

# Electronic Visit Verification

Public Forum  
November 29, 2023



# 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.
- Recognize EVV policy.
- Understand training options.
- Know where to find resources.
- Be aware of next steps.
- Get answers to your questions.

# Agenda

- Introductions
- Overview of EVV
- EVV for Personal Care and Supportive Home Care Services (PCS)
  - Progress
  - Key Learnings
- EVV for Home Health Care Services (HHCS)
  - Progress
  - Action Items
- Questions and Input

# Introductions

## **Wisconsin Department of Health Services (DHS)**

Dana Raue, Ali Renk, Mandy Marcum, Martha Pings, Scott Hawley

## **Wisconsin EVV Customer Care**

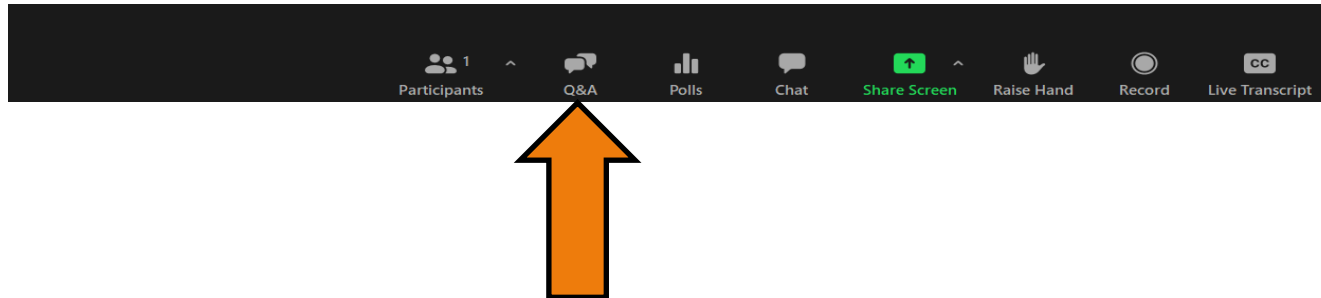
Chris Mathieu, Halli Tyra

## **Wisconsin EVV Systems Team**

Sheila Itzen, Alex Kubli

# Questions and Input

- Focus questions on EVV for home health care services and nurse supervisory code 99509.
- Type your questions in the Q&A.
- Maintain privacy.



# Overview of EVV

- Federally mandated 21<sup>st</sup> Century Cures Act requires EVV for Medicaid-covered PCS and HHCS.
- States that do not implement EVV will lose Medicaid funding.
- Advantages of EVV may include enhanced compliance, increased efficiency, and improved quality of care.

# EVV for PCS Progress

## EVV for PCS

- Service codes **T1019**, **T1020**, **S5125**, and **S5126** have required EVV since November 2, 2020.
- EVV hard launch began **May 1, 2023**.
- Continuous data monitoring is used for key learnings, process and system enhancements, waste and abuse detection, Office of the Inspector General (OIG) audits, and more.



# 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

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 Progress

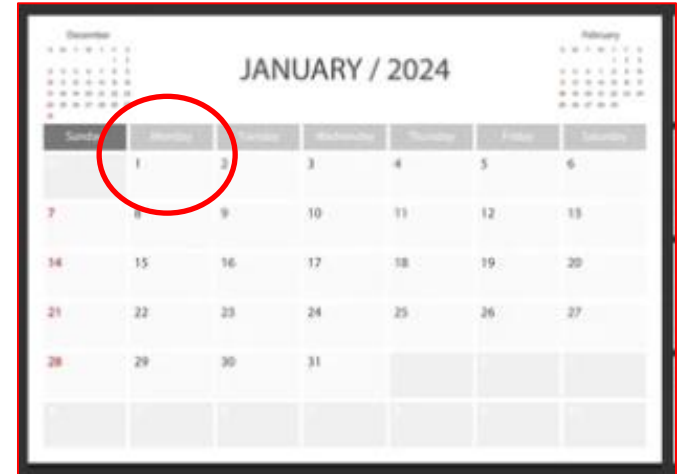
DHS decided to create two phases for the EVV HHCS timeline:

1. Soft launch on January 1, 2024
2. Hard launch in 2024—date TBD

# EVV for HHCS Progress

Soft launch on January 1, 2024:

- Providers and workers have time to become efficient.
- Claims and encounters without EVV data will continue to be paid.
- EVV is required for HHCS paid for by Wisconsin Medicaid on this date.
- Soft launch does not change current requirements for time sheets, record of care, or other documentation.



