



Sandata

Get more right from the start

Wisconsin: Alternate EVV Town Hall

Alternate EVV Town Hall Sessions

- ▶ For providers considering an alternate EVV system or EVV vendors supporting WI providers
- ▶ Alternate EVV Town Hall Sessions
 - **Thursday, September 14, 2023:** 12:30–2 p.m. CT
 - **Thursday, October 12, 2023:** 9 a.m.–10:30 a.m. CT
 - Today's call
 - **Tuesday, December 12, 2023:** 11 a.m.–12:30 p.m. CT
 - [Join online](#) | Call in: 551-285-1373 and use webinar ID: 160 337 3593

Welcome and Town Hall Guidelines

Purpose:

- Provide information on upcoming changes to the Wisconsin EVV program around Home Health Care Services.
- Hear an overview of the steps alternate EVV vendors and providers, including independent nurses, need to take to certify an alternate EVV system.
- Learn about technical specifications to connect an alternate EVV system with the Sandata aggregator.
- Understand additions and changes to the technical specifications.
- Learn where to find additional resources.
- Address questions.

Guidelines:

- All participants have been placed on mute.
- Post presentation-specific questions using the Q&A feature. Questions will be answered during the presentation as time permits.

Agenda

Topics

Alternate EVV (Alt EVV) High Level Overview

Provider Registration Process

Electronic Visit Verification (EVV) Requirements /Updates

EVV Self-Registration Vendor Portal Process

EVV Vendor Specification and JSON

Common EVV Vendor Support Issues (errors and troubleshooting steps)

Support Contact Information (required information to help triage issues)

EVV Vendor and Provider Support Resources



Alternate EVV (Alt EVV) - High Level Overview

21st Century Cures Act Requirements

The 21st Century Cures Act, passed in 2016, directs states to require the use of an EVV system for Medicaid-funded Personal Care Services (PCS) and Home Health Care Services (HHCS).



The Cures Act requires that EVV systems capture the following six data elements:

- Who receives the service (client)
- Who provides the service (worker)
- What service or services is provided
- Where the service is provided
- The date of service
- The time the service begins and ends

What is Alternate EVV (Alt EVV)?

▶ Alternate EVV (Alt EVV)

- An alternate EVV system is an EVV data collection system NOT provided by the Wisconsin Department of Health Services (DHS).
- Alt EVV systems are required to integrate with the Sandata Aggregator.

▶ Alt EVV High Level Flow

- Visit Information is captured using the Alt EVV vendor's solution.
- Alt EVV systems send a provider's EVV visit information to the Sandata Aggregator.
- Providers can verify that EVV visit information was received and that visits are in a Verified status.
- The Sandata Aggregator feeds all EVV visit information to DHS.
- DHS processes the visits and sends files to payers on a daily basis.

What is Alternate EVV (Alt EVV)?

▶ Alt EVV Responsibilities

- Providers and their alternate EVV vendor will work with Sandata to set up their system and receive training on the Sandata Aggregator portal.
- Providers are responsible for any costs related to the implementation of, or training for, an alternate EVV data collection system.
- Review the [business requirements](#) for Alt EVV systems.
- Complete the Sandata Alt EVV certification and Sandata Aggregator Portal setup process.
- Learn how to use the Alt EVV system and train agency workers.

