

# Electronic Visit Verification (Kev Txheeb Xyuas Qhov Tseeb Txog Kev Mus Ntsib Kws Kho Mob Hauv Khoos Phis Tawj)

Rooj Sib Tham Ntawm Pej Xeem Sawv Daws  
Lub Kaum Ib Hlis Ntuj Tim 29, 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 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.
- Lees txais EVV txoj cai.
- Nkag siab cov kev xaiv hauv kev cob qhia.
- Paub qhov twg nrhiav cov peev txheej.
- Paub txog cov kauj ruam tom ntej.
- Tau txais cov lus teb rau koj cov lus nug.

# Ntsiab lus sib tham

- Cov lus qhia
- Lus qhia dav txog EVV
- EVV txog rau Personal Care and Supportive Home Care Services (Kev Saib Xyuas Tus Kheej thiab Cov Kev Pab Cuam Kev Saib Xyuas Kho Mob Hauv Tsev) (PCS)
  - Kev nce qib
  - Cov Kev Kawm Tseem Ceeb
- EVV rau Home Health Care Services (Cov Kev Pab Cuam Saib Xyuas Kev Noj Qab Haus Huv Hauv Tsev) (HHCS)
  - Kev nce qib
  - Cov Nqe Yuav Muab Coj Los Ua
- Cov Lus Nug thiab Lus Tawm Tswv Yim

# Cov lus qhia

**Wisconsin Department of Health Services (Lub Tuam Tsev Hauj Lwm ntsig txog Cov Kev Pab Cuam Kev Noj Qab Haus Huv) (DHS)**

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

**Wisconsin EVV Chaw Pab Neeg Qhua**

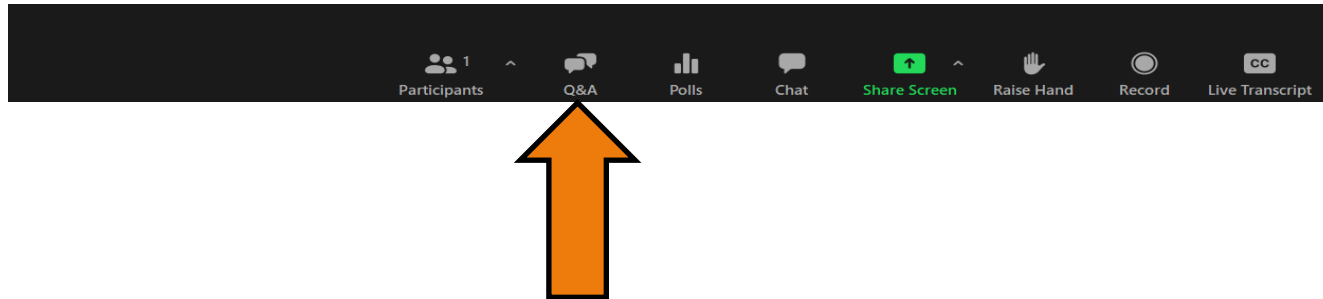
Chris Mathieu, Halli Tyra

**Wisconsin Pab Pawg Saib Xyuas Lub Laj Txheej EVV**

Sheila Itzen, Alex Kubli

# Cov Lus Nug thiab Lus Tawm Tswv Yim

- Tsom kwm rau cov lus nug ntawm EVV rau kev saib xyuas kho mob thiab tsab cai tus kws tu neeg mob kev tawm tswv yim 99509.
- Sau koj cov nqe lus nug rau hauv Cov lus nug & Cov lus teb.
- Tswj hwm ntiag tug.



# Lus qhia dav txog EVV

- 21<sup>st</sup> Century Cures Act (Tsab Cai Hauv Tiam 21 hais txog Kev Kho) uas yog tuav los ntawm tsoom fwv teb chaws teev kom yuav tsum tau muaj EVV rau PCS thiab HHCS kom Medicaid-covered.
- Cov xeev uas tsis siv EVV yuav plam cov nyiaj pab ntawm Medicaid.
- Tej zaum qhov ua tau zoo ntawm EVV yuav suav nrog kev ua raws li txoj cai ua tau zoo tuaj, kev ua tau zoo nce siab, thiab txhim kho kev saib xyuas uas tau zoo dua qub tuaj.

# EVV rau PCS Kev Nce Qib

## EVV rau PCS

- 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**.
- Kev soj ntsuam taug qab xyuas cov ntaub ntawv yam tsis tu ncuva yog txham rau koj los siv rau cov kev kawm tseem ceeb, cov kev lis thiab kev txhim kho lub laj txheej, kev tswj xyuas tej khoom sw thiab kev ua txhaum cai, soj ntsuam Office of the Inspector General (Lub Chaw Hauj Lwm Tus Muab Kev Tshuaj Ntsuam) (OIG), thiab lwm yam.



