

Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin



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September means back to school for many of us—backpacks, fresh notebooks, the anticipation of learning about something new. We're bringing all of that fresh-start excitement to electronic visit verification (EVV) in September with the launch of this newsletter. Inside, you'll find tips and tricks as well as reminders of what's coming up next.

Ready...Set...Go!

Wondering what you'll need to start EVV off on the right foot? Sharpen your pencils and take note: below is a checklist of decisions you'll need to make before November 2, 2020.

Provider agencies should ask their payers (HMOs, managed care organizations):

- Will the payer require live-in workers to use EVV? If not, what do I need to know to exclude my live-in workers?
- What documentation will the payer require for edits made to the EVV visit record?

Provider agencies need to decide for themselves:

- Will you be using the Wisconsin Department of Health Services (DHS)-provided Sandata system or an alternate EVV system?
- If your payer doesn't require live-in workers to use EVV, will your agency require them to?
- Do you want workers to record tasks (bathing, positioning, etc.) within EVV?
- Do you want workers to ask the clients to verify visits within EVV?
- Who should call in fixed visit verification numbers—workers or office staff? When do they need to do it by?

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

This newsletter provides information about EVV in Wisconsin. The July 2020 ForwardHealth Update 2020-31, titled "[Implementation of Electronic Visit Verification for Personal Care and Supportive Home Care Services](#)," contains approved guidance.



Because You Asked!

Q: What do I need to do right now to be ready for Day 1 of EVV?

A: Make sure both your agency and your workers are signed up with unique IDs. If you are Medicaid-enrolled, your agency will use its Medicaid ID, but you'll still need to get an ID for each of your workers.

If your agency is not Medicaid-enrolled, you'll need to complete the [Provider Agency Identification Process](#) to get a provider agency ID (view a [how-to video](#)), and then you'll need to get IDs for all of your workers as well.

The worker ID system is live as of September 15. Every agency will need to [identify and associate their workers](#) before they can use the EVV system. View a [how-to video](#).

Q: Do all workers need worker IDs?

A: All workers who provide personal care services (procedure codes T1019 and T1020), and all workers who provide certain home care services (procedure codes S5125 and S5126) need worker IDs whether they use EVV or not.

Q: OK, I have IDs for my agency and all of my workers. What next?

A: Have you taken the training? Live trainings are only being offered through October 9, 2020, so check the [DHS EVV Training page](#) and make sure you're signed up for all the courses you need! Self-paced training will stay available going forward.

Recommended Reading

The July 2020 Update (2020-31), titled "[Implementation of Electronic Visit Verification for Personal Care and Supportive Home Care Services](#)," covers DHS policy for EVV, including an overview of the system and why it's required, what information is captured during the visit, and a glossary of common EVV terms. Updates are aimed at providers but are available to anyone who wants to read them.

The July 2020 Update (2020-32), titled "[Electronic Visit Verification Training for Personal Care Services and Supportive Home Care Services](#)," includes information about who needs to take what kind of training. This Update gives details about both the DHS-provided and the Sandata-provided trainings. It also lays out timelines for when training should be taken. Since Wisconsin is using a train-the-trainer model for EVV, it's important that staff from each agency is fully trained early so that they can train the rest of the members of their team.

We encourage you to read both Updates and to reach out to Wisconsin EVV Customer Care with any questions.

