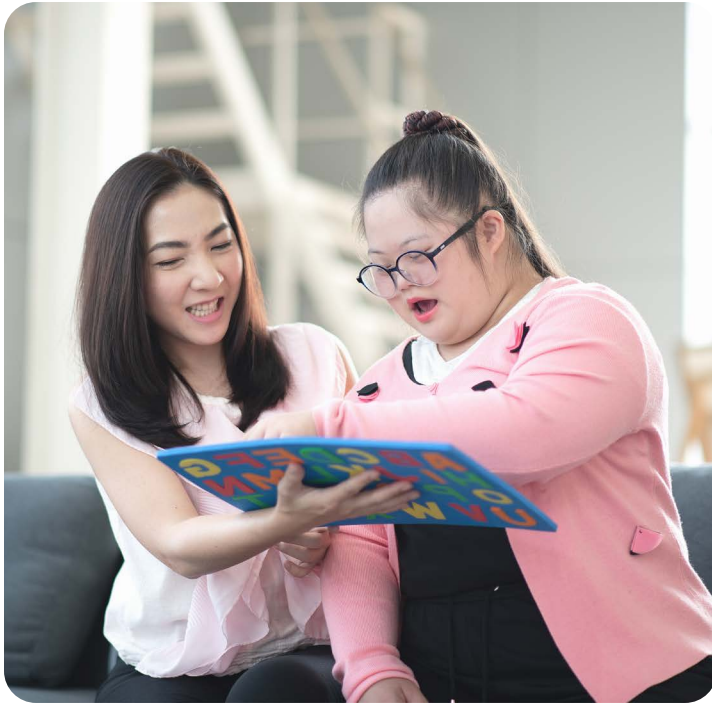


# Koj Tus Yaum Sij Rau EVV



Kev Qhib Electronic Visit Verification (Kev Txheeb Npe Hauv Tshuab Hluav Taws Thaum Sib Ntsib) hauv Wisconsin  
(Your Key to EVV Unlocking Electronic Visit Verification in Wisconsin)

Tsab 13 | Peb Hlis Ntuj 2022



Nyob rau hauv tsab no, Wisconsin Department of Health Services (Tuam Tsev Tswj Xyuas Kev Cov Kev Kho Kab Mob Kev Nkeeg) muaj cov tswv yim rau kev tiv thaiv thiab kev kho cov seem tseg hauv Sandata electronic visit verification (kev txheeb npe hauv tshuab hluav taws xob thaum sib ntsib (EVV)). Cov seem tseg ua rau kev txheeb tsis tau cov kev sib ntsib EVV. Cov seem tseg yog cov ncauj lus ua yuam kev los sis tsis tiav uas yuav tau muab kho rau ib lub koom haum muab kev pab kom tau nyiaj them rau daim nqi EVV tom qab qhib meej.

## Wisconsin EVV Chaw Pab Neeg Qhua

833-931-2035 | [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov)

Monday (Zwj Hli)-Friday (Zwj Kuab) | 7 teev sawv ntxov-6 teev tsaus ntuj CT

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

Muaj Wisconsin EVV Chaw Pab Neeg Qhua nyob ntawm no pab koj txog tej xwm txheej ntawm EVV. Thov hu rau peb yog koj muaj cov lus nug los sis ncauj lus tswv yim.

Tsab ntawv xov xwm no yuav qhia cov ncauj lus txog EVV hauv Wisconsin. Cov Tshiab txog ForwardHealth [2021-23](#), tis npe "Electronic Visit Verification (Kev Txheeb Npe Hauv Tshuab Hluav Taws Xob Thaum Sib Ntsib) Policy and Hard Launch Timeline (Txoj Cai Siv thiab Caij Nyoog Qhib Meej)," [2021-26](#), tis npe "Electronic Visit Verification (Kev Txheeb Npe Hauv Tshuab Hluav Taws Xob Thaum Sib Ntsib) Hard Launch Preparation (Kev Npaj Qhib Meej)," thiab [2021-40](#), thiab tis npe "Electronic Visit Verification (Kev Txheeb Npe Hauv Tshuab Hluav Taws Xob Thaum Sib Ntsib) Soft Launch Phase Has Been Extended (Tau Ncuu Theem Sim Qhib)," muaj cov kev koj uas tau kev pom zoo.