# 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

DHS siv zog ua hauj lwm los ua kom paub tseeb tias:

- EVV tsuas tsim muaj 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 kev coj 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 Qhov Kev Nce Qib

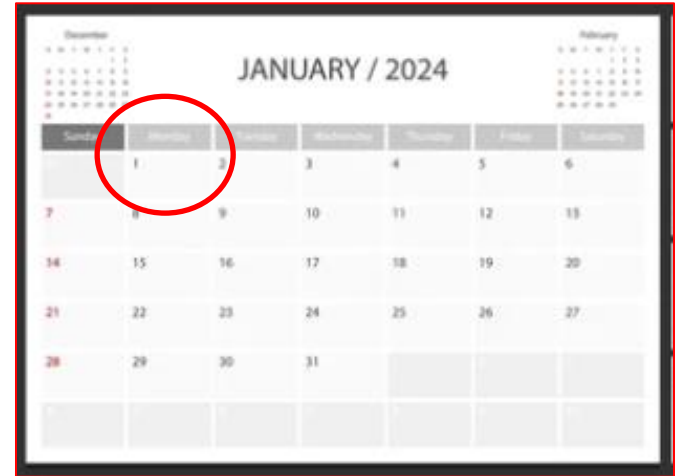
DHS tau txiav txim siab los tsim ob ncuu sij hawm ua hauj lwm rau EVV HHCS ncuu sij hawm:

1. Qhib siv me ntsis rau Lub Ib Hlis Ntuj Tim 1, 2024
2. Kev qhib siv loj hauv xyoo 2024—hnuv tim TBD

# EVV rau HHCS Qhov Kev Nce Qib

Qhib siv me ntsis rau Lub Ib Hlis Ntuj Tim 1, 2024:

- Cov neeg muab kev pab cuam thiab cov neeg ua hauj lwm muaj sij hawm los ua hauj lwm kom ua tau zoo.
- Yuav them mus ntxiv cov nuj nqis thiab kev sib ntsib txawm tsis tau muaj cov ntaub ntawv EVV.
- Yuav tsum muaj EVV rau HHCS them los ntawm Wisconsin Medicaid rau hnuv no.
- Kev qhib siv me ntsis yuav tsis hloov cov cai tseev kom muaj tam sim no rau cov ntawv teev sij hawm, cov ntaub ntawv saib xyuas, los sis lwm cov ntaub ntawv.



# EVV rau HHCS Qhov Kev Nce Qib

Kev qhib siv loj hauv xyoo 2024—hnuv tim TBD:

- ◆ Cov kev thov thiab kev sib ntsib txawm tias tau muaj EVV cov ntaub ntawv los xij yuav raug tsis lees paub.
- ◆ Tseem tsis teev hnuv tim rau.
- ◆ DHS yuav ceeb toom qhia rau paub yam tsawg kawg peb lub hlis.



Qhov kev tso  
tawm siv loj:  
Hnuv Tim  
TBD, 2024

# EVV rau HHCS Qhov Kev Nce Qib

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

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



# Cov cai rau kev pab cuam twg thiab uas yuav tau siv rau EVV thaum Lub Ib Hlis Ntuj Tim 1, 2024 no?

Cov Kev Pab Cuam Kev Saib Xyuas Tus Kheej (T1019) Cov Cai Kev Mus Ntsib Kws Tu Neeg Mob	Cov Cai Private Duty Nursing (Kws Tu Neeg Mob Ntiag Tug) (PDN) (Cov Kws Tus Neeg Mob Ywj Pheej thiab Cov Koom Haum Kws Tu Neeg Mob)	Cov Cai Kws Tus Neeg Mob Uas Tsis Yog PDN (Cov Kws Tus Neeg Mob Ywj Pheej thiab Cov Koom Haum Kws Tu Neeg Mob Tej Zaum Yuav Tau Siv)	Cov Cai Kev Kho Mob
<b>99509</b> (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)	<b>99504</b> (Kev tuaj ntsib kiag hauv tsev txog kev saib xyuas lub tshuab pab ua pa)	<b>99600</b> (Kev pab cuam los sis qhov txheej txheem kev mus ntsib kws kho mob hauv tsev uas tsis qhia npe)	<b>92507</b> (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)
	<b>S9123</b> (Kev saib xyuas ntiag tug tom tsev tsis muaj qhov chaw tso pa tawm—los ntawm RN)	<b>T1001</b> (Kev ntsuas/kev ntsuam xyuas fab kev saib xyuas)	<b>97139</b> (Qhov txheej txheem kho uas tsis nyob hauv cov ntawv npe teev—kev kho mob rau kev ua hauj lwm)
	<b>S9124</b> (Kev saib xyuas ntiag tug tom tsev tsis muaj qhov chaw tso pa tawm—los ntawm LPN)	<b>T1502</b> (Kev muab tshuaj rau ntawm qhov ncauj, tej leeg nqaij, thiab/los sis nkag rau hauv cov tawv nqaij sab hauv)	<b>97799</b> (Cov tshuaj kho lub cev/kev pab cuam kho mob kom rov qab zoo los li qub uas nyob hauv cov ntawv teev npe los sis cov txheej txheem—kev kho lub cev)
		<b>T1021</b> (Tus pab saib xyuas kev noj qab haus huv tom tsev los sis kev tuaj ntsib CNA)	

# 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)
- Rooj sib tham ntawm pej xeem sawv daws (Lub Peb Hlis Ntuj thiab Lub Plaub Hlis Ntuj 2023)
- EVV Tus Nqis Peev Nrog Lub Rooj Sab Laj Tawm Tswv Yim
- Cov Kev Sib Tham Tseem Ceeb Hauv Txhua Hli
- Cov rooj sib tham hauv txhua hli ntawm tus neeg them nqi
- Wisconsin EVV Chaw Pab Neeg Qhua

## **Puas muaj cov lus nug? Puas xav tau kev pab?**

Wisconsin EVV Chaw Pab Neeg Qhua muaj nyob rau ntawm

833-931-2035 los sis

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

Hnub Monday- Hnub Friday, thaum 7 teev sawv ntxov - 6 teev tsaus ntuj, Lub Sij Hawm Nruab Nrab (Central Time).

