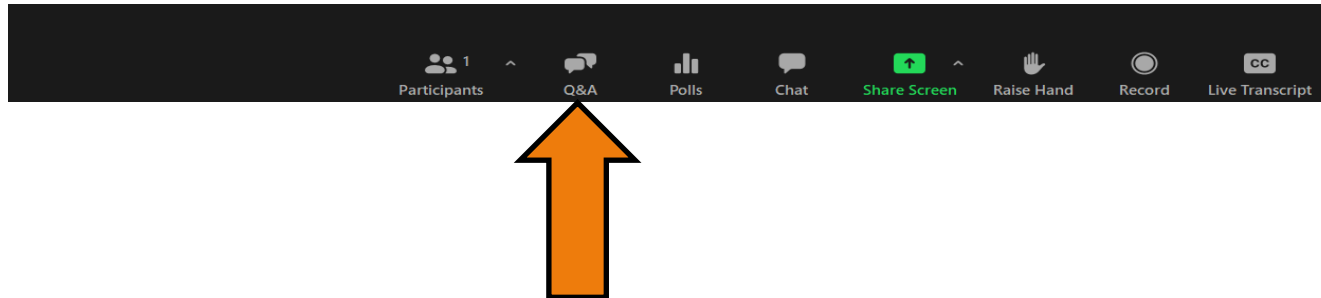
Overview of EVV

- Federally mandated 21st Century Cures Act requires EVV for Medicaid-covered personal care services (PCS) and HHCS.
- States that do not implement EVV risk losing Medicaid funding.

Overview of EVV

EVV for Personal Care and Applicable Supportive Home Care Services

- Service codes **T1019, T1020, S5125**, and **S5126** have required EVV since November 2, 2020.
- EVV hard launch began **May 1, 2023.**
- Review ForwardHealth Update [2022-48](#).

Overview of EVV

EVV for Home Health Care Services (HHCS)

EVV for HHCS will begin by January 1, 2024.

Overview of EVV

Program areas with HHCS that require EVV:

- Medicaid and BadgerCare Plus fee-for-service (ForwardHealth card)
- BadgerCare Plus and SSI HMOs
- Family Care and Family Care Partnership

Overview of EVV

HHCS Codes for Therapy Requiring EVV

Service	Service Codes
Treatment of speech, language, voice, communication, and/or auditory processing disorder; individual [per visit]	92507
Unlisted therapeutic procedure (specify) [per visit]	97139
Unlisted physical medicine/rehabilitation service or procedure [per visit]	97799

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

Overview of EVV

HHCS Codes for Nursing Requiring EVV

Service	Service Codes
Home visit for mechanical ventilation care [per hour]	99504
Unlisted home visit service or procedure [per visit]	99600
Nursing care; in the home; by registered nurse, per hour	S9123
Nursing care; in the home; by licensed practical nurse, per hour	S9124

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

Overview of EVV

HHCS Codes for Nursing Requiring EVV

Service	Service Codes
Nursing assessment/evaluation [per visit]	T1001
Home health aide or certified nurse assistant, per visit	T1021
Administration of oral, intramuscular and/or subcutaneous medication by health care agency/professional, per visit	T1502

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

Overview of EVV

PCS Code for RN Supervisory Visit Requiring EVV

Service	Service Codes
Home visit for assistance with activities of daily living and personal care (per visit)	99509

Overview of EVV

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

Overview of EVV

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

Overview of EVV

The Wisconsin Department of Health Services (DHS) strives to ensure:

- EVV is "minimally burdensome."
- Best practices are applied and existing uses of EVV are researched.
- EVV systems are Health Insurance Portability and Accountability Act of 1996 compliant and secure.
- Training opportunities are available to providers.

