Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin

We're into October–the weather is turning crisp, your first apple pie of the fall is on the table, and soft launch is just one month away. In this issue, we'll cover how Sandata credentialing works, what happens after electronic visit verification (EVV) training, and more.

Missed our first issue? Bookmark the Key to EVV archive so you can have all issues of the newsletter at your fingertips.

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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.

WISCONSIN DEPARTMENT *of* **HEALTH SERVICES**

Ready...Set...Go!

So you've set up your provider agency and worker IDs, and now you're ready to access the Sandata EVV Portal. Wondering how to get those log-in credentials? Well, it's a three-step process.

Step One: Get your provider agency ID (if your agency is not Medicaid-enrolled) and your worker IDs.

You took care of that after reading the September issue, right? If not, check out Issue 1 for a quick refresher. Getting your provider agency ID will let you sign up for training. If you're already Medicaid-enrolled, great news! Your agency's Medicaid ID is the number you need to enroll in training, and your agency doesn't need a separate ID.

In either case, you'll need worker IDs for all workers. Getting them set up now will ensure that workers can get their accounts set up right away.

Step Two: Complete training.

Your agency administrator must complete training before you can access the Sandata EVV Portal. Head over to the EVV Training page to determine the courses you need to take. Be sure to sign up for all of the modules you need to fully complete your training—if you're taking live training, you need to complete all three of them!

Step Three: Set up your account.

Once your administrator has completed training, the Wisconsin Department of Health Services (DHS) will signal to Sandata that your training requirements have been met. (This can take up to a week, since it's a manual process.) Sandata will email your administrator with a link to your agency's Welcome Kit and Sandata credentials.

Once you log in to your brand new Sandata account, you can add administrators, create new

roles as needed, and assign those roles to other people in your agency who will use the Sandata system. Employee information that has been submitted to DHS will be automatically loaded into Sandata on October 5, 2020. Member and participant data will be loaded to Sandata on October 28, 2020. After November 2, 2020, employee and member/participant data will be sent from DHS to Sandata every night.

Important Note: Do not log visits before November 2, 2020! Visits cannot be deleted from the Sandata Portal once they're entered, so please do not use the Sandata system for testing. Although the Sandata EVV Portal and visit methods will both be available once credentials are sent, they shouldn't be used to record visits until soft launch begins.

If you need a refresher before EVV officially starts, you can find resources on our training page. Remember, soft launch is a time to work out the bumps in the EVV process and learn from mistakes.

Recommended Reading

The Provider Agency EVV Checklist will make sure that you have everything you need to launch on November 2. It will walk you through the details of the steps you need to complete, and it's full of links to supports and training to help you every step of the way.

If you still have questions, try the DHS EVV FAQ page. FAQs are grouped into sections for different audiences including overview; member and participant questions; provider agency, worker, and association questions; and program administrator (HMO, managed care organization, fiscal employer agency) questions.

Because You Asked!

Q: What about live-in workers? Do they need IDs?

A: Yes! All workers will need IDs, including live-in workers. HMOs, managed care organizations, and provider agencies can choose to require live-in workers to use EVV. In this case, they should obtain those IDs now.

Where live-in workers are **not** required to use EVV (including participant-hired live-in workers in IRIS [Include, Respect, I Self-Direct]), please don't request a worker ID for live-ins just yet—DHS will reach out with instructions as we get closer to hard launch.

Q: What **is** hard launch, anyway?

A: You've probably seen the terms "soft launch" and "hard launch" in Wisconsin's EVV communications, and you may be wondering what the difference is. Soft launch is phase one of EVV implementation, where we all begin to use the EVV system, troubleshoot problems, refine procedures, and work together to make sure that EVV works the way it's supposed to for everyone. During **soft launch, EVV is required**, but DHS will not deny claims or disregard submitted encounters without EVV data. Soft launch starts on November 2, 2020.

Hard launch is phase two of EVV—the real deal. After hard launch, **EVV is required, claims without matching EVV information will be denied, and encounters without matching EVV information may not be included in rate setting.** (Information about IRIS hard launch will come at a later date.)

Q: When will hard launch happen?

A: DHS has not set the hard launch date yet. In order to avoid a loss of federal funding, Wisconsin must implement the **soft** launch before January 1, 2021. We have chosen November 2, 2020, as the start date to work out launch problems before the holiday season. Hard launch is not on January 1, 2021. DHS will communicate about the hard launch before it happens, including dates, timing, and what changes providers can expect. Again, the **November 2 soft launch** is the only launch with a firm date.