# EVV rau HHCS Qhov Kev Hloov Kho Tshiab

## Xaiv ib Lub Laj Txheej EVV

### Lub Laj Txheej Sandata EVV uas DHS-Muab Los

- Cov chaw muab kev pab cuam hauv Xeev Wisconsin tsis tau them nqi
- Muaj kev cob qhia
- Sandata EVV Portal (EVV Lub Chaw Nkag Cuag)
- 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

- Kev tshawb fawb lub laj txheej EVV thiab kev sib koom tes ua lag luam
- Muaj lub luag hauj lwm txog cov nqi ntawm lub laj txheej
- Xyuas kom paub meej tias lub laj txheej muaj ntawv pov thawj thiab ua tau raws li DHS txoj cai/cov cai tseev kom muaj rau fab kev txawj
- Kev sib sau ua ke uas yuav tsum tau muaj nrog DHS lub laj txheej EVV
- Kev cob qhia yog muab los ntawm lwm tus neeg muab kev pab cuam hauv EVV
- Tsim nyog yuav tau muaj kev cob qhia rau cov neeg uas ua kev suav sau ntaub ntawv ntawm Sandata
- Feem saib xyuas cov neeg qhua ntawm lub laj txheej EVV kuj tuaj yeem los teb cov lus nug tau

# 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)

Lub xov tooj ntawm  
tes los sis xov tooj  
thej lev



Telephonic Visit Verification  
(Kev Txheeb Npe Hauv Xov  
Tooj Thaum Sib Ntsib) (TVV)

Tus qhua lub xov tooj  
ntawm tsev



Fixed Visit Verification Device  
(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

# 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 <time>."***

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

<b>Tsoom Fwv Teb Chaws Txoj Cai Lij Choj Qhov Ntaub Ntawv Yuav Tsum Tau Muaj</b>	<b>Lub Xov Tooj Yuav Muab Tau Ntaub Ntawv Tau Li Cas</b>
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 koom haum 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 Provider Portal (Lub Chaw Nkag Cuag Tus Muab Kev Pab Cuam)—Sandata Cov Neeg Siv

SMC

TVV

FVV



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

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
- Missing Service This exception needs to be fixed
- Visit Verification Exception  ACKNOWLEDGE THIS EXCEPTION
- Client Signature Exception  ACKNOWLEDGE THIS EXCEPTION

**EMPLOYEE**

**CALL LOG**

**MERGE CALLS**

**TASKS**

**EXCEPTIONS**

\*Thaum twg siv DHS-lub lag luam khiav lis EVV (Sandata)

# Kev Npaj Kom Txhij Lub Laj Txheej Sandata EVV ntwam DHS uas Muab Rau Ua Ntej Ncuasij Hawm Qhib Siv Me Ntsis

Npaj txhij los koom nrog rau Kev Qib Siv Me Ntsis lub vev xaib:

- 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 ntwam lub xyoo).

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

#### Stay connected

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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).

# Kev Npaj Lub Laj Txheej EVV ua los Tos Txais Ua Ntej Yuav Qhib Siv Me Ntsis

- Ua kom tiav cov kauj ruam ntawm EVV lwm phab vev xaib ntawm [www.dhs.wisconsin.gov/evv/alternateevv.htm](http://www.dhs.wisconsin.gov/evv/alternateevv.htm).
- Nco ntsoov tias xyuas kom paub meej tias koj tus neeg muab kev pab cuam hauv EVV ua los tos txais puas tuaj koom zaum kawg rau hauv Sandata Alternate EVV Town Hall thaum Lub Kaum Ob Hlis Ntuj Tim 12.
- Tiv tauj rau Sandata Feem Hauj Lwm Saib xyuas Cov Neeg Qhua nrog cov lus nug txog kev lis ntawm EVV ua los tos txais ua ntej ntawm [Sandata.zendesk.com/hc/en-us](http://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**  
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**Have questions? Need help?**  
Wisconsin EVV Customer Care is available at:  
833-931-2035 or  
[evv.contact@wisconsin.gov](mailto:evv.contact@wisconsin.gov)  
24x7: 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 Txoj Cai Cov Qhia Kom Pom Tseeb

- [ForwardHealth Hloov Kho Tshiab 2023-40](#) suav nrog HHCS EVV txoj cai uas tau raug muab luam tawm mus thaum Lub Kaum Ib hlis Ntuj Tim 21, 2023.
- [ForwardHealth Hloov Kho Tshiab 2023-41](#) suav nrog PCS tsab cai kev pab cuam 99509 uas tau raug muab luam tawm mus thaum Lub Kaum Ib hlis Ntuj Tim 21, 2023.
- Mus saib rau txoj cai nyob rau hauv [ForwardHealth Phau Ntawv Qhia hauv Oos Lais nyob rau](#) hauv thiab tom qab Lub Ib Hlis Ntuj Tim 2, 2024.