Overview of EVV

Guiding Principles:

- Maintain level of services provided
- Support provider selection
- Keep individual's choice of worker
- Ensure needed care is delivered

EVV for HHCS—Timeline

DHS decided to create two phases for the EVV HHCS timeline:

- Soft launch by January 1, 2024
- Hard launch in 2024—date TBD
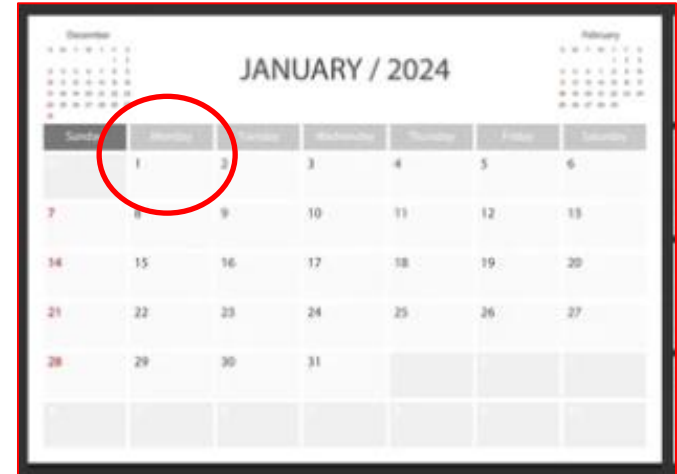
EVV System Options

DHS-Provided Sandata EVV System	Alternate EVV System
• Contracted as the state-provided EVV system in 20 states • No cost to Wisconsin providers • Training provided • Wisconsin EVV Customer Care supports Sandata system questions	• Research EVV systems and coordinate with vendor • Responsible for system costs • Ensure system is certified, meets DHS policy/technical requirements • Required integration with DHS EVV system • System training coordinated with alternate EVV vendor

Overview of Sandata EVV System— Methods to Collect Visit Information

Sandata Mobile Connect (SMC)	Telephonic Visit Verification (TVV)	Fixed Visit Verification (FVV)
Cell phone or tablet	Landline at client's home	Device at client's home

SMC App Data Points

Federal Law Required Data	How the App Captures the Data
Date of service	Captured automatically
Start/end time of service	Captured automatically
Type of service	Entered by caregiver into app
Location of service	Captures GPS during clock in/out only
Individual receiving service	Caregiver enters client code into app
Individual providing service	Caregiver's log in for the app

SMC App Demonstration
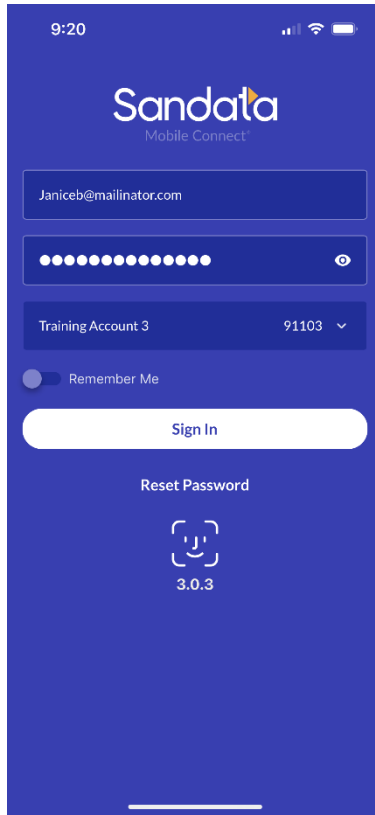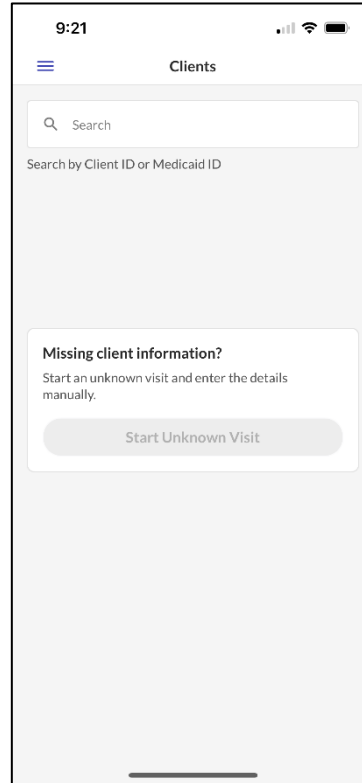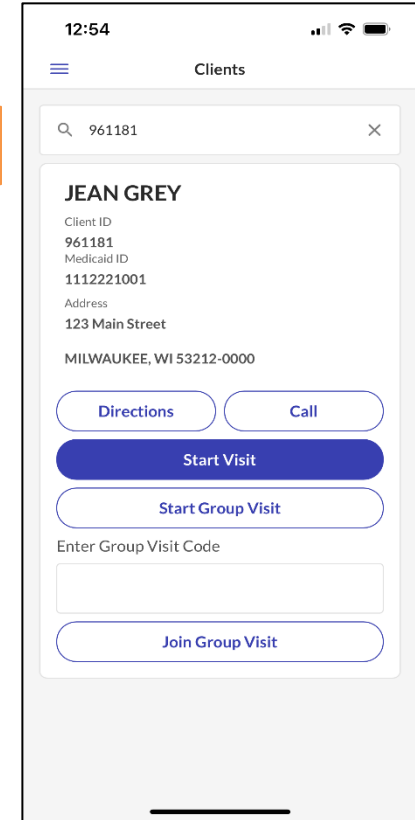
SMC App Demonstration

