



WISCONSIN DEPARTMENT
of HEALTH SERVICES

*Our Vision
Everyone living
their best life.*

EVV Hard Launch Forum

December 6, 2022

Opening Remarks

Krista Willing

- Assistant Administrator of Systems, Fiscal, and Operations for the Division of Medicaid Services

Agenda

- Hard Launch Date
- Background and Requirements
- Hard Launch Policy
- Policy Updates
- Hard Launch Preparation
- Question and Answer Session

By the End of the Forum:

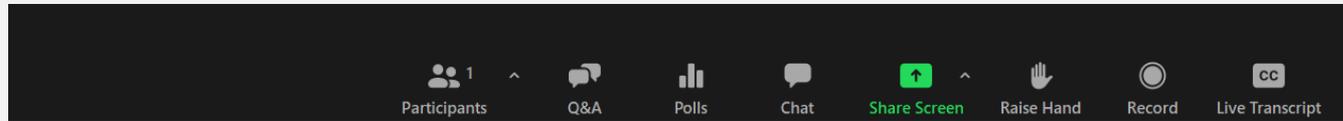
- You'll know the EVV hard launch date
- You'll know policy updates for hard launch
- You'll know how to prepare for hard launch
- You'll get answers to your questions

Team Introductions

- **Ali Renk**, Bureau of Benefits Policy
- **Amy Chartier**, IRIS Policy & Operations
- **Laura Castrogiovanni**, EVV Customer Care
- **Martha Pings**, EVV Training
- **Scott Hawley**, EVV Project Management

Question and Answer

- Focus on questions for electronic visit verification (EVV)
- Type your questions in the Q&A
- Maintain privacy



Hard Launch Date



EVV Administrative Rule Hearing

December 9th, 2022
Time: 8–9 a.m. CT

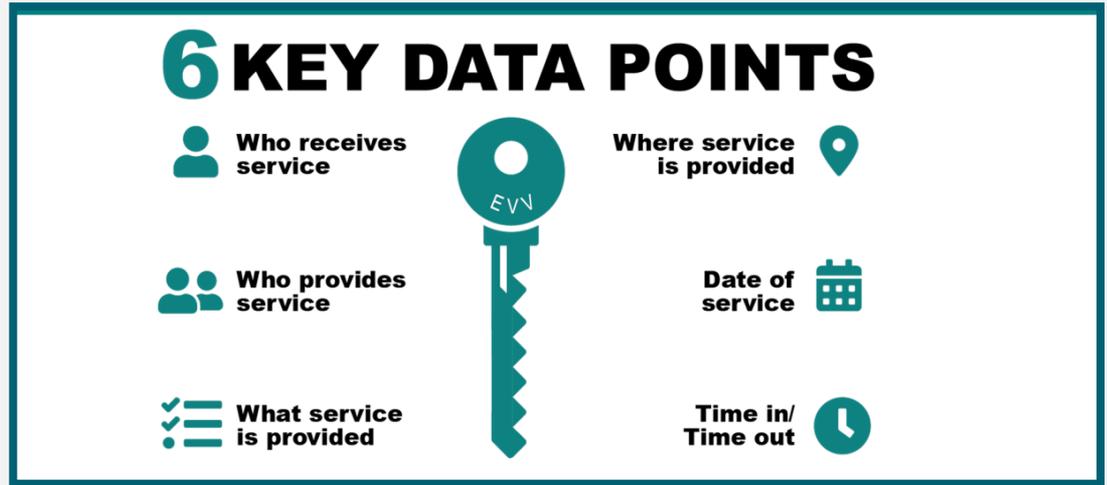
Submit comments:

- [Administrative Rules website - dhs.wisconsin.gov/rules/active-rulemaking-projects.htm](https://dhs.wisconsin.gov/rules/active-rulemaking-projects.htm)
- [Wisconsin State Legislature website](https://legis.wisconsin.gov/)
- By mail to:
Bailey Dvorak
Division of Medicaid Services
P.O. Box 309
Madison, WI 53701-0309



Background and Requirements

All states are required to implement EVV for Medicaid-covered personal care services (PCS) and home health care services (HHCS).