# HHCS EVV Txoj Cai thiab Kev Tawm Qauv Lub Khoos Kas

## **Tus Muab Kev Pab Cuam Tus ID**

- Sandata kev cob qhia tus kws muab kev pab cuam thov tus kws muab kev pab cuam tus ID. Siv Medicaid tus ID hauv qhov chaw no.
- Cov neeg muab kev pab cuam tuaj yeem siv txuas mus ntxiv rau lawv National Provider Identifier (Tus Ntsuas Kws Muab Kev Pab Cuam Hauv Teb Chaws) (NPI) rau cov kev tso cai kev pab cuam thiab kev sau nqi.
  - ◆ Cov kws muab kev pab cuam uas sau nqi rau Medicaid hauv Wisconsin nrog NPI yuav muaj Medicaid tus ID nyob nrog lawm.
  - ◆ Cov kws muab kev pab cuam uas twb tau sau npe rau hauv Medicaid lawm tsis tsim nyog yuav rov qab thov dua tus ID ntawm tus kws muab kev pab cuam rau EVV.
- Cov kws muab kev pab cuam uas xav tau kev pab nrhiav tus ID ntawm Medicaid yuav tsum hu rau Feem Hauj Lwm Saib Xyuas Tus Kws Muab Kev Pab Cuam los sis Saib Xyuas Tus Neeg qhua ntawm Wisconsin EVV.

# HHCS EVV Txoj Cai thiab Kev Tawm Qauv Lub Khoos Kas

## Cov Neeg Ua Hauj Lwm Tus ID

- Cov kws muab kev pab cuam yuav tsum tau txais txhua tus neeg ua hauj lwm tus ID yam tsis sib tshooj nrog cov qub hauv kev siv EVV los nkag mus saib yam tsis tas yuav xav txog lub laj txheej EVV:
  - ◆ Cov kws tu neeg mob ywj pheej yog tus neeg muab kev pab cuam/tus saib xyuas lub laj txheej tib si thiab tus neeg ua hauj lwm; yuav tsum muaj tus neeg ua hauj lwm tus ID yam tsis sib tshooj nrog tus qub.
  - ◆ Cov kws saib xyuas hauj lwm rau kev tu neeg mob uas muab kev pab cuam 99509 yuav tsum muaj ib tus neeg ua hauj lwm tus ID uas tsis sib tshooj.
- Cov kev lis hauj lwm ntawm ForwardHealth Portal (ForwardHealth Lub Chaw Nkag Cuag) txhawm rau kom tau txais cov neeg ua hauj lwm tus ID tsis sib tshooj yuav muaj nyob rau nruab nrab ntawm Lub Kaum Ob Hlis Ntuj 2023.

Lo lus txhais ntawm cov neeg ua hauj lwm = Txhua tus neeg uas muab kev pab cuam uas yuav tsum tau siv lub laj txheej EVV, suav nrog cov kws tus neeg mob thiab tus thawj saib xyuas kev tu neeg mob

# HHCS EVV Txoj Cai thiab Kev Tawm Qauv Lub Khoos Kas

## **Cov Neeg Ua Hauj Lwm Nyob Hauv Tib Lub Tsev**

- DHS xav kom muaj EVV rau cov neeg ua hauj lwm uas kom nyob ua ke hauv uas muab kev pab cuam kev kho mob tom tsev.
- DHS xav muaj EVV rau cov kws tu neeg mob nyob ua ke hauv uas muab kev pab cuam 99509.



# HHCS EVV Txoj Cai thiab Kev Tawm Qauv Lub Khoos Kas

## **Kev Ntaus Sij Hawm Nkag Nrog Tus Kheej thiab Kev Kho**

- Kev cia siab yog txhawm rau tuav kom tau EVV hauv lub sij hawm khiav tas li.
- Tej zaum cov thawj saib xyuas lub laj txheej yuav tsum tau tsim cov kev mus ntsib los sis hloov kho ua tej ntu.
- Tso cai rau muaj kev mus ntsib EVV los ntawm tus kheej hauv Sandata EVV Portal (EVV Lub Chaw Nkag Cuag) thiab nyob rau hauv lub laj txheej EVV ua los tos txais.
- Kev mus ntsib thiab kev kho kom raug yuav tsum muaj tus zauv ntawm lub laj thawj.
- Tam sim no, DHS tsis txwv kev mus ntsib EVV tias yuav muaj pes tsawg zaus los xij.
- DHS OIG taug qab xyuas txog kev ntaus kev mus ntsib thiab kev kho los ntawm tus kheej.

# HHCS EVV Txoj Cai thiab Kev Tawm Qauv Lub Khoos Kas

## **Kev tuav EVV yam tsis tau txais kev tso cai los ntawm kev them nyiaj**

- Lub laj txheej Sandata xav tau cov ntaub ntawv tso cai los tuav EVV cov ntaub ntawv ntawm kev mus ntsib yam tsis qhov ua yuam kev li.
- DHS tso cai rau cov neeg muab kev pab cuam ntaus cov ntaub ntawv kev nkag mus tau rau cov ntaub ntawv tso cai uas xav tau rau HHCS thiab tus zauv pab cuam 99509 txhawm rau tuav EVV cov ntaub ntawv kev mus ntsib hauv Sandata.
- Kev ntxiv cov ntaub ntawv no uas tsis tso cai rau ib tus tswv cuab kom tau txais kev pab cuam los sis tsim kev tso cai muaj tseeb hauv ForwardHealth, HMO, los sis lub laj txheej managed care organization (lub koom haum saib xyuas uas tau txais kev tswj hwm) (MCO).

# HHCS EVV Txoj Cai

## **Tus Tswv Cuab Mus Ntoj Ncig Txwv Xeev**

EVV yuav tsis hloov DHS txoj cai hais txog qhov chaw yuav muab kev pab cuam.