# EVV for HHCS Progress

Hard launch in 2024—date TBD:

- ◆ Claims or encounters without EVV data will be denied.
- ◆ The date has not been determined yet.
- ◆ DHS will provide at least three months' notice.



Hard launch:  
Date TBD,  
2024

# EVV for HHCS Progress

Program areas with HHCS that require EVV:

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



# What service codes will require EVV on January 1, 2024?

<b>Personal Care Services (T1019) Nurse Supervisory Visit Code</b>	<b>Private Duty Nursing (PDN) Codes (Independent Nurses and Agency Nurses)</b>	<b>Non-PDN Nursing Codes (Independent Nurses and Agency Nurses May Use)</b>	<b>Therapy Codes</b>
<b>99509</b> (Home visit for assistance with activities of daily living and personal care)	<b>99504</b> (Home visit for mechanical ventilation care)	<b>99600</b> (Unlisted home visit service or procedure)	<b>92507</b> (Treatment of speech, language, voice, communication, and/or auditory processing disorder)
	<b>S9123</b> (Non-vent private duty nursing care in home—by RN)	<b>T1001</b> (Nursing assessment/evaluation)	<b>97139</b> (Unlisted therapeutic procedure—occupational therapy)
	<b>S9124</b> (Non-vent private duty nursing care in home—by LPN)	<b>T1502</b> (Administration of oral, intramuscular, and/or subcutaneous medication)	<b>97799</b> (Unlisted physical medicine/rehab service or procedure—physical therapy)
		<b>T1021</b> (Home health aide or CNA visit)	

# HHCS Stakeholder Engagement

- Provider survey (November 2022)
- Public forum (March and August 2023)
- EVV Stakeholder Advisory Workgroup
- Monthly Key Conversations
- Monthly payer meetings
- Wisconsin EVV Customer Care

## **Have questions? Need help?**

Wisconsin EVV Customer Care is available at 833-931-2035 or [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov) Monday-Friday, 7 a.m.–6 p.m. Central Time.

# EVV for HHCS Update

## Choose an EVV System

### DHS-Provided Sandata EVV System

- No cost to Wisconsin providers
- Training provided
- Sandata EVV Portal
- Wisconsin EVV Customer Care supports Sandata system questions

### Alternate EVV System

- EVV systems research and vendor coordination
- Responsible for system costs
- Ensure system is certified and meets DHS policy/technical requirements
- Required integration with DHS EVV system
- Training provided by alternate EVV vendor
- Sandata aggregator training required
- Alternate EVV system customer care supports questions

# Overview of Sandata EVV System— Methods to Collect Visit Information

## Sandata Mobile Connect (SMC)

Smart phone or  
tablet



## Telephonic Visit Verification (TVV)

Landline at  
client's home



## Fixed Visit Verification (FVV)

Device at client's  
home



# SMC App Data Points



<b>Federal Law Required Data</b>	<b>How the App Captures the Data</b>
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

# 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

<b>Federal Law Required Data</b>	<b>How the Telephone Captures the Data</b>
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

<b>Federal Law Required Data</b>	<b>How the Fixed Device Captures the Data</b>
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 Users

SMC

TVV

FVV



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)

# DHS-Provided Sandata EVV System Preparation Prior to Soft Launch

## Getting Ready for Soft Launch webpage:

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

EVV: Home
What's New
Members
IRIS
<b>Providers</b>
Payers
Alternate EVV
Training
Resources and FAQs
Contact Us

### Stay connected

Join our email list  
Sign up to receive email notices about EVV in Wisconsin.