Background and Requirements

The following are program areas with personal care services and certain supportive home care services:

- Medicaid and BadgerCare Plus fee-for-service (ForwardHealth card)
- BadgerCare Plus and SSI HMOs
- Family Care and Family Care Partnership
- IRIS (Include, Respect, I Self-Direct)

Background and Requirements

Service and Modifier	Medicaid and BadgerCare Plus fee-for-service, BadgerCare Plus and Medicaid HMOs	Family Care, Family Care Partnership	IRIS
Personal care services per 15 min. (T1019)	Yes	Yes	Yes
Personal care services per day (T1020)	n/a	Yes	n/a
Supportive home care per 15 min. (S5125)	n/a	Yes	Yes
Supportive home care per day (S5126)	n/a	Yes	Yes
KX Modifier: Identifies a live-in worker not required to collect EVV data	Yes	Yes	Yes

Background and Requirements

Sandata Mobile Connect (SMC)

Cell phone or tablet



Telephonic Visit Verification (TVV)

Landline at client's home



Fixed Visit Verification (FVV)

Device at client's home



Background and Requirements

Alternate EVV Systems

- Users of alternate EVV systems are not exempt from EVV requirements or consequences.
- All systems must be certified prior to use.
- If an alternate EVV system will not be ready for use by May 1, 2023, the DHS-provided Sandata EVV system must be used to ensure continued payment.
- For more information, see <https://www.dhs.wisconsin.gov/evv/alternateevv.htm>

Background and Requirements

Live-in Workers and EVV

- DHS is **not requiring** EVV for live-in workers.
- HMOs, managed care organizations (MCOs), and provider agencies may decide if their live-in workers are required to use EVV.
- IRIS participant-hired live-in workers are not required to use EVV.

Background and Requirements

Live-in Worker Definition

- A live-in worker is a worker who permanently resides in one of the following:
 - The same residence as the member or participant receiving services.
 - A two-residence dwelling where the member or participant lives in the other half of the dwelling **and** is a relative.

Background and Requirements

To verify live-in status for live-in workers:

- IRIS participant-hired live-in workers must use the [IRIS Participant-Hired Worker Identification form](#), F-01201A.
- Fee-for-service live-in workers must use the [Electronic Visit Verification Live-in Worker Identification form](#), F-02717.
- Provider agencies should contact their payer for details about their live-in worker policy.
- EVV data must be captured if live-in status is not confirmed.

Hard Launch Policy

- For dates of service on and after **May 1, 2023**, there will be consequences when EVV information is not captured for required services.
- Consequences include:
 - Claim denial
 - Exclusion from future capitation rate setting development
 - Possible IRIS participant disenrollment

Hard Launch Policy

Fee-for-Service Medicaid and BadgerCare Plus

- Claim details without required verified EVV data will be denied.
- Detail units billed exceeding the verified EVV visit units available will also be denied.

Hard Launch Policy

BadgerCare Plus and Medicaid SSI HMOs, Family Care, and Family Care Partnership

- Personal care and applicable supportive home care HMO and MCO encounters submitted to DHS without matching EVV data may be excluded from future capitation rate setting development.

Hard Launch Policy

BadgerCare Plus and Medicaid SSI HMOs, Family Care, and Family Care Partnership

- HMOs and MCOs have the authority to deny provider claims with missing EVV data.
- Provider agencies should contact their HMO or MCO about EVV payment policy.

Hard Launch Policy

IRIS Participants

- To remain enrolled in IRIS, participants are required to ensure non-live-in workers use an EVV system.
- IRIS consultants will work with participants to meet EVV standards and prevent participant disenrollment.

Hard Launch Policy

IRIS Non-Live-In PHWs

Non-live-in IRIS PHWs providing personal care services and routine supportive home care services are required to use EVV.

Hard Launch Policy

IRIS Provider Agencies

- Provider agencies are expected to ensure EVV data is complete before sending claims to the fiscal employer agency (FEA).
- FEAs will deny provider agency claims without corresponding EVV data.

New Policy

Newly enrolled IRIS participants will be given a 60-day grace period before PHW EVV use will be counted towards participant compliance with program requirements.