Data Validation

▶ Alt EVV Responsibilities

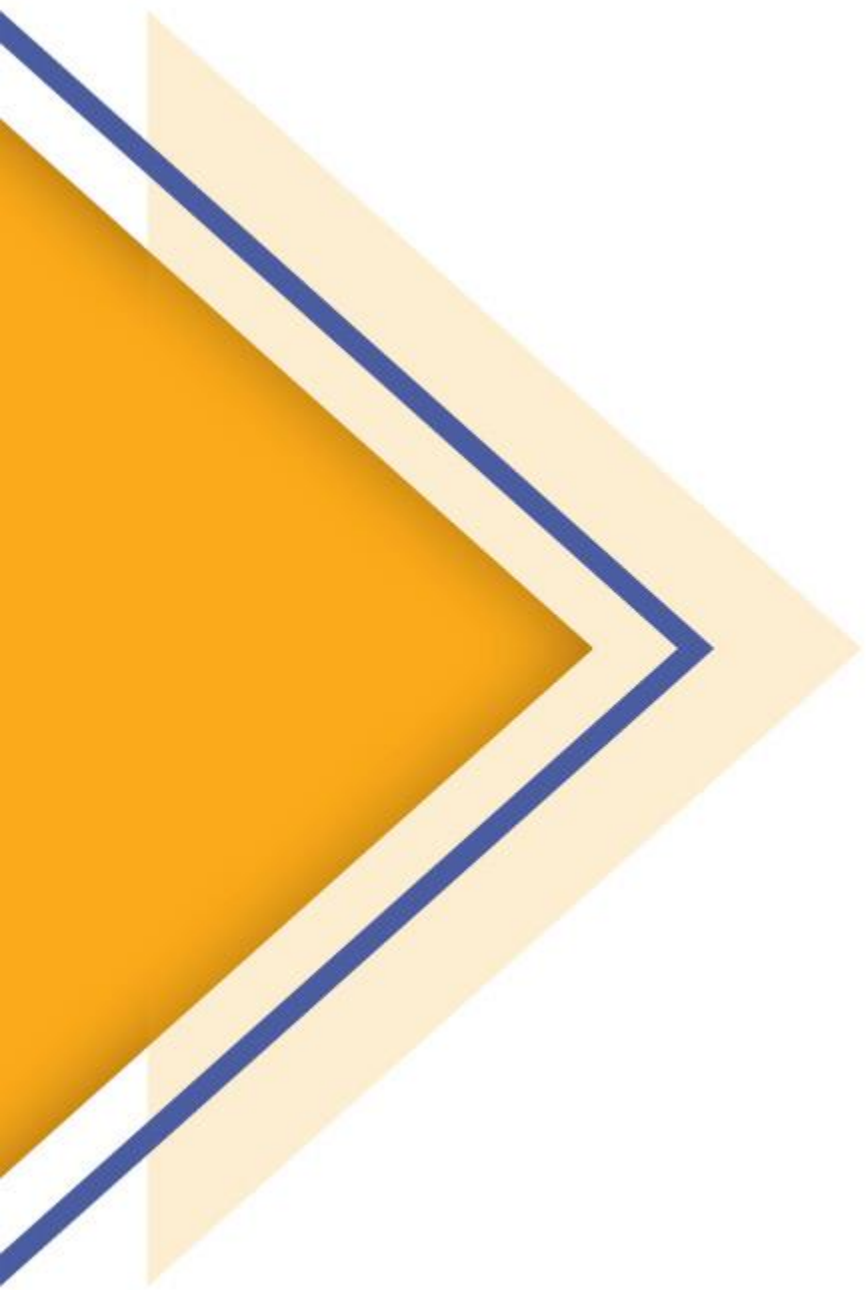
- Providers should confirm that their clients and employees are loaded into their Sandata Aggregator account.
- Providers are responsible for logging in to the Sandata Aggregator (Aggregator) to ensure that visit data is being submitted by their EVV vendor and that the visit data is correct.
- Providers and EVV vendors should submit visit data at a minimum of once a day.
- Exceptions may show in Aggregator based on Wisconsin Business Rules.
- Providers must check Aggregator to ensure visits are in a Verified status and have the correct information.