### Have questions? Need help?

Wisconsin EVV Customer Care is available at 833-931-2035 or [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov) Monday-Friday, 7 a.m.–6 p.m. Central Time.

## Electronic Visit Verification (EVV): Information for Providers Getting ready for soft launch on January 1, 2024

[Learn more about the service codes requiring use of an EVV system.](#)

Below are steps to complete this fall to start capturing EVV information on January 1, 2024. Independent nurses, as "an agency of one," will have the roles of both administrator and worker in the steps below.

### Steps to take through November 2023

**All providers, regardless if they are using the DHS-provided Sandata EVV system or an alternate EVV system, should complete these steps.**

- Choose an EVV system that is right for your business. Providers can opt for either the DHS-provided Sandata EVV system or an alternate EVV system.
- Sign up for [EVV emails](#).
- Update your provider contact information on the [ForwardHealth Portal Demographic Maintenance Tool User Guide](#), P-00953 (PDF) area's Mailing Address panel in the [ForwardHealth Portal](#).
  - Important provider information about EVV from the DHS EVV team will be sent to the email you provide.
  - For providers using the DHS-provided Sandata EVV system, make sure you register for the Sandata administrator training with this same email because credentials will be sent to it after the training is complete.
- Join the [EVV Public Forum](#) on Wednesday, November 29 from 1-3 p.m. Central time (CT).
- Join [Key Conversations](#), a monthly informal question and answer session with EVV specialists.
- Share feedback with your health maintenance organization (HMO) or managed care organization (MCO). Become acquainted with their customer care options and claim resubmission policies.
- Start thinking through how EVV will fit into your daily routine and, if appropriate, how to communicate about EVV to your workers and the members you serve.
- Consider how you will structure training for your workers. Suggestions can be found on the [Training Workers for EVV](#), P-02851 (PDF) resource and [Successful Training](#), P-02706 (PDF).
- All printed resources are available in English, Hmong, and Spanish. Determine if printed resources will be needed in other languages. Request them at [vdxc@contactevv@wisconsin.gov](mailto:vdxc@contactevv@wisconsin.gov).

# Alternate EVV System Preparation Prior to Soft Launch

- Complete steps on the alternate EVV webpage at [www.dhs.wisconsin.gov/evv/alternateevv.htm](http://www.dhs.wisconsin.gov/evv/alternateevv.htm).
- Make sure your alternate EVV vendor joins final Sandata Alternate EVV Town Hall on December 12.
- Contact Sandata's Customer Support with questions about the alternate EVV process at [Sandata.zendesk.com/hc/en-us](https://Sandata.zendesk.com/hc/en-us).

**Electronic Visit Verification (EVV): Alternate EVV**

An alternate EVV system is an EVV data collection system not provided by the Wisconsin Department of Health Services (DHS). Providers can use either the DHS-provided Sandata EVV system or an alternate EVV system. Providers who choose an alternate EVV system must:

1. Review the business requirements for alternate EVV systems.
2. Complete the Sandata alternate EVV certification and Sandata aggregator portal set up process.
3. Learn how to use the alternate EVV system and train agency workers.

Alternate EVV systems are required to integrate with the Sandata aggregator. Alternate EVV systems send a provider's EVV visit information to the Sandata aggregator where providers can verify EVV visit information was received and that visits are in a verified status. The Sandata aggregator feeds all EVV visit information to DHS. DHS processes the visits and sends files to payers on a daily basis. Providers and their alternate EVV vendor will work with Sandata to set up their system and receive training on the Sandata aggregator portal.

Providers are responsible for any costs related to the implementation of, or training for, an alternate EVV data collection system.

Please plan ahead. The certification and set up process may take up to three months to complete.

**The EVV certification requirements and process are detailed below:**

**1. Business requirements**

Review the [Business Requirements for Alternate EVV Systems, P-02963](#) (PDF), which outlines the high-level requirements for providers considering an alternate EVV system.