# HHCS EVV Txoj Cai

## **Key Pab Cuam Rau Cov Neeg Mob Sab Nraud Tsis Pw Hauv Tsev Kho Mob**

Rau HMOs, MCOs, thiab tus nqi them rau kev pab cuam BadgerCare Plus thiab Medicaid, cov kev pab cuam kho mob rau cov neeg mob sab nraud, txawv ntawm cov kev pab cuam kho mob tom tsev, tsis tas yuav muaj EVV los tau.

# HHCS EVV Txoj Cai

## **Kev Thov Kom Them Nqi Medicare Crossover**

- DHS tsis tas yuav muaj EVV rau Medicare crossover kev thov kom them nqi.
- Cov kws muab kev pab cuam tuaj yeem xaiv kom cov neeg ua hauj lwm khaws EVV cov ntaub ntawv rau txhua qhov kev pab cuam hauv HHCS uas ib txwm yuav tau siv EVV.

# HHCS EVV Txoj Cai

## **Kev Tuav Pov Hwm Kev Lag Luam**

DHS xav kom EVV raug muab khaws cia tsis hais yuav muaj kev duav roos kev tuav pov hwm kev lag luam los ua tus them tseem ceeb.

# HHCS EVV Txoj Cai thiab Kev Tawm Qauv Lub Khoos Kas

## **Private Duty Nursing (Kws Tu Neeg Mob Ntiag Tug)** (Cov Cai Pab Cuam 99504, S9123, S9124)

- Lub laj txheej EVV yuav siv tib lub ntsiab lus los sib dhos uas xav tau rau cov neeg muab kev pab cuam hauv ForwardHealth txoj cai.
- Cov chav mus ntsib EVV yuav tsum **sib npaug los sis ntau dua** cov chav nyob ntawm qhov kev thov kom ntxaws los sis tsis li ntawv ces qhov kev thov yuav raug tsis lees paub.
- EVV tsis hloov txoj cai (Piv txwv li, cov zeej hauj lwm sib tshooj, ua hauj lwm ntau tshaj 60 teev, cov kev pab cuam sab nrauv ntawm lub xeev):
  - ◆ EVV tsis yuam siv cov cai no.
  - ◆ EVV muab cov ntaub ntawv uas tuaj yeem qhia txog kom pom txog cov xwm txheej uas tsis ua raws li txoj cai.

# HHCS EVV Txoj Cai thiab Kev Tawm Qauv Lub Khoos Kas

**Private Duty Nursing (Kws Tu Neeg Mob Ntiag Tug)** (Cov Cai Pab Cuam 99504, S9123, S9124)

Piv Txwv:

Cov neeg ua hauj lwm tuaj txog—9 teev sawv ntxov.

So—11–11:30 teev sawv ntxov.

Cov neeg ua hauj lwm tawm—1 teev tav su.

- Lub sij hawm kev sau them nqi tsuas yog = 3.5 teev nkaus xwb
  - Kev mus ntsib EVV = 4 teev

Tej zaum cov chav EVV yuav sib npaug los sis ntau dua li cov chav nyob uas raug sau nqi.

Cim Tseg: Tej zaum cov kws muab kev pab cuam yuav thov kom cov neeg ua hauj lwm kuaj xyuas lawv lub laj txheej EVV thaum lawv tsis muab kev pab cuam uas yuav tau siv EVV lawm.



# HHCS EVV Txoj Cai thiab Kev Tawm Qauv Lub Khoos Kas

**Cov Zauv Kev Kho Mob thiab Kev Saib Xyuas** (99600, T1001, T1502, T1021, 92507, 97139, 97799)

Yuav tsum muaj kev mus ntsib ib zaug uas tsis txhob sib tshooj hauv txhua qhov ntawm tus zauv uas tau raug sau nqi lawm.

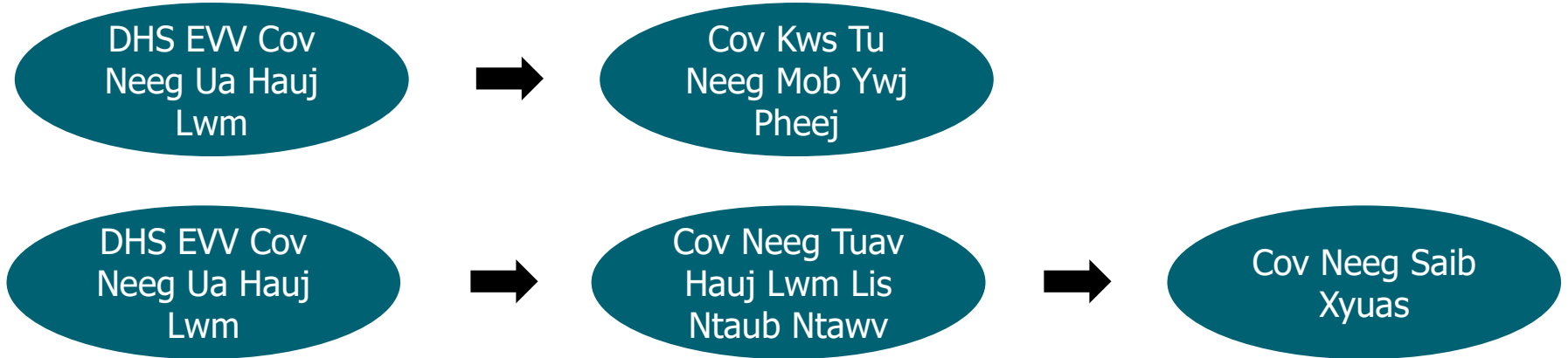
# HHCS EVV Txoj Cai thiab Kev Tawm Qauv Lub Khoos Kas