Home Health Care Services (HHCS) Phases & Service Codes

- ▶ DHS decided to create two phases for the HHCS EVV timeline
 - Soft Launch by January 1, 2024
 - Hard Launch expected in 2024
- ▶ Service Codes
 - Therapy: 92507, 97139 and 97799
 - Nursing: 99504, 99600, S9123, S9124, T1001, T1021 and T1502
 - PCS: 99509

Provider - Reminders

- ▶ Reminder for all Providers
 - [Sign up](#) for EVV emails
 - Update provider information in the [Forward Health](#) Portal
- ▶ Providers choosing an Alternate EVV System
 - Review [Business Requirements for Alternate EVV Systems](#)
 - Share the technical [specifications document](#) with your Alt EVV vendor
 - Join a Sandata Alternate EVV Town Hall
 - Contact Sandata at <https://sandata.zendesk.com/hc/en-us>



Provider Registration Process

Provider Registration Process

Who Needs to Register

- Personal Care Service (PCS) and Home Health Care Service (HHCS) providers who have not registered their Alternate EVV vendor with Sandata.
- If you are a PCS and HHCS provider and you have already registered your Alternate EVV vendor, you do not need to register again.
- If you have multiple state-issued provider Medicaid IDs, you must register for each state issued provider Medicaid ID.

Types of Registration

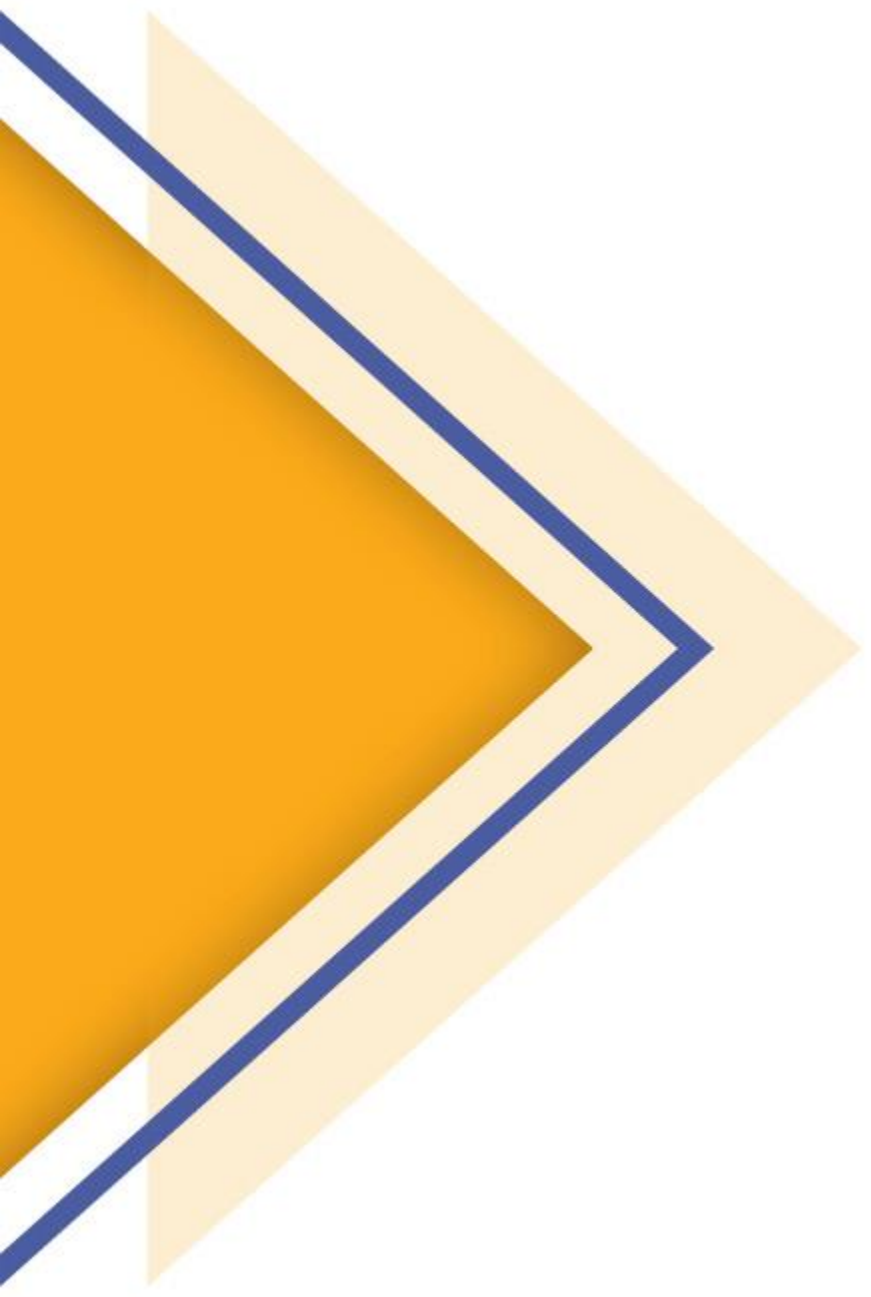
- If you are choosing an Alternate EVV Vendor for the first time.
- Switching from an Alternate EVV Vendor to Sandata EVV (State Provided Solution).
- Switching from one Alternate EVV Vendor to another.