**2. Certification and set up process**

Complete each step on the [Alternate EVV Certification Process Checklist, P-02963A](#) (PDF). The certification process is shortened if the provider's alternate EVV vendor has already been certified for use in Wisconsin.

**Stay connected**

Join our email list  
Sign up to receive email notices about EVV in Wisconsin.

Have questions? Need help?  
Wisconsin EVV Customer Care is available at 833-931-2035 or [evv.contact@wisconsin.gov](mailto:evv.contact@wisconsin.gov).  
24/7: Monday-Friday, 7 a.m. - 6 p.m. Central Time.

**Alternate EVV Town Hall Sessions**

Are you a provider considering an alternate EVV system, or an EVV vendor supporting Wisconsin providers? Join one of Sandata's Alternate EVV Town Halls. Sandata staff will be available to answer questions about the process to set up and use an alternate EVV system. They can also answer questions about the [technical specifications](#).

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

# ForwardHealth Policy Highlights

- [ForwardHealth Update 2023-40](#) containing HHCS EVV policy was published on November 21, 2023.
- [ForwardHealth Update 2023-41](#) containing policy for PCS service code 99509 was published on November 21, 2023.
- Refer to policy in the [ForwardHealth Online Handbook](#) on and after January 2, 2024.

# HHCS EVV Policy and Program Design

## **Provider ID**

- Sandata provider training asks for provider ID. Use Medicaid ID in this field.
- Providers may continue to use their National Provider Identifier (NPI) for service authorizations and billing.
  - ◆ Providers who successfully bill Wisconsin Medicaid with an NPI already have a Medicaid ID.
  - ◆ Providers who are already Medicaid enrolled should not request a separate provider ID for EVV.
- Providers who need help finding their Medicaid ID should contact Provider Services or Wisconsin EVV Customer Care.

# HHCS EVV Policy and Program Design

## Worker IDs

- Providers are required to obtain a unique worker ID for each worker using EVV to log visits regardless of EVV system:
  - ◆ Independent nurses are both provider/admin and worker; unique worker ID is required.
  - ◆ Nurse supervisors providing 99509 services must have a unique worker ID.
- The ForwardHealth Portal process to obtain unique worker IDs will be available mid-December 2023.

Definition of worker =  
Anyone who provides  
services requiring use  
of an EVV system,  
including independent  
nurses and nurse  
supervisors

# HHCS EVV Policy and Program Design

## **Live-in Workers**

- DHS requires EVV for live-in workers providing home health services.
- DHS requires EVV for live-in nurses providing 99509 services.



# HHCS EVV Policy and Program Design

## **Manual Time Entry and Corrections**

- Expectation is to capture EVV in real time.
- Administrators may need to manually create visits or make a correction on occasion.
- Manual EVV visits are allowed in the Sandata EVV Portal and in alternate EVV systems.
- Manual visits and corrections require a reason code.
- Currently, DHS does not limit the number of manual EVV visits.
- DHS OIG monitors manually entered visits and corrections.

# HHCS EVV Policy and Program Design

## **Capturing EVV Without Payer's Authorization**

- Sandata system requires authorization details to capture EVV visit information without error.
- DHS allows providers to enter required authorization information for required HHCS and 99509 service codes to capture EVV visit information in Sandata.
- Adding this information does not authorize a member to receive services or create a true authorization in ForwardHealth, HMO, or managed care organization (MCO) systems.

# HHCS EVV Policy

## **Member Traveling Out of State**

EVV does not change DHS policy about where services may be provided.

# HHCS EVV Policy

## **Outpatient Services**

For HMOs, MCOs, and fee-for-service BadgerCare Plus and Medicaid, outpatient services, distinct from home health care services, do not require EVV.

# HHCS EVV Policy

## **Medicare Crossover Claims**

- DHS does not require EVV for Medicare crossover claims.
- Providers may choose to require workers to capture EVV information for all HHCS services that would normally require EVV.

# HHCS EVV Policy

## **Commercial Insurance**

DHS requires EVV to be captured regardless of whether the member has commercial insurance coverage as the primary payer.

