

Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin

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The Wisconsin Department of Health Services (DHS) has extended the soft launch phase of electronic visit verification (EVV), giving provider agencies more time to put efficient processes in place before mistakes become costly. We know that EVV can initially seem confusing. Provider agencies and workers have phone numbers to call, member and worker numbers to remember, and portals to log into. One of the best things provider agencies can do is get informed and organized. To make this easier for you, we are sharing the Wisconsin EVV Customer Care line resources and some of the other important phone numbers and information.

Wisconsin EVV Customer Care

833-931-2035 | vdxc.contactevv@wisconsin.gov

Monday–Friday | 7 a.m.–6 p.m. Central time

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

This newsletter provides information about EVV in Wisconsin. ForwardHealth Updates [2021-23](#), titled “Electronic Visit Verification Policy and Hard Launch Timeline,” [2021-26](#), titled “Electronic Visit Verification Hard Launch Preparation,” and [2021-40](#), titled “Electronic Visit Verification Soft Launch Phase Has Been Extended,” contain approved guidance.

Wisconsin EVV Customer Care

Wisconsin EVV Customer Care is the DHS call center that specifically supports EVV. Provider agencies, program administrators, program payers, members, participants, and workers may call Wisconsin EVV Customer Care with any and all EVV questions and concerns. This includes those related to DHS EVV policy, the Sandata EVV Portal, the ForwardHealth Portal, general Sandata training questions, resetting Sandata passwords (both for the Portal and the app), fixed visit verification devices, and fee-for-service live-in worker authorization status.

Please have the following information ready when you call Customer Care:

1. Whether you’re a worker, member, provider agency, or EVV administrator for an HMO, managed care organization, or IRIS (Include, Respect, I Self-Direct)
2. Which DHS health care program you’re calling about (for example, BadgerCare Plus and Medicaid fee-for-service or IRIS)
3. An ID number so the call center can confirm who you are and protect everyone’s information

If you are a...	You’ll need to give your...
Provider,	Provider agency ID number and name OR provider agency name and full provider agency office address, and provider agency tax ID.
Worker,	Worker Santrax ID number and provider agency name OR first and last name and provider agency name.
Member or participant,	ForwardHealth ID OR Social Security number AND full name and date of birth.

Customer Care representatives are available at 833-931-2035, Monday-Friday, 7 a.m.–6 p.m. Central time, except on holidays. ForwardHealth Update [2021-38](#), titled “ForwardHealth Holiday Schedule,” has the holidays for winter 2021 and spring and summer 2022.



From EVV visit data to claims, billing, and payments, check out the new [EVV Lifecycle brochure](#) for an overview of the whole EVV process.

EVV and Numbers

Sandata and DHS both use a lot of ID numbers. Below is a cheat sheet for which ones you need and where you need them.

	What is this number?	Where to find this number/ID?	When to use this number?
Provider Agency Medicaid ID (eight or nine digits)	This ID is assigned to identify a provider agency.	In the secure ForwardHealth Portal	This ID is required on electronic and paper transactions submitted to ForwardHealth.
Provider Agency ID number, also known as Provider Agency Company ID (five digits)	The Sandata system uses this ID to identify your provider agency.	In the Welcome Kit email from Sandata/eTrac	Workers use this ID to check in and out of visits using the Sandata Mobile Connect (SMC) app (2 + the five-digit number). Provider agency administrators use this ID in the Sandata EVV Portal (STX + five-digit number).
Worker Santrax ID (nine digits)	ForwardHealth assigns each worker an ID number that identifies who provides a service. This same number is used by Sandata.	On the ForwardHealth Portal or the Sandata EVV Portal	Provider agencies use this number to look up their workers in the Sandata EVV Portal. Workers use this number to check in and check out of EVV visits using telephonic visit verification or fixed visit verification.
SMC username	The worker email address entered into the ForwardHealth Portal is a worker's SMC username. This could be an email assigned by the provider agency or the worker's personal email address.	On the ForwardHealth Portal or the Sandata EVV Portal	Workers use this email/username to log in to the SMC app.
Sandata Client ID number, also known as the member or participant ID number (six digits)	This ID number is how the SMC app identifies a member or participant.	On the Sandata EVV Portal	Workers use this ID when they check in and check out of EVV visits using the SMC app.
ForwardHealth ID number (10 digits)	Sandata uses this ID to recognize members and participants.	On the ForwardHealth Portal, Sandata EVV Portal, or on the member's service authorization	Provider agency administrators will see this on the Sandata EVV Portal. Members should use this number if they call EVV Customer Care.
Sandata-assigned toll-free phone numbers	Each provider agency receives two toll-free phone numbers. The Sandata TVV system identifies the provider agency when workers call these numbers.	In the Welcome Kit email from Sandata/eTrac	These phone numbers are used to call in visits using telephonic visit verification or fixed visit verification.