How do I Register?

- Registration will be available through a webform on Sandata on Demand.

[Alternate EVV System Registration and Support Webform](#)

- Once the webform is submitted, a training link will be provided in registration acknowledgement email.



EVV Requirements/Updates

Additions and Changes to Specifications

Additions to Specs

- Additional information around client location needing to be validated by vendor system.
- Forward Health
 - 1 = Home or
 - 2 = Community

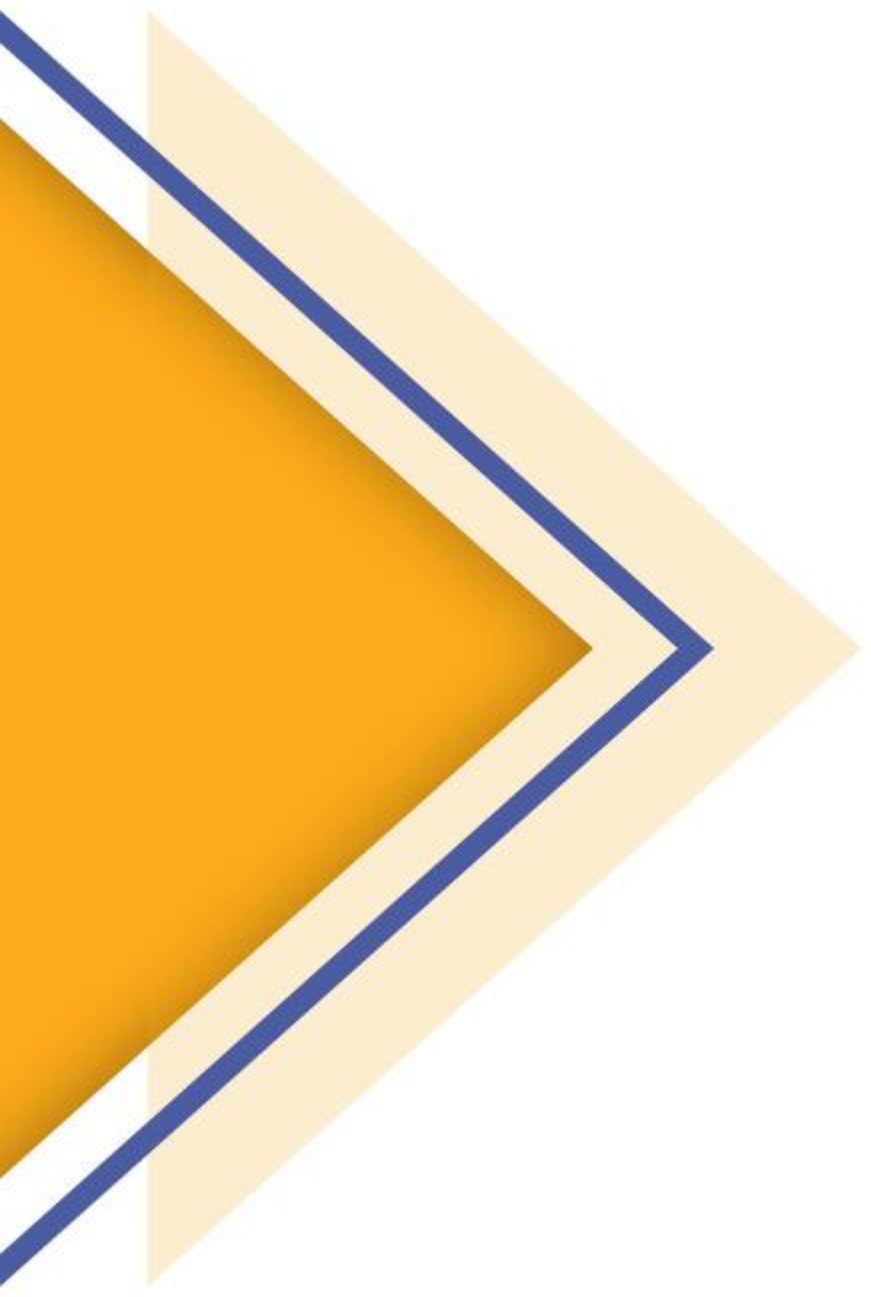
Updates to Specs

- Updated information throughout document on Descriptions and Excepted Values.
- FYI - CAREWIFC Payer and associated programs and services removed as of 04/19/2023.

Home Health Services

- Additional services were added for Home Health.
- These services **may require the client file (JSON) with Client Payer information segment to be sent** based on if a prior authorization is available from the payer.





EVV Self-Registration Vendor Portal Process

EVV Self-Registration Vendor Portal

- Enables eligible vendors to both register for and complete Alternate (Alt) EVV Certification for a state EVV program.
- Eligible vendors are those for whom at least one provider in the state program has identified as their Alt EVV system of choice.
- Vendors would then provide the following:
 - Vendor organization and user information
 - Payer program in which to register
 - Initial provider for which to go through testing
 - Vendor selects from the list of providers who have initiated Alt EVV certification process with Sandata
- Once these items have been verified, the vendor would use the portal to work through each stage of certification for the payer program, including:
 - Getting test credentials
 - Conducting and reviewing testing validation
 - Getting production credentials
 - Accessing payer program resources
- Eligible vendors who are already certified in the state program can create production credentials for any provider(s) who identified them as their Alt EVV system of choice.

Need More Information?