## **Tus Zauv Cov Thawj Saib Xyuas Kev Tu Neeg Mob 99509**

- Tus zauv kev pab cuam 99509 yog tau raug sau nqi hauv kev mus ntsib lawm.
- Cov neeg ua hauj lwm yuav tsum tau sau txog txhua zaus ntawm kev mus ntsib EVV tsis sib tshooj rau txhua qhov ntawm cov cai ntawm tus kws muab kev pab cuam sau nqi—uas yog, tus kws muab kev pab cuam yuav tsis sau nqi ntau dua li ib zaug hauv kev mus ntsib ntawm 99509 hauv EVV daim ntawv teev tseg.
- Rau cov hom phiaj ntawm EVV, DHS tsis tas yuav tsum txhawj xeeb txog kev siv sij hawm ntau los sis tsawg rau txhua qhov kev mus ntsib txhua-txhua zaus li.

# EVV rau HHCS—Kev Cob Qhia

- DHS siv tus qauv cob qhia mus ua tus kws cob qhia (train-the-trainer). Cov peev txheej yuav muaj los pab rau.
- Yuav tsum tau muaj kev cob qhia rau cov thawj saib xyuas lub laj txheej thiab cov neeg ua hauj lwm. Pib nyob rau hauv lub Kaum Ob hlis Ntuj.
- Yuav tau ntxiv qhov kev qhib siv me ntsis kom siab tshaj plaws los xyaum, xyaum, xyaum.
- Muab los ntawm EVV lub vev xaib Kev cob qhia ntawm [www.dhs.wisconsin.gov/evv/training.htm](http://www.dhs.wisconsin.gov/evv/training.htm).



# Yuav Tsum Muaj Kev Cob Qhia Rau Tus Thawj Tswj Xyuas

- Cov Thawj Tswj Xyuas uas muaj npe teev nyob rau hauv lub nab cos Chaw Nyob Xa Ntawv ForwardHealth Portal (ForwardHealth Lub Chaw Nkag Cuag) yog tus coj ntawm kev cob qhia hauv Sandata EVV:
  - ◆ Sau npe rau kev cob qhia.
  - ◆ Tau txais tsab email txais tos thaum kawm tiav.
- Tus neeg siv EVV ua los tos txais ua ntej ua kom tiav koj qhov kev cob qhia.



## 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

# Yuav tsum muaj Kev Cob Qhia Cov Thawj Saib Xyuas Lub Laj Txheej rau Sandata Cov Neeg Siv

## Cov Kev Sib Tham hauv Lub Vev Xaib Nrog DHS Pawg Muab Kev Cob Qhia

- Plaub ntu yeeb yaj kiab
- Txhua yam uas cov thawj tshwj xyuas lub laj txheej yuav tsum tau paub txog Sandata EVV lub laj txheej
- Tag nrho Wisconsin cov yam ntxwv tshwj xeeb hauv lub laj txheej Sandata
- Thawj peb lub lim tiam nyob rau lub Kaum Ob Hlis Ntuj, pib lub Kaum Ob Hlis Ntuj Tim 4, 2023

## Sandata Cov Yeeb Yaj Kiab Uas Yus Tuaj Yeem Kawm Yus Tau

- Cov yeeb yaj kiab
- Tsis yog tshwj xeeb hauv Wisconsin kiag xwb (Tus tswj xyuas lub laj txheej yuav xa mus rau ib qho kev qhia ntxiv raws txoj kev.)
- Muaj Nyob Rau Thaum Lub Kaum Ob Hlis Ntuj Tim 4, 2023

# Kev Cob Qhia Cov Neeg Ua Hauj Lwm

Cov kws muab kev pab cuam yuav tsum npaj rau kev cob qhia cov neeg ua hauj lwm:

- Cov kev sib qhia leeg toj ib leeg, ua pawg me, los sis ua pawg loj
- Tim ntsej tim muag los sis saum huab cua
- Hauv ntawv luam tawm, yeeb yaj kiab, kev xyaum ua tiag-tiag
- Ntu kev soj qab xyuas thiab kev xyaum ntxiv yog tias tsim nyog

WISCONSIN DEPARTMENT of HEALTH SERVICES

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EVV Home  
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 Alternate EVV  
 Training  
 Resources and FAQs  
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[EVV@wisconsin.gov](mailto:EVV@wisconsin.gov)  
 or  
[EVV@wisconsin.gov](mailto:EVV@wisconsin.gov)  
 Wisconsin

**Have questions? Need help?**  
 Wisconsin EVV Customer Care is available at 800-931-2035 or [EVV@wisconsin.gov](mailto:EVV@wisconsin.gov).  
 EVV Hours: Friday 9 a.m. - 5 p.m. Central Time.

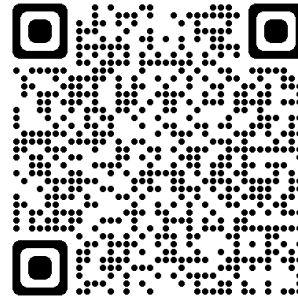
### Electronic Visit Verification (EVV): Training Workers

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 do not supersede DHS policy. Refer to [EVV Resources and FAQs](#) for EVV policy information.