Policy Updates

Power or System Outage Exception

- On and after hard launch, workers will not need to capture EVV information due to unexpected power and EVV system outages lasting longer than 24 hours.
- EVV administrators may continue manual entry if preferred.
- Provider agencies must show proof of system outage upon request.

Hard Launch Preparation

Follow the ‘New to EVV?’ steps

- Obtain required IDs
- Perform technical setup
- Train workers and staff
- Start using EVV



New to EVV?

Getting Started With Electronic Visit Verification in Wisconsin

Electronic visit verification (EVV) is a system that uses technology to capture the time, date, and place that personal care or some supportive home care services were provided. It also captures which services were provided, who provided them, and who received them.

EVV is federally required for Medicaid-covered personal care and some supportive home care services. All states must require EVV or risk losing Medicaid funding for these services.

Whenever performing services that require EVV, workers log or call in to an EVV system at the beginning and the end of their visit. Provider agencies can use the Wisconsin Department of Health Services (DHS)-provided EVV system from Sandata or choose to use an alternate EVV system. All systems have to collect the same six key data points at every visit.

6 KEY DATA POINTS

- Who receives service
- Who provides service
- What service is provided
- Where service is provided
- Date of service
- Time in/Time out

EVV visit data will need to be collected for care provided under the following service codes:

- T1019 • S5125
- T1020 • S5126

Agency ID and Worker IDs

Step 1

a. If your provider agency has a Medicaid ID, make sure your contact information on the ForwardHealth Portal is current. DHS sends important information to the email address listed there.

b. If your provider agency does not have a Medicaid ID, use the [EVV Portal Functionality User Guide](#) to get a unique EVV provider agency ID. This ID is how DHS will match your EVV information to your claims.

Step 2

Link your workers to your provider agency. This is called “associating” your workers to your agency. For EVV, each worker has to be linked to the provider agency they work for in the ForwardHealth Portal. Chapter 7 of the EVV Portal User Guide, Worker Association, gives detailed instructions on how to search for and add workers to your provider agency. This process is the same whether your agency has a Medicaid ID or a unique EVV provider agency ID.

(Continued on next page.)
P-03078 (06/2022)

A screenshot of the ForwardHealth portal interface. The page shows a navigation menu on the left with items like 'Provider-specific Resources', 'Billing & Payer', 'Fee Schedules', 'Wisconsin Administrative Code', 'ForwardHealth Enrollment Data', 'ForwardHealth System Enrollment Data', 'Adjustments', 'Health Care Enrollment', 'Provider Registration', 'Enrollment Tracking Search', 'Red Assessment & Payment', 'Medicaid Program Management Data', and 'Management Software'. The main content area displays a 'Welcome to the Portal' message and a 'COVID-19: Focus' section. The footer includes the Wisconsin Department of Health Services logo and the text 'WISCONSIN DEPARTMENT OF HEALTH SERVICES'.

Hard Launch Preparation

Understand Payer Billing Requirements

- Payers should be communicating about claims and encounters that will be denied with hard launch.
- Provider agencies should check with their HMO, MCO, or IRIS FEA regarding billing requirements – including the use of span billing.
- Provider agencies should review explanation of benefits codes on remittance advice.

Hard Launch Preparation

EVV Website



A screenshot of the Wisconsin Department of Health Services website for Electronic Visit Verification (EVV). The page features a navigation menu with categories like 'About DHS', 'Data & Statistics', and 'Partners & Providers'. The main content area is titled 'Electronic Visit Verification (EVV)' and includes a 'What is EVV?' section with a bulleted list of key questions. A 'Stay up to date' section offers training opportunities. A video player at the bottom shows a man speaking, with the title 'Wisconsin Electronic Visit Verification (EVV)'. A sidebar on the left contains links to 'EVV: Home', 'Announcements', 'Members', and 'IRIS'. A contact box for the EVV Customer Care team is also present.

Hard Launch Preparation

Resources and FAQs



The screenshot shows the Wisconsin Department of Health Services website. The main heading is "Electronic Visit Verification (EVV): Resources". Below this, there is a section for "Resources and FAQs" with a table of general resources. The table lists various documents and their formats and languages. At the bottom, there is an "EVV timeline" section with navigation arrows for December 2016, August 2017, and July 2020.