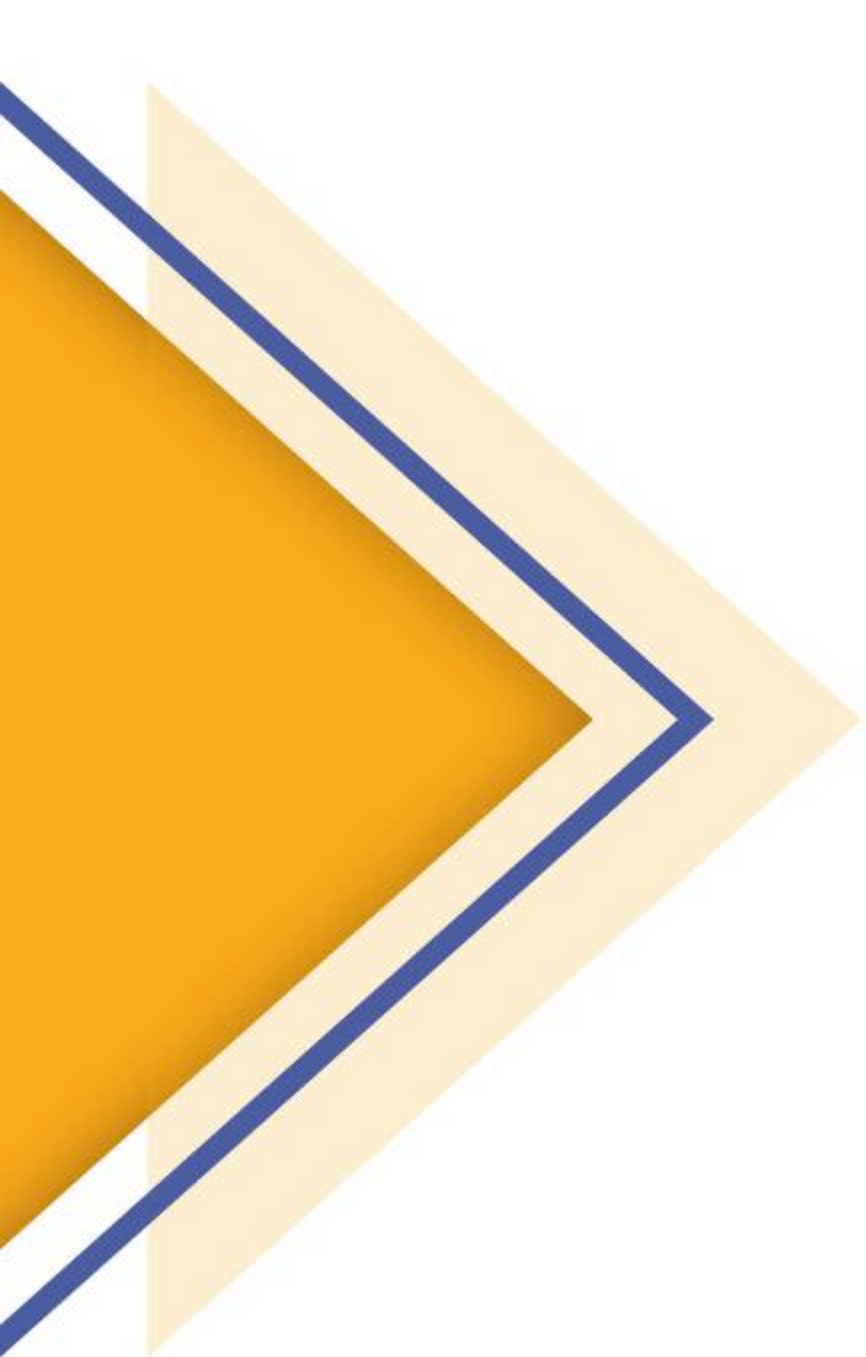
Information on how to use the Vendor Portal is posted to Sandata on Demand, now!

Sandata on Demand: [Sandata EVV Self Registration Vendor Portal Page](#)

The screenshot shows the Sandata EVV Self-Registration Vendor Portal page. At the top left is the Sandata logo with the tagline "Get more right from the start". To the right of the logo is a search bar with a magnifying glass icon and the text "Search". Further right are three links: "New User Sign Up" (highlighted in green), "Submit a request", and "Sign in". Below the search bar is a larger search input field with a magnifying glass icon and the text "Search", followed by an orange "Search" button. Below the search bar is a navigation menu with several items: "Getting Started with Sandata On-Demand", "Product Help", "Payer Programs", "Caregiver and CDS Client Library", "EVV Vendor Solutions" (highlighted in green), and "Provider Agency Tools". Below the navigation menu is a breadcrumb trail: "Sandata Technologies / EVV Vendor Solutions / Sandata EVV Self-Registration Vendor Portal". The main heading is "Sandata EVV Self-Registration Vendor Portal". Below the heading is a "Follow" button. Below the "Follow" button is a list of 10 items, each preceded by a bullet point:

- Sandata EVV Self-Registration Portal Informational Webinar
- Registering as an Alternate EVV Vendor
- Resetting Your EVV Self-Registration Portal Password
- Getting Testing Credentials
- Viewing Program Resources
- EVV Vendor Self-Registration Portal Introduction
- Logging into the Portal
- Using the In-Portal Help
- Getting Production Credentials
- Conducting and Reviewing Testing in the Portal





EVV Vendor Specifications and JSON

Integration Tips

- Send Client (Member) Records **only for those payer/program/service combinations required.**
 - Payer/Program/Services that require clients are defined in the addendum.
 - Visits should be sent after Clients are sent, if applicable (i.e. when there is no PA from the payer).
 - If you have questions on how to know if an authorization is in Aggregator, please check [Sandata On Demand](#).
- Send visits at a minimum once daily.
- Send data elements in alignment with the WI DHS vendor specifications. If it states, “Do Not Send”, don’t send the data.
- Send Adjusted Time In/Out **ONLY** if there are actual adjusted times.
- Send Visit Changes/Visit Exceptions if visits are manually edited or show as incomplete in Sandata Aggregator.