## Kev Tiv Thaiv Cov Seem Tseg Ua Ntej Yuav Pib Kev Sib Ntsib

1. Rov xyuas dua kom teev yog tus tswv cuab los sis tus neeg koom kev pab tus xov tooj nruab hauv tsev los sis fixed Voice over Internet Protocol (Kaw Suab Lus hauv Iv Taws Nej) (VoIP) los sis qhov chaw nyob rau hauv Sandata EVV Portal (Chaw Muab Kev Pab Saum Huab Cua). Tus xov tooj thiab/los sis chaw nyob uas yuav tsim muaj qhov seem tseg. [Siv cov kauj ruam no](#) los ntxiv tus xov tooj thiab chaw nyob yog thiab txheeb tau.
2. Txhawb cov neeg ua hauj lwm kom siv qhov app Sandata Mobile Connect (SMC). Nws yog txoj kev yooj yim tshaj plaws los kho cov ncauj lus EVV yuav tsum nthos. Yog tias qhov app SMC tsis yog txoj kev taug, qhia cov neeg ua hauj lwm kom nco tias cov tsab xov tooj ntawm Telephonic Visit Verification (Kev Txheeb Npe Hauv Xov Tooj Thaum Sib Ntsib) (TVV) yuav tsum yog los ntawm tus xov tooj thiab txheeb tau uas teev muaj rau tus tswv cuab los sis tus neeg koom kev pab hauv Sandata EVV Portal (Chaw Muab Kev Pab Saum Huab Cua).
3. Muab daim [Worker Visit Card \(Neeg Ua Hauj Lwm Kev Sib Ntsib\) sau tiav](#). Qhov no yog tag nrho cov ncauj lus tsum nyog kom siv ta TVV thiab SMC txuas.
4. Txheeb kom muaj daim ntawv tso cai tshiab los sis txuas tshiab nyob rau hauv ntaub ntawv rau tus neeg tau kev pab. Mus xyuas [Client Data \(Ntaub Ntawv Txog Neeg Tau Kev Pab\)](#) daim viv dis aus qhia ncauj lus ntxiv.

## Tswv Yim Txuag Sij Hawm

Thaum koj pib kho cov seem tseg, xub muab tag nrho cov seem tseg tshawb kom tsuas pom cov kev sib ntsib uas muaj qhov seem tseg xwb. Kev muab ib tug neeg tau kev pab ntxiv rau ib qho kev sib ntsib yuav cia li daws tau lwm cov seem tseg ntawm qhov kev sib ntsib ntawd. Daim sob teem ntawm plooj tom ntej yuav piav qhia tias vim li cas thiaj muaj cov seem tseg ntawm txoj pab tsis muaj kev tso cai thiab yuav kho lawv li cas.

Xyuas daim ntawv kawm siv [Visit Maintenance \(Kev Tswj Xyuas Qhov Kev Sib Ntsib\)](#) txog cov ncauj lus kho lwm cov seem tseg.

(Txuas ntxiv rau plooj tom ntej.)