General resources		
FAQs	Webpage	English
Public Forums	Webpage	English
Uninsured EVV Podcast	Webpage	English, Hmong, Spanish
Your Key to EVV Newsletter	Newsletter	English, Hmong, Spanish
EVV ID Help Sheet_P-02844 (non) and Worker Visit Card Template_P-02844a (non)	Help Sheet, Form	English
EVV Lifecycle Flyer_P-03124 (non)	Handout	English
EVV Live-in Worker Identification and Instructions_P-02732	Form	English
EVV Member Flyer_P-02730 (non)	Handout	English, Hmong, Somali, Spanish
EVV for Wisconsin Medicaid Personal Care Services_P-02462 (non)	Handout	English, Burmese, German, Hmong, Karen, Somali, Spanish

EVV timeline

December 2016 → August 2017 → July 2020 →

Hard Launch Preparation

Newsletters



Your Key to EVV
Unlocking Electronic Visit Verification in Wisconsin
Issue 15 | August 2022

In this issue, you'll find a summary of newsletters that provide steps and helpful tips for the Sandata system, which Wisconsin Department of Health Services selected for electronic visit verification (EVV) or an alternate EVV system. Each of the newsletters can also be found in the EVV Newsletter Library, which includes Spanish and Hmong translations.

Getting Started
Issue #5—Stages of EVV
Is EVV new to you? This newsletter goes into detail about the three main stages of an EVV visit (visit, verification, and validation), including who does each step, all the way from the worker providing the service to the claim being paid. Curious what role a worker, provider agency, and DHS play in EVV? Read on to learn the roles of each in an easy-to-understand overview.

Wisconsin EVV Customer Care
833-931-2035 | yxcc.contactevv@wisconsin.gov
Monday–Friday | 7 a.m.–6 p.m. CT
<https://www.dhs.wisconsin.gov/evv/index.htm>

Passwords and Portals
Once the major EVV decisions described in Issue #1 have been made, you're ready to get started. If you need help understanding each of the passwords and portals you'll need, these newsletters have got you covered.

Issue #1—Getting Started
Here, you'll find a list of questions a provider agency will need to answer in order to get started, like whether you'll use Sandata, the DHS-provided EVV system, or an alternate one, and whether your workers will ask the clients to verify their visits. This is a great place to start brainstorming how EVV will work in your organization.

Issue #2—Log-In Credentials
This newsletter gives you an overview of the next few steps to take, including logging in to the secure online portals in order to get the credentials you'll need to set up your system.

This newsletter provides information about EVV in Wisconsin. Forward Health Update 2021.03, titled "Electronic Visit Verification Policy and Hard Launch Timeline," 2021.05, titled "Electronic Visit Verification Hard Launch Preparation," and 2021.10, titled "Electronic Visit Verification Soft Launch Phase Has Been Extended," contain approved guidance.

WISCONSIN DEPARTMENT OF HEALTH SERVICES

(Continued on next page.)

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

Hard Launch Preparation

Training EVV Administrators



A screenshot of the Wisconsin Department of Health Services website. The page title is "Electronic Visit Verification (EVV): Training Other Provider Agency Administrators". The page content includes a sidebar with navigation links like "EVV Home", "Announcements", "Members", "IRIS", "Provider Agencies", "Payers", "Alternate EVV", "Training", and "Resources and FAQs". The main content area contains introductory text about the resources, a disclaimer, and a note about language options. At the bottom, there are social media icons and a "Join our email list" section. The footer indicates the page was last revised on January 21, 2022.

Hard Launch Preparation

Training EVV Workers

A screenshot of the Wisconsin Department of Health Services website. The page is titled "Electronic Visit Verification (EVV): Training Workers". It includes a search bar, navigation menu, and a table of resources. The table lists various resources such as "EVV Informational Video" and "Downloading the Sandata Mobile Connect app" with descriptions and available languages.

Wisconsin DEPARTMENT of HEALTH SERVICES

Search our website
I'm looking for...

Topics A-Z: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Find a COVID-19 vaccine | Stop the spread of COVID-19 | Thank you, Wisconsin! We appreciate you for going above and beyond to support each other for the past two years.