# HHCS EVV Policy and Program Design

## **Private Duty Nursing** (Service Codes 99504, S9123, S9124)

- EVV systems use the same rounding logic required for providers per ForwardHealth policy.
- The EVV visit units must be **equal to or greater than** the units on the claim detail or the claim will be denied.
- EVV does not change policy (For examples, overlapping shifts, more than 60 hours worked, out-of-state services):
  - ◆ EVV does not enforce those policies.
  - ◆ EVV provides information that may flag instances where policy is not followed.

# HHCS EVV Policy and Program Design

## **Private Duty Nursing** (Service Codes 99504, S9123, S9124)

Example:

Worker checks in—9 a.m.

Break—11–11:30 a.m.

Checks out—1 p.m.

- Only bill time providing services = 3.5 hours
  - EVV visit = 4 hours

EVV units may be equal to or greater than number of units being billed.

Note: Providers may require workers to check out of their EVV system when they are not providing a service requiring EVV.



# HHCS EVV Policy and Program Design

**Therapy and Nursing Codes** (99600, T1001, T1502, T1021, 92507, 97139, 97799)

There must be one unique visit captured for each instance of the code that is billed.

# HHCS EVV Policy and Program Design

## **Nurse Supervisory Code 99509**

- Service code 99509 is billed per visit.
- Workers must capture one unique EVV visit for each instance of the code the provider bills—that is, a provider may not bill more than one 99509 visit to one EVV record.
- For the purposes of EVV, DHS does not require a minimum or maximum amount of time for each visit.

# EVV for HHCS—Training

- DHS uses train-the-trainer model. Resources will be provided.
- Training is needed for administrators and workers. Start in December.
- Maximize soft launch to practice, practice, practice.
- Refer to the EVV Training webpage at [www.dhs.wisconsin.gov/evv/training.htm](http://www.dhs.wisconsin.gov/evv/training.htm).



# Required Administrator Training

- Administrator listed on ForwardHealth Portal's Mailing Address screen is Sandata EVV training lead:
  - ◆ Sign up for training.
  - ◆ Receive Welcome Kit email when training is complete.
- Alternate EVV users complete your system training.



## Webinars for EVV Administrators

DHS is offering administrative training to providers using the DHS-provided Sandata system. Completion of training is required for providers using Sandata. It will give proper credentials from Sandata and allow the lead administrator to set up the Sandata EVV Portal. It also prepares the lead administrator to train others, including workers, for roles in EVV.

Independent nurses are reminded that they are administrators for their business as well as workers. They are required to take this administrative training if choosing the DHS-provided Sandata system.

## Training registration tip

The email address listed in the provider's ForwardHealth Portal account ("Mail to" address in the Demographic Maintenance area) will receive all training correspondence. This email should be used by the lead administrator when taking training in order to ensure the credentials received from the training get to the correct person.

## Two administrative training options

There are two options for administrative trainings. Providers should complete one of these options in full to receive credentials and access to the Sandata EVV Portal.

### Four-part webinar series with the DHS training team

Starting December 5, 2023: These live webinars offer a complete training on the Sandata EVV Portal. The series also covers Wisconsin-specific features within the Sandata system. This option is best for those who prefer asking questions during the training.

See below for descriptions, dates, and times.

### Self-paced video trainings provided by Sandata

Open to home health care providers after December 13, 2023: This video series offers training on the Sandata EVV Portal, but is not specific to Wisconsin's features. Providers choosing this option should also use the [Wisconsin EVV Supplement Guide](#) to understand the important differences for EVV in Wisconsin.