Understanding the altEVV Specs/Addendum

The Alt EVV Addendum for the Program can be found on the Wisconsin Alternate EVV Webpage:

<https://www.dhs.wisconsin.gov/non-dhs/dms/addendumaltevvwisconsinv2.5.pdf>

- Technical specifications
 - For providers who plan to capture EVV information with an alternate EVV system before January 1, 2024, use [specification v2.3](#).
 - For providers who plan to capture EVV information with an alternate EVV system on or after January 1, 2024, use [specification v2.5](#).

Client Overview: Addendum

- **Four Required Segments for client records**
 - Client General
 - Client Payer
 - Client Address
 - Client Phone
- **Identifiers are used for matching logic**

Provider Qualifier = "Medicaid"

 - Provider id = WI DMS Enumerator (8-15 digits)

Client Qualifier = "Client Qualifier"

 - Client Qualifier = WI DHS Medicaid ID (10-12 digits)
- **Client Validation**
 - Provider id values: 8–15-digit WI DMS Enumerator
 - Client Identifier values: 10-12-digit Medicaid
 - Required Segments

The client information must include all four segments if it is sent.

There is validation on the specific Payer/Program/Services that can be sent. (See specifications.)

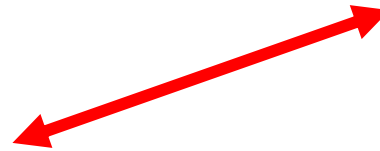
Client Overview: JSON

Alt EVV data is sent via RESTful API / JSON transmissions

Client General Information

This section is required when a member record for which a prior authorization does not exist (as allowed per Forward Health policy). This data will be loaded into the Sandata System and provided to the WI DMS team. The data will not overwrite any data sent in the WI DMS source feeds.

Index	Element	Description	Max Length	Type	Required?	Expected Value(s) Format / Validation Rules
1	ClientFirstName	Client's First Name.	30	String	Yes	Client's First Name (See Field Level Errors in Appendix 10)
2	ClientMiddleInitial	Client's Middle Initial	1	String	Optional	Client's Middle Initial
3	ClientLastName	Client's Last Name.	30	String	Yes	Client's Last Name (See Field Level Errors in Appendix 10)
4	ClientQualifier	Value being sent to uniquely identify the client	20	String	Yes	"ClientCustomID" (See Field Level Errors in Appendix 10) VALIDATION: Records with any other value will be rejected.
5	ClientMedicaidID	Unique ID provided by the State Medicaid program to the client.	64	String	Yes	10-12 DIGITS VALIDATION: Reject if <10 or >12 char
6	ClientIdentifier	Payer assigned client identifier identified by ClientQualifier. If client information is received from the payer, this information will be used to link the received Third-Party EVV information with the payer information provided.	64	String	Yes	WI DHS MedicaidID 10-12 DIGITS VALIDATION: Reject if <10 or >12 char
7	SequenceID	The Third-Party EVV visit sequence ID to which the change applied.	16	Integer	Yes	If TIMESTAMP is used: YYYYMMDDHHMMSS (Numbers only; no characters)
8	ClientCustomID	Additional client user-defined ID. Commonly used to customize the built-in ClientID within the system. Must be provided if billing is in scope. May be equal to another ID provided.	24	String	Yes	WI DHS MedicaidID 10-12 DIGITS VALIDATION: Reject if <10 or >12 char
9	ClientOtherID	Additional client user-defined ID. Commonly used to store client's ID	24	String	Yes	WI DHS MedicaidID 10-12 DIGITS



```
{
  "ProviderIdentification": {
    "ProviderQualifier": "MedicaidID",
    "ProviderID": "123456789"
  },
  "ClientFirstName": "Test",
  "ClientMiddleInitial": "T",
  "ClientLastName": "Client",
  "ClientQualifier": " ClientCustomID ",
  "ClientMedicaidID": "9999999999",
  "ClientIdentifier": "9999999999",
  "SequenceID": 99811930002,
  "ClientCustomID": "9999999999",
  "ClientOtherID": "9999999999",
  "ClientSSN": "9999999999",
  "ClientTimezone": "US/Central",
  "ClientPayerInformation": [
    {
      "PayerID": "WIFFS",
      "PayerProgram": "FFS",
      "ProcedureCode": "T1019",
      "EffectiveStartDate": "2019-01-01",
      "EffectiveEndDate": "2020-01-01"
    }
  ],
  "ClientAddress": [
    {
      "ClientAddressType": "Other",
      "ClientAddressIsPrimary": false,
      "ClientAddressLine1": "2 East Main Street",
      "ClientAddressLine2": "10th Floor",
      "ClientCounty": "Dane",
      "ClientCity": "Madison",
      "ClientState": "WI",
      "ClientZip": "53703",
      "ClientAddressLongitude": 89.2337428,
      "ClientAddressLatitude": 43.4289668
    }
  ],
  "ClientPhone": [
    {
      "ClientPhoneType": "Other",
      "ClientPhone": "1234567890"
    }
  ]
}
```