TVV Process

1. Upon arriving, call the agency-assigned toll-free phone number

    *"**Welcome, please enter your ID**"*

2. Enter your EVV ID

    *"**Press 1 to clock in or press 2 to clock out**"*

3. Press 1

    *"**Received at <time>**"*

4. Hang up.

5. Repeat same process for end time of service, with the additional step of entering the service ID associated with the visit.

TVV Data Points

Federal Law Required Data	How the Telephone Captures the Data
Date of service	Captured automatically
Start/end time of service	Captured automatically
Type of service	Service ID entered by caregiver
Location of service	Captured automatically
Individual receiving service	Captured automatically
Individual providing service	ID entered by caregiver

FVV Device Process

1. Press button on the device when you arrive.
2. Write down the number that the device shows.
3. Provide care services.
4. Press button on the device again before you leave.
5. Write down the new number the device shows.
6. Call in the visit using your agency's TVV line.
7. Enter the information the prompts ask for, including both numbers.

FVV Data Points

Federal Law Required Data	How the Fixed Device Captures the Data
Date of service	Captured by numeric code on device
Start/end time of service	Captured by numeric code on device
Type of service	Entered by caregiver after visit
Location of service	Captured automatically
Individual receiving service	Entered by caregiver after visit
Individual providing service	Entered by caregiver after visit

EVV Provider Portal—Sandata EVV Users

- Real-time monitoring of EVV visit data
- Manually enter visits
- Make sure visits are in verified status before submitting claims
- Fix visit errors (missing information or mistakes)
- Access to detailed reports

EVV for HHCS—Training

- DHS will use train-the-trainer model
- Training will be needed for administrators and home health care caregivers
- Resources will be provided

DHS EVV Staff ➡ Independent nurses

DHS EVV Staff ➡ Administrators ➡ Caregivers

Sandata EVV System Preparation Prior to Soft Launch

Follow the [New to EVV?](#) steps:

- Obtain required IDs.
- Perform technical setup.
- Train workers and staff (when training is available toward end of year).

Alternate EVV Process Prior to Soft Launch

Follow the steps on the alternate EVV webpage at www.dhs.wisconsin.gov/evv/alternateevv:

- Review Business Requirements for Alternate EVV Systems.
- Explore alternate EVV system vendors.
- Decide which EVV system is right for your business.
- Join a Sandata Alternate EVV Town Hall.
- Contact Sandata at Sandata.Zendesk.com to complete the alternate EVV certification and set-up process.

**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:** 111 a.m.–12:30 p.m. CT | Join online | Call in: 551-285-1373 and use webinar ID 160 337 3593

Alternate EVV Process Prior to Soft Launch

- Share [technical specifications](#) document with alternate EVV vendor.
- Sign and return [Alternate EVV Attestation form, F-02659](#).
- Enter workers in ForwardHealth Portal.
- Complete Sandata aggregator training.
- Complete system testing.
- Learn alternate EVV system and train agency workers.
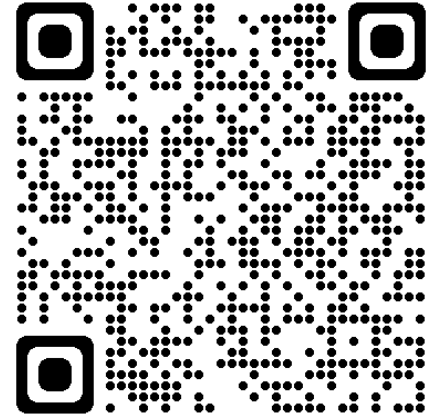
Detailed information about the alternate EVV process is at www.dhs.wisconsin.gov/evv/alternateevv.htm.