Follow these steps to log in to Sandata's Learning Management

# Required Administrator Training for Sandata Users

## Live Webinar Series With DHS Training Team

- Four-part series
- Everything administrators need to know about Sandata EVV system
- Covers Wisconsin-specific features in Sandata system
- First three weeks in December, starting December 4, 2023

## Self-Paced Sandata Video Series

- Series of videos
- Not Wisconsin specific (Admins will refer to a supplemental guide along the way.)
- Available December 4, 2023

# Worker Training

Providers should make plans for training workers:

- One-on-one, small group, or large group sessions
- In person or virtual
- Print outs, videos, hands-on practice
- Follow-up sessions and extra practice where needed

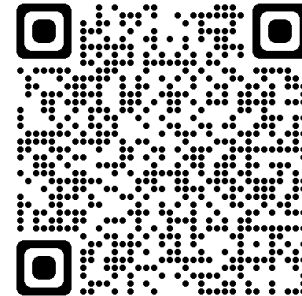
**Electronic Visit Verification (EVV): Training Workers**

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

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

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

Resource Title	Description	Languages Available
<b>General</b>		
EVV Informational Video	Learn what EVV is and how EVV information is collected during a visit by watching this short video (2:58 minutes)	English
EVV Fundamentals- An Overview	A video to learn the purpose of EVV, the methods for verifying a client visit, steps needed to start implementing EVV, and where to find EVV resources (8:54 minutes)	English
EVV Service and Task List	Information workers will need to enter when they complete visits using EVV	English, PDF, Burmese, PDF, Limon, PDF, Kazan, PDF, Russian, PDF, Spanish, PDF
EVV Worker Visit Template	A card that workers can use during visits to capture vital client information.	English
<b>Mobile Visit Verification with the Sandata Mobile Connect app</b>		
EVV Essentials- How to Use the EMC App	A video to learn everything needed to use the Sandata Mobile Connect app, also known as the EMC app. You'll also learn the steps needed to capture a client visit even when WiFi or cell phone coverage is not available (21:08 minutes)	English
EVV Essentials- How to Use the EMC App	Written instructions for downloading the correct app for Apple products	English, PDF, Albanian, PDF, Burmese, PDF, Limon, PDF, Kazan, PDF, Russian, PDF, Serbian, PDF, Spanish, PDF
EVV Essentials- How to Use the EMC App	Written instructions for downloading the correct app for Android products	English, PDF, Albanian, PDF, Burmese, PDF, Limon, PDF, Kazan, PDF, Russian, PDF, Serbian, PDF, Spanish, PDF
EVV Essentials- How to Use the EMC App	Written instructions for using the Sandata Mobile Connect app during a visit	English, PDF, Albanian, PDF, Burmese, PDF, Limon, PDF, Kazan, PDF, Russian, PDF, Serbian, PDF, Spanish, PDF
EVV Essentials- How to Use the EMC App	Basic functionality of the Sandata Mobile Connect app	English, Burmese, Hmong, Kazan, Russian, Spanish



# What's Next for HHCS EVV

## Steps to Complete Immediately

- Update provider contact information in ForwardHealth Portal.
- Sign up for EVV email list.
- Choose your EVV system. If alternate EVV:
  - ◆ Complete steps on [Alternate EVV webpage](#).
  - ◆ Make sure your EVV vendor joins final Sandata Town Hall on December 12, 2023.
- Review the ForwardHealth Updates ([2023-40](#) and [2023-41](#)) containing EVV policy.
- Make plans to build EVV into daily routine.

[www.dhs.wisconsin.gov/evv/providers.htm](http://www.dhs.wisconsin.gov/evv/providers.htm)

# What's Next for HHCS EVV

## Steps to Complete in December

- Take required trainings:

Complete alternate EVV training steps.	Complete DHS webinars or Sandata videos.
--	--

- Mid-December: Add workers in the ForwardHealth Portal. Independent nurses add themselves as a worker.
- Confirm passwords give access as an administrator.
- Confirm passwords sent to workers give access to Sandata to clock in and out of a visit.

[www.dhs.wisconsin.gov/evv/providers.htm](http://www.dhs.wisconsin.gov/evv/providers.htm)



# EVV for HHCS Action Items

- Join monthly Key Conversations.
- Share feedback with your HMO/MCO. Become acquainted with their customer care options and claim resubmission policies.
- Reach out to Wisconsin EVV Customer Care with questions.
- Review all the great resources on the EVV webpage.