Visit Overview: Addendum

- ▶ One Required Segment for Visit Records
 - Visit General
 - ▶ Three Conditional Segments for Visit Records
 - Calls
 - Visit Exceptions
 - **Visit Changes**
 - ▶ One Optional Segment for Visit Records
 - Tasks
- ▶ Identifiers are used for matching logic
 - Provider Qualifier = "Medicaid"
Provider id = WI DMS Enumerator (8- 15 digits)
 - Client Qualifier = "Client Qualifier"
Client Qualifier = WI DHS Medicaid ID (10-12 digits)
 - Employee Identifier= 'Employee Identifier'
9 -15 digits Worker Enumerator
 - Identifier values: ID from Vendor System

Visit Overview

▶ Procedure Code Validation

- Payer ID, Payer Program, and Procedure Code must match to a valid service as defined in the addendum.

▶ Employee Identifier must match to existing employee record in the state feed and be loaded into the provider agency's account.

- Providers can use the Active Employee report in Aggregator to see which employees are loaded.

▶ Optional segments can be required based on the condition for the segment.

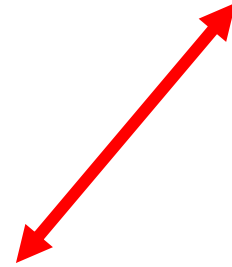
- Example: When a change is required for a previously sent visit, the updated visit transmission will require the Visit Change Segment.

Visit Overview: JSON

Visit General Information

Summary record required when transmitting Visit Data.

Index	Element	Description	Max Length	Type	Required?	Expected Value(s) Format / Validation Rules
1	VisitOtherID	Visit identifier in the external system	50	String	Yes	Visit Identifier
2	SequenceID	The Third-Party EVV visit sequence ID to which the change applied	16	Integer	Yes	If TIMESTAMP is used: YYYYMMDDHHMMSS (Numbers only; no characters)
3	EmployeeQualifier	Hardcoded values for use by Sandata data load systems	20	String	Yes	"EmployeeCustomID" VALIDATION: Records with any other value will be rejected.
4	EmployeeIdentifier	Employee identifier identified by EmployeeQualifier. If employee information is received from the payer, this information will be used to link the received Third- Party EVV information with the payer information provided and should be defined as the same value.	64	String	Yes	WI DMS Enumerator Format: MAX of 15 DIGITS MIN of 9 DIGITS NUMERIC ONLY This record / ID must match an existing worker (employee) record in the system, otherwise record will be rejected