Additional languages for written materials can be requested at [evv@wisconsin.gov](mailto:evv@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 (28:54 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 IMC App	A video to learn everything needed to use the Sandata Mobile Connect app, also known as the IMC 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 IMC App for Apple products	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 IMC App for Android products	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 IMC App during a visit	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 - Basic functionality of the Sandata Mobile Connect app	Basic functionality of the Sandata Mobile Connect app	English, Burmese, Hmong, Kazan, Russian, Spanish



# Dab Tsi Ntxiv Tom Ntej HHCS EVV

## **Cov Kauj Ruam Kom Ua Tiav Tam Sim Ntawd**

- Hloov kho cov ntaub ntawv tiv tauj tus kws kho mob hauv ForwardHealth Portal (ForwardHealth Lub Chaw Nkag Cuag).
- Sau npe rau EVV txhawm rau tau txais tus email.
- Xaiv koj lub laj txheej EVV. Yog EVV ua los tos txais:
  - ◆ Ua kom tiav cov kauj ruam ntawm [EVV ua los tos txais lub vev xaib](#).
  - ◆ Xyuas kom paub meej tias koj tus neeg muag khoom EVV koom nrog Sandata Town Hall zaum kawg thaum Lub Kaum Ob Hlis Ntuj Tim 12, 2023.
- Tshab xyuas Cov Kev Hloov Kho ForwardHealth ([2023-40](#) thiab [2023-41](#)) uas muaj EVV txoj cai.
- Ua cov phiaj xwm uas yuav tsim EVV rau hauv tes dej num ua hauv txhua hnuv.

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

# Dab Tsi Ntxiv Tom Ntej HHCS EVV

## Ua cov kauj ruam kom tiav rau lub Kaum Ob Hlis Ntuj

- Ua cov kev cob qhia uas yuav tsum tau ua:

Ua kom tiav raws li cov kauj ruam kev cob qhia EVV.	Ua kom tiav kev sib tham hauv lub vev xaib DHS los sis Sandata cov yeeb yaj kiab.
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- Thaum Nruab Nrab Lub Kaum Ob Hlis Ntuj: Ntxiv cov neeg ua hauj lwm rau hauv ForwardHealth Portal (ForwardHealth Lub Chaw Nkag Cuag). Cov kws tu neeg mob ywj pheej ntxiv lawv tus kheej los ua tus neeg ua hauj lwm.
- Paub meej tias cov phav xab vawj muab kev nkag txog tam li yog tus saib xyuas lub laj txheej.
- Lees paub cov phav xab vawj uas xa mus rau cov neeg ua hauj lwm muab kev nkag txog rau Sandata txhawm rau taum daim npav rau hauv thiab tawm ntawm kev mus ntsib.

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



# EVV txog rau HHCS Cov Uas Yuav Tau Ua

- Koom hauv Cov Kev Sib Tham Tseem Ceeb hauv txhua hli.
- Faib qhia tswv yim nrog koj li HMO/MCO. Ua kom swm nrog lawv cov kev xaiv hauv kev saib xyuas cov neeg qhua thiab thov cov cai kev rov xa cov cai sib tshooj.
- Hu rau Wisconsin EVV Kev Saib Xyuas Cov Neeg Qhua nrog cov lus nug.
- Tshab xyuas tag nrho cov ntaub ntawv qhia paub zoo ntawm EVV lub vev xaib.  
[www.dhs.wisconsin.gov/evv/index.htm](http://www.dhs.wisconsin.gov/evv/index.htm)

**Puas muaj cov lus nug? Puas xav tau kev pab?**

Wisconsin EVV Chaw Pab Neeg Qhua muaj nyob rau ntawm

833-931-2035 los sis

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

Hnub Monday- Hnub Friday, thaum 7 teev sawv ntxov - 6 teev tsaus ntuj, Lub Sij Hawm Nruab Nrab (Central Time).



# EVV txog rau PCS Cov Kev Kawm Tseem Ceeb

- Pib thaum ntxov—xyaum, xyaum, xyaum!
- Nug tej lus.
- Siv qhov txiaj ntsig zoo ntawm EVV qhov kev txhawb nqa.
- Tshab xyuas thiab siv EVV cov peev txheej.
- Txhawb cov kev txhawj xeeb.

**Puas muaj cov lus nug? Pias xav tau kev pab?**

Wisconsin EVV Chaw Pab Neeg Qhua  
muaj nyob rau ntawm

833-931-2035 los sis

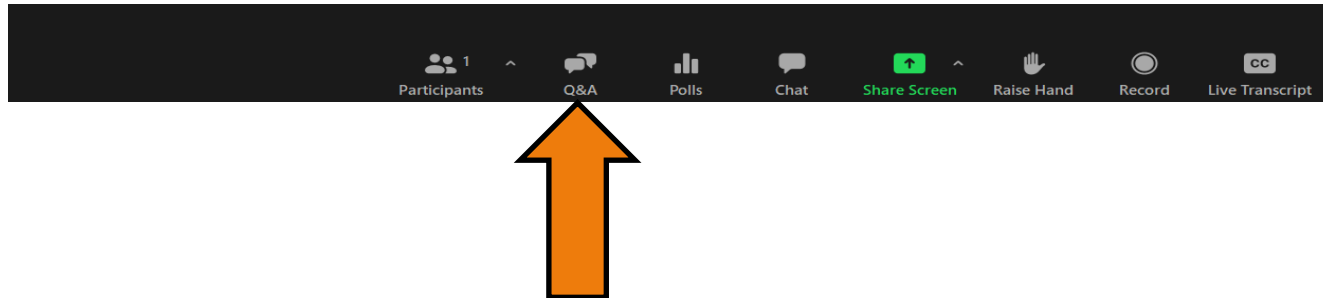
[vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov)

Hnub Monday- Hnub Friday, thaum 7  
teev sawv ntxov - 6 teev tsaus ntuj, Lub  
Sij Hawm Nruab Nrab (Central Time).



