

Electronic Visit Verification

Unlocking EVV Podcast #2 Transcript

Sheila: Hello, my name is Sheila Itzen. I'm a Wisconsin EVV Provider Training Representative, and I'll be your host. I'd like to welcome you to our Wisconsin electronic visit verification series, "Unlocking EVV".

Joining us again is Wisconsin EVV subject matter expert, Shawn Thomas. She is a Home Care Policy Analyst with the Bureau of Benefit Policy at the Department of Health Services.

Shawn: *Hello, Sheila and everyone listening today. I am glad to be here with you.*

Sheila: Shawn, would you share with us a little bit about your role with the EVV project?

Shawn: *Sure. I've been involved with the EVV project since February of 2017. I have helped develop EVV policy and processes and helped with the design of the program.*

Sheila: Thanks Shawn! We are so glad to have you here today. Shawn, as you know, we've received some questions from folks impacted by EVV. So, we're introducing this series as another platform to answer those questions. For each session, we invite different subject matter experts to help us better understand the world of electronic visit verification.

Shawn: *Well, this is a new program, Sheila, and we understand that there may be questions. As a member of the team responsible for developing the Wisconsin EVV program, I'm glad to have the chance to answer questions about how it works.*

Sheila: With that, let's dive in. So, there seems to be some questions around the need for workers to have a Unique Worker ID. Can you tell us why EVV workers need to have a Unique Worker ID?

Shawn: *Yes, the federal 21st Century Cures Act requires the Wisconsin Department of Health Services to identify who provides Medicaid-covered personal care services, as well as applicable supportive home care services.*

By assigning each worker a unique ID to use when they're capturing a visit, this lets DHS identify who has provided the service.

Sheila: I understand that some states are using worker Social Security numbers. Wouldn't that have been easier?

Shawn: *You're right, Social Security numbers could have been used as the worker ID since they are unique to each person. However, since DHS shares this information with EVV vendors, the Department was concerned about the security of workers' private information. Therefore, we decided to create a new worker ID number to be used only for EVV, so that no one's social security number is being transmitted to a third party.*

Sheila: That makes sense, Thank you. Does the need for a Unique Worker ID also apply to live-in workers?

Shawn: *Yes, it does. All workers, including live-ins, must have a unique ID. This also includes those utilizing an alternate EVV system.*

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Sheila: So, all live-in workers will need a unique ID. However, not all live-in workers need to use EVV, is that correct?

Shawn: *That is correct, Sheila. It is important to note that although DHS does not require EVV use for live-in workers, HMOs, managed care organizations, and provider agencies can choose to require EVV for live-in workers. In the IRIS program, participant-hired live-in workers do not need to use EVV.*

Sheila: Thank you for clarifying that. Is there a way to identify if a live-in worker is not required to use EVV?

Shawn: *Yes. If a worker lives with the member or participant and does not need to use EVV, the provider agency can mark the worker as exempt from EVV requirements in the secure ForwardHealth Portal. This is explained in the ForwardHealth Portal EVV User Guide.*

Sheila: There seems to be some questions also around the definition of a live-in worker. Can you walk us through this?

Shawn: *Essentially, a live-in worker is a worker who permanently resides in the same residence as the member or participant receiving the services.*

In most instances the worker will have the exact same address as the member or participant. However, workers that permanently reside in the same two-unit dwelling as the member or participant--such as a side-by-side duplex or upper and lower home--and are a relative, also qualify.

Sheila: What resource is available that could help providers verify that they have identified their live-in workers correctly?

Shawn: *DHS has created an [Electronic Visit Verification Live-in Worker Identification form](#). It's form number is F-02717. This form is used to identify a live-in worker and verify their live-in status.*

Fee-for-service provider agencies are required to use this form if their live-in is not collecting EVV. This should be submitted, along with supporting documentation, when obtaining authorization for fee-for-service personal care. The fee-for-service personal care agency should keep a copy of the form as well as the supporting documentation on file.

The form is available on the [EVV "Resources and FAQ"](#) webpage, as well as the ["Forms"](#) page of the ForwardHealth Portal.

If the fee-for-service authorization is approved with a live-in worker, then the authorization will have a line item with a KX modifier, identifying that there's a live-in worker on that case.

Sheila: Thanks for sharing that resource, it sounds very helpful. Can this form be used by other programs?

Shawn: *Yes, it can. The form may also be used by other programs to determine live-in status. Providers should check with their HMO, their MCO, or their FEA for their own policy requirements.*

Sheila: If a fee-for-service provider agency isn't requiring live-in workers to use EVV, are there any requirements for how those claims are to be submitted?

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Shawn: *Excellent question! When billing for fee-for-service personal care services provided by a live-in worker who's not required to perform EVV, the provider agencies need to use the 'KX' modifier on their claim to indicate the service was provided by an exempt worker. This will match the KX modifier on the authorization.*

Providers that are billing other program payers should check with those payers for any requirements that they may have when submitting claims.

Sheila: Great information. Thanks Shawn. There--there also have been some questions about the need to have worker emails. Are worker email addresses required?

Shawn: *Another great question. Yes, a unique email address is required for each worker who is required to use EVV. That includes workers who use the DHS-provided EVV system through Sandata, or an Alternate EVV system.*

"A unique email" means the email address is used only by one worker. If two workers use the same email address, it will cause a system error. And if they are not using EVV, if they are exempt from EVV, they don't require an email at all.

Sheila: Thank you, Shawn, for sharing such great information with us. Do you have any last thoughts that you would like to share with us?

Shawn: *Sheila, I'd like to remind everyone that it's very important that provider agencies continue to provide feedback to DHS. We'd like to celebrate your wins and help you work through your concerns. So, please make sure to reach out to our EVV Customer Care team. Thanks for having me, Sheila.*

Sheila: Shawn, again we really appreciate you being here with us. Thank you.

We will continue to share insights and information to successfully implement EVV in Wisconsin. For more information please visit our website at dhs.wisconsin.gov/EVV.

Thank you for joining us and learning more about the Wisconsin EVV program.

"Together we are the key that will unlock EVV"