[www.dhs.wisconsin.gov/evv/index.htm](http://www.dhs.wisconsin.gov/evv/index.htm)

## Have questions? Need help?

Wisconsin EVV Customer Care is available at 833-931-2035 or [vdx.contactevv@wisconsin.gov](mailto:vdx.contactevv@wisconsin.gov) Monday-Friday, 7 a.m.–6 p.m. Central Time.



# EVV for PCS Key Learnings

- Start early—practice, practice, practice!
- Ask questions.
- Take advantage of EVV support.
- Review and use EVV resources.
- Elevate concerns.

## Have questions? Need help?

Wisconsin EVV Customer

Care is available at

833-931-2035 or

[vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov)

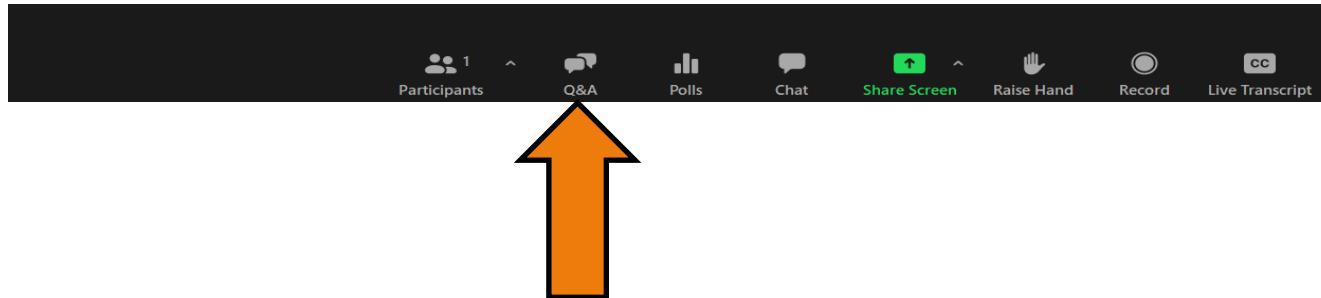
Monday-Friday, 7 a.m.–6

p.m. Central Time.



# Questions and Input

- Focus questions on EVV for home health care services and nurse supervisory code 99509.
- Type your questions in the Q&A.
- Maintain privacy.



# EVV for HHCS 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.
- Watch payers claims messaging to learn if claims would be paid in hard launch. Contact payer or EVV Customer Care if unsure why a claim would not be paid.

# Agenda Recap

- Introductions
- Overview of EVV
- EVV for Personal Care and Supportive Home Care Services
  - Progress
  - Key Learnings
- EVV for Home Health Care Services
  - Progress
  - Action Items
- Questions and Input

## Stay connected

### Join our email list

[Sign up to receive email notices](#) about EVV in Wisconsin.

### Have questions? Need help?

Wisconsin EVV Customer Care is available at 833-931-2035 or [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov) Monday-Friday, 7 a.m.–6 p.m. Central Time.

# Brief Survey

Please share your feedback.

Thank You



# Private Duty Nursing Codes

EVV visit units must be equal to or greater than the units on the claim detail or the claim will be denied.

IF THE WORKER...	AND THE PROVIDER...	THEN THE CLAIM...
Captures four units of EVV during a visit	Bills for three units of a service,	Passes—There are at least as many EVV units as billed units.
Captures four units of EVV during a visit	Bills for five units of a service,	Fails—The billed units are greater than the EVV units.



# Therapy Codes and Nursing Codes

There must be one unique visit captured for each instance of the code billed.

IF THE WORKER...	AND THE PROVIDER...	THEN THE CLAIM...
Completes two visits for the same service code on the same day	Bills for two units of the same service code,	Passes—There is one EVV visit for each instance of the code being billed.
Completes two visits for different service codes (for example, T1502 and 99600)	Bills for two units of 99600,	Fails—Provider billing must match the visits captured in EVV.
Completes one visit for one service code	Bills for two codes,	Fails—Each instance of the per visits codes must be associated to a unique EVV visit.