# Cov Lus Nug thiab Lus Tawm Tswv Yim

- Tsom kwm rau cov lus nug ntawm EVV rau kev saib xyuas kho mob thiab tsab cai tus kws tu neeg mob kev tawm tswv yim 99509.
- Sau koj cov nqe lus nug rau hauv Cov lus nug & Cov lus teb.
- Tswj hwm ntiag tug.



# EVV txog rau HHCS Qhov Tseem Ceeb hauv Kev Qhib Siv Me Ntsis

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.
- Saib cov neeg them nyiaj hauv kev thov kev xa xov txhawm rau kawm paub txog yog tias cov ntawv thov yuav raug them rau hauv kev qhib siv loj. Hu rau tus neeg them nyiaj los sis EVV Feem Saib Xyuas Cov Neeg Qhua yog tsis paub meej tias vim lub laj thawj twg thiaj li tsis them.

# Cov Sob Lus Hauv Kev Xaus Lus

- Cov lus qhia
- Lus qhia dav txog EVV
- EVV txog rau Personal Care and Supportive Home Care Services (Kev Saib Xyuas Tus Kheej thiab Cov Kev Pab Cuam Kev Saib Xyuas Kho Mob Hauv Tsev)
  - Kev nce qib
  - Cov Kev Kawm Tseem Ceeb
- EVV rau Home Health Care Services (Cov Kev Pab Cuam Saib Xyuas Kev Noj Qab Haus Huv Hauv Tsev)
  - Kev nce qib
  - Cov Nqe Yuav Muab Coj Los Ua
- Cov Lus Nug thiab Lus Tawm Tswv Yim

**Txuas txhua lub sij hawm  
Koom nrog peb cov npe email  
teev tseg**

Sau npe kom tau txais kev  
ceeb toom hauv email txog  
EVV hauv Wisconsin.

**Puas muaj cov lus nug? Puas xav  
tau kev pab?**

Wisconsin EVV Chaw Pab Neeg Qhua  
muaj nyob rau ntawm  
833-931-2035 los sis  
[vdxs.contactevv@wisconsin.gov](mailto:vdxs.contactevv@wisconsin.gov)  
Hnub Monday- Hnub Friday, thaum 7  
teev sawv ntxov - 6  
teev tsaus ntuj, Lub Sij Hawm Nruab  
Nrab (Central Time).

# Kev Soj Ntsuam Luv-luv

Thov faib qhia txog koj cov lus tawm tswv yim.



# Ua Tsaug



# Cov Cai Private Duty Nursing (Kws Tu Neeg Mob Ntiag Tug)

EVV cov chav saib xyuas yuav tsum sib npaug los sis ntau dua cov chav nyob ntawm qhov kev thov kom ntxaws los sis yog tsis li ntawd qhov kev thov yuav tsis raug lees paub.

YOG TIAS NEEG UA HAUJ LWM...	THIAB KWS MUAB KEV PAB CUAM...	TOM QAB NTAWD THOV...
Tuav tau plaub chav ntawm EVV thaum mus ntsib	Nqi sau rau peb chav ntawm ib qho kev pab cuam,	Hla Dhau—Muaj EVV yam tsawg kawg twb ntau ib yam li chav sau nqi.
Tuav tau plaub chav ntawm EVV thaum mus ntsib	Cov nqi sau rau tsib chav ntawm ib qho kev pab cuam,	Ua Tsis Tiav—Cov chav them nqi ntau dua chav EVV.



# Tus Zauv Kev Kho Mob thiab Tus Zauv Kev Saib Xyuas

Yuav tsum muaj kev mus ntsib uas tsis sib tshooj ib zaug ntawm tus zauv uas hu ua sau nqi.

YOG TIAS NEEG UA HAUJ LWM...	THIAB KWS MUAB KEV PAB CUAM...	TOM QAB NTAWD THOV...
Nkag ob zaug uas yog siv tib tus zauv kev pab cuam nyob hauv tib hnuv hauv kev mus ntsib	Cov nqi sau rau ob chav ntawm tib tug zauv pab cuam,	Hla Dhau—Muaj kev mus ntsib EVV ib zaug rau txhua ntawm tus zauv uas tau raug sau nqi them lawm.
Nkag mus ntsib tau ob zaug rau cov zauv pab cuam sib txawv (piv txwv li, T1502 thiab 99600)	Nqi sau rau ob chav ntawm 99600,	Ua Tsis Tiav—Kev them nyiaj rau tus kws muab kev pab cuam yuav tsum raug raws li kev mus ntsib hauv EVV.
Nkag mus ntsib rau ib qho kev pab cuam nrog ib tug zauv	Nqi them rau ob tus zuav,	Ua Tsis Tiav—Txhua qhov ntawm ib tus zauv rau hauv kev mus ntsib ib zaug yuav tsum raug nrog kev mus ntsib EVV uas tsis sib tshooj.