HHCS Stakeholder Engagement

- Provider survey (November 2022)
- Public forum (March 2023)
- EVV Stakeholder Advisory Workgroup
- Monthly payer meetings
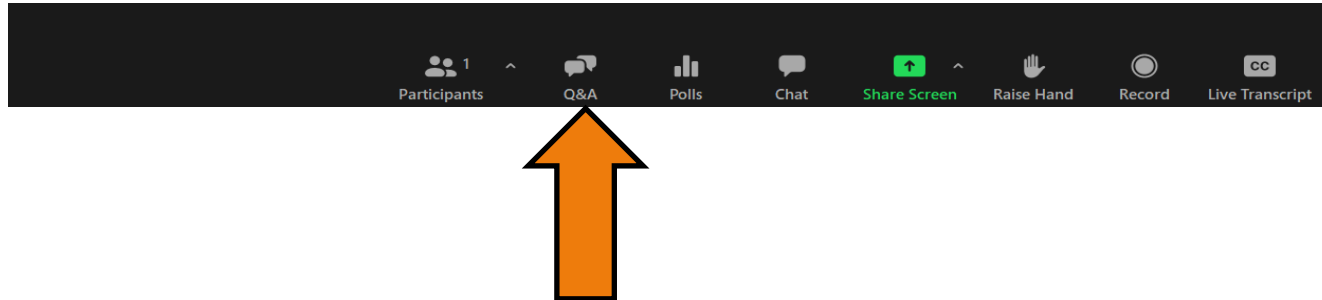- EVV mailbox at DHSEVV@dhs.wisconsin.gov

HHCS Provider Agency Survey

- 56 percent of organizations heard of EVV.
- 85 percent of organizations have fewer than 25 workers/caregivers.
- Respondents agree with training and communication offerings.
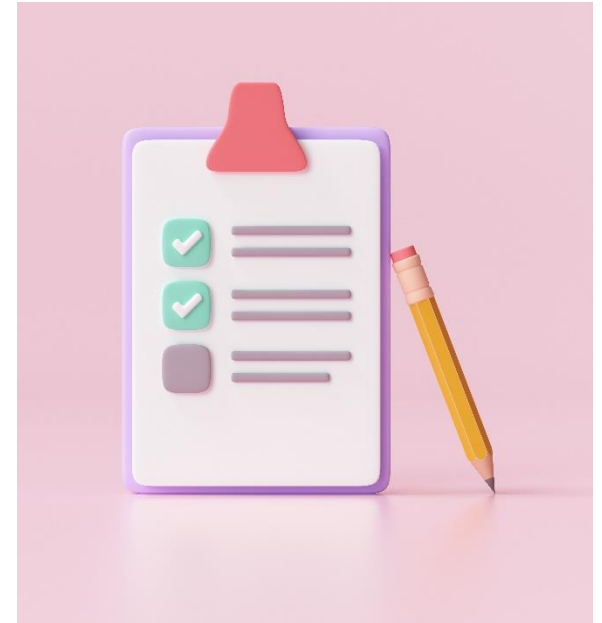
Comments and Input

- Focus on questions for EVV.
- Type your questions in the Q&A.
- Maintain privacy.

Soft Launch Importance

Use of EVV system is required on January 1, 2024, to:
- Overcome initial hurdles.
- Establish processes and practice collecting EVV information.
- Reduce resubmissions for denied claims at hard launch.

During the soft launch phase:
- Claims processing will **not** be impacted.
- Data is matched to claims for informational purposes only.

Action Items

- Sign up for EVV emails.
- Update provider information in the ForwardHealth Portal.
- Research EVV systems and choose an EVV vendor that is right for your business.
- If an alternate EVV vendor is chosen, attend a Sandata Town Hall. Dates and times listed 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

Join our email list ⧉

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

Action Items

- Join monthly Key Conversations.
- Ask questions and provide feedback to DHS EVV team at dhsevv@dhs.wisconsin.gov.
- Share thoughts with your HMO and MCO administrators

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

Recap

- Understand federal EVV requirement.
- Know what EVV is.
- Recognize service codes and programs requiring EVV.
- Be aware of EVV timeline.
- Know where to provide feedback.
- Have clear action items to complete.
- Get answers to your questions.

Brief Survey

Please share your feedback.

WISCONSIN DEPARTMENT
of HEALTH SERVICES

Thank You

WISCONSIN DEPARTMENT
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