Partners & Providers | Electronic Visit Verification | Electronic Visit Verification (EVV): Training Workers

EVV: Home | Announcements | Members | IRIS | Provider Agencies | Payers | Alternate EVV | Training | Resources and FAQs

Wisconsin EVV Customer Care
833-333-2020
evv.connect@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.

Electronic Visit Verification (EVV): Training Workers

Train the workers who will use EVV to check in and out for visits. Use the combination of resources that makes the most sense for your provider agency's and the workers' needs. Most workers will not need to review all the resources. These resources can also be used as 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 [DHS EVV Resources and FAQs](#) for EVV policy information.

Additional languages for written materials can be requested through [email](#). Please allow 30 business days for translation and delivery.

Resource Title	Description	Languages Available
General		
EVV Informational Video	Informational YouTube video demonstrating a visit using EVV	English
EVV Service and Task List	Information workers will need to enter when they complete visits using EVV	English, Burmese, Hmong, Karen, Russian, Somali, Spanish
Mobile Visit Verification		
Downloading the Sandata Mobile Connect app from the App Store (for iOS)	Written instructions for downloading the correct app for Apple products	English, Burmese, Hmong, Karen, Russian, Somali, Spanish
Downloading the Sandata Mobile Connect App from the Google Play Store (for Android)	Written instructions for downloading the correct app for Android products	English, Burmese, Hmong, Karen, Russian, Somali, Spanish
Sandata Mobile Connect App Guide	Written instructions for using the Sandata Mobile	Updated 11/3/2020 English, Burmese, Hmong

Hard Launch Preparation

EVV Worker Trainings

- EVV Fundamentals
- EVV Essentials

EVV: Home
Announcements
Members
IRIS
Provider Agencies
Payers
Alternate EVV
Training
Resources and FAQs

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833-931-2035
evv.customer@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.

Electronic Visit Verification (EVV): Training Workers

EVV for personal care services hard launch begins on May 1, 2023. Read the [ForwardHealth Update](#).

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

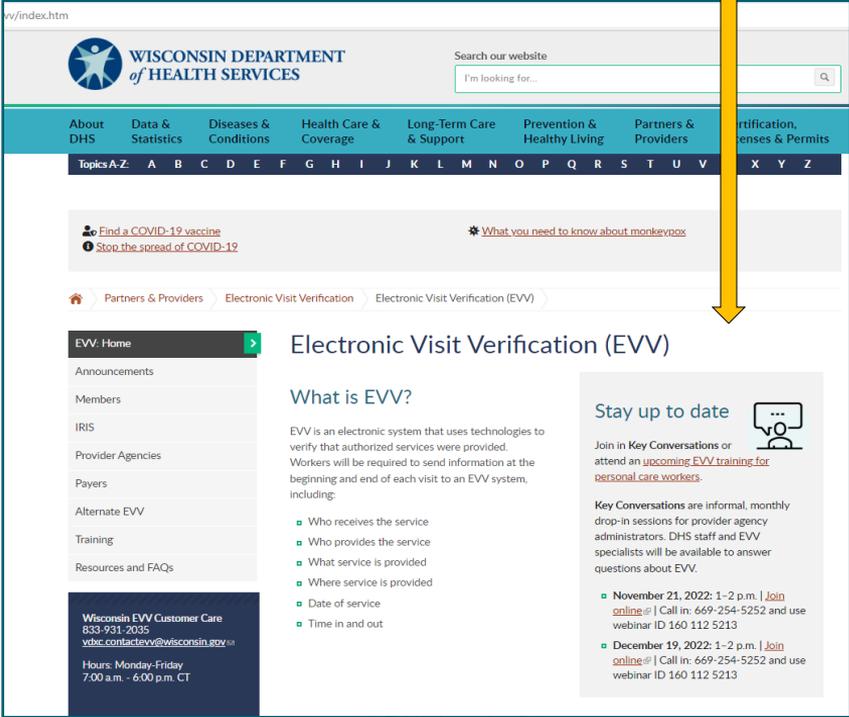
Refer to [Training Workers for Electronic Visit Verification](#) for training plan suggestions. As a reminder, training resources do not supersede DHS policy. Refer to [DHS EVV Resources and FAQs](#) for EVV policy information.