## Kev Seem Tseg: Kev Pab Tsis Tau Kev Tso Cai

Tshwm sim thaum...	Cov tswv yim tshawb fawb thiab kho cov seem tseg...
Tus neeg ua hauj lwm siv qhov “unknown client (neeg tau kev pab tsis paub)” los pib qhov kev sib ntsib	<ol style="list-style-type: none"> <li>Mus rau Visit Maintenance (Kev Tswj Xyuas Qhov Kev Sib Ntsib) thiab nias rau qhov seem tseg.</li> <li>Ntias rau ntsia Memo (Lus Faj Kom Nco) kom nrhiav tau tus neeg tau kev pab lub npe los sis yog siv TVV rau qhov kev sib ntsib, rov xyuas thiab kev txheeb tus neeg ua hauj lwm cov sij hawm sab nraum qhov txheeb txheem Sandata.</li> <li>Nias rau ntsia Client (Neeg Tau Kev Pab) thiab tshawb nrhiav thiab xaiv tus neeg tau kev pab yog.</li> </ol>
Tus zauv cim kev sib ntsib tsis phim daim ntawv tso cai	<ol style="list-style-type: none"> <li>Txheeb qhov kev pab uas tus neeg ua hauj lwm tau muab.</li> <li>Mus rau Visit Maintenance (Kev Tswj Xyuas Qhov Kev Sib Ntsib) thiab nias rau qhov seem tseg.</li> <li>Ntawm ntsia General (Nthuav Dav), xaiv qhov kev pab yog ntawm teev kav rub los (<b>Xib Xub A</b> nram no).</li> </ol>
Hnub tau kev pab tsis nyob rau hauv lub caij nyoog tau kev tso cai	<ol style="list-style-type: none"> <li>Mus rau ntsia Client (Neeg Tau Kev Pab) thiab txheeb kom hnub muab kev pab yeej yog lub caij nyoog ntawm cov hnub poob thiab cov hnub kawg ntawm tsab ntawv tso cai hauv ntaub ntawv.</li> <li>Nyob ntawm ntsia Visit Maintenance (Kev Tswj Xyuas Qhov Kev Sib Ntsib) nram qab ntsia General (Nthuav Dav), xyuas kom cov hnub muaj txoj kev pab cuam, chaw them thiab kev pab yeej phim daim ntawv tso cai hauv ntaub ntawv. Yog hnub muaj kev pab yeej yog raws daim ntawv tso cai, txheeb kom daim ntawv tso cai nyob rau hauv Sandata EVV Portal (Chaw Muab Kev Pab Saum Huab Cua) phim cov ntaub ntawv ntawm qhov chaw them. Yog tsis phim, hu rau EVV Chaw Pab Neeg Qhua.</li> <li>Yog tsis muaj kev tso cai thaum hnub muaj kev pab, ua hauj lwm nrog lub chaw them kom tau daim ntawv tso cai tshiab.</li> </ol>
<p>Tus neeg tau kev pab muaj ntau tshaj ib daim ntawv tso cai hauv cov kev pab cuam sib txawv los sis cov chaw them sib txawv</p> <p><b>los sis</b> muab daim ntawv tso cai ntxiv rau hauv Sandata tom qab qhov kev sib ntsib.</p>	<ol style="list-style-type: none"> <li>Xyuas cov ntawv tso cai hauv ntaub ntawv ntawm Sandata ntsia Client/Program (Neeg Tau Kev Pab/Kev Pab Cuam). Xyuas kom tus zauv cim txoj kev pab cuam, chaw them thiab qhov kev pab yeej yog.</li> <li>Mus rau Visit Maintenance (Kev Tswj Xyuas Qhov Kev Sib Ntsib) thiab nias rau qhov seem tseg.</li> <li>Nram qab ntsia General (Nthuav Dav), ntaus cov ncauj lus kom yog rau chaw them, kev pab cuam thiab tus zauv cim kev pab rau ntawm cov kab sau.                      Piv txwv, yog tias lub chaw them yog Anthem Blue Cross Blue Shield, cov tsiaj ntawv cim rau lawv yog ANTBCBS. Xaiv ntawm qhov teev kav rub los nram qab Payer (Chaw Them) (<b>Xib Xub B</b>). Vim txoj kev pab cuam rau lub chaw them no yog Wisconsin HMO, xaiv WIHMO ntawm qhov teev kav rub los rau Program (Kev Pab Cuam) (<b>Xib Xub C</b>).</li> </ol> <p>Mus xyuas Tsab Ntawv Rhais Tom Qab A—Chaw Them Teev hauv Wisconsin Electronic Visit Verification (Kev Txheeb Npe Hauv Tshuab Hluav Taws Thaum Sib Ntsib) Phau Ntawv Coj Qhia Txhawb, <a href="#">P-02745</a>, xav tau cov chaw them tshiab tshaj plaws thiab cov kev pab cuam rau thiab cov tsiaj ntawv siv los cim rau lawv hauv Sandata EVV Portal (Chaw Muab Kev Pab Saum Huab Cua).</p>

The screenshot shows the EVV Portal form with the following fields and callouts:

- Callout B:** Points to the **AGENCY** dropdown menu, which is currently set to "91102".
- Callout C:** Points to the **PROGRAM** dropdown menu, which is currently set to "WIHMO".
- Callout A:** Points to the **ADJUSTED OUT DATE** field, which is currently set to "02/02/2022".

Other visible fields include: VISIT FROM DATE (02/02/2022), VISIT TO DATE (02/02/2022), VISIT TIME ZONE (US/Central), VISIT STATUS (Verified), CALL IN (01:00 PM), CALL OUT (04:06 PM), CALL HOURS (03:06), ADJUSTED IN DATE (02/02/2022), ADJUSTED IN HH:MM AM/PM (01:00 PM), ADJUSTED OUT DATE (02/02/2022), ADJUSTED OUT HH:MM AM/PM (04:06 PM), PAYER (ANTBCBS), SERVICE (Personal Care Svc.), and CLIENT VERIFIED TIME (No).

**↓ Tswv Yim Tshaj Lij**

Nyob rau hauv Visit Maintenance (Kev Tswj Xyuas Qhov Kev Sib Ntsib), kev ntxiv qhov kev pab (**Xib Xub A**) yuav qhib cov teev kav rub los kom ntxiv tau lub chaw them (**Xib Xub B**) thiab cov ncauj lus txog kev pab cuam (**Xib Xub C**) rau qhov kev sib ntsib.