Additional languages for written materials can be requested through email at evv.connect@wisconsin.gov, or call 833-931-2035. Please allow 30 business days for translation and delivery.

Resource Title	Description	Languages Available
General		
EVV Informational Video	Informational YouTube video demonstrating a visit using EVV	English
EVV Fundamentals - An Overview	Coming soon! A video intended for new provider agency workers. Learn the purpose of electronic visit verification (EVV), see the methods for verifying a client visit, know the steps needed to start implementing EVV, and where to find the resources to be successful for EVV.	Coming soon!
EVV Service and Task List	Information workers will need to enter when they complete visits using EVV	English Hindi Burmese Mongolian Korean Russian Spanish
EVV Worker Visit Template	Carry along card for workers to use during visits to capture vital client information	English
Mobile Visit Verification		
EVV Essentials - Start Using the SMC App	A video intended for new provider agency workers. Learn everything needed to use the SMC Mobile Connect App, also known as the SMC App. Know the steps needed to capture a client visit even when WiFi or cell phone coverage is not available. Learn how to start implementing EVV using the SMC App and where to find the resources to be successful for EVV.	English
Downloading the		

Hard Launch Preparation

Key Conversations
December 19, 2022
1 p.m. CT



vv/index.htm

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Search our website
I'm looking for...

About DHS | Data & Statistics | Diseases & Conditions | Health Care & Coverage | Long-Term Care & Support | Prevention & Healthy Living | Partners & Providers | Certification, Licensure & Permits

Topics A-Z: A B C D E F G H I J K L M N O P Q R S T U V X Y Z

Find a COVID-19 vaccine | Stop the spread of COVID-19 | What you need to know about monkeypox

Partners & Providers | Electronic Visit Verification | Electronic Visit Verification (EVV)

EVV: Home >

Announcements
Members
IRIS
Provider Agencies
Payers
Alternate EVV
Training
Resources and FAQs

Wisconsin EVV Customer Care
833-931-2035
vdc-contactevv@wisconsin.gov

Hours: Monday-Friday
7:00 a.m. - 6:00 p.m. CT

Electronic Visit Verification (EVV)

What is EVV?

EVV is an electronic system that uses technologies to verify that authorized services were provided. Workers will be required to send information at the beginning and end of each visit to an EVV system, including:

- Who receives the service
- Who provides the service
- What service is provided
- Where service is provided
- Date of service
- Time in and out

Stay up to date

Join in **Key Conversations** or attend an **upcoming EVV training for personal care workers**.

Key Conversations are informal, monthly drop-in sessions for provider agency administrators. DHS staff and EVV specialists will be available to answer questions about EVV.

- November 21, 2022: 1-2 p.m. | [Join online](#) | Call in: 669-254-5252 and use webinar ID 160 112 5213
- December 19, 2022: 1-2 p.m. | [Join online](#) | Call in: 669-254-5252 and use webinar ID 160 112 5213

Hard Launch Preparation

Wisconsin EVV Customer Care

1:1 Office Hours Support

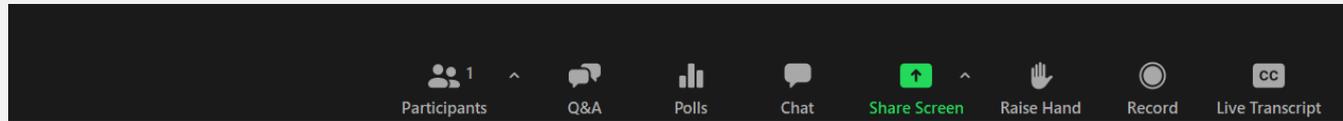
- Phone: **833-931-2035**
- Email: vdxc.contactevv@wisconsin.gov
- Monday–Friday: 7 a.m.–6 p.m. CT



Question and Answer

Question and Answer

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



Recap

- Know the EVV hard launch date is **May 1, 2023**
- Know policy updates for hard launch
- Know how to prepare for hard launch
- Know where to find EVV resources
- Answered your questions

Brief Survey

Please share your feedback



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Our Vision
Everyone living
their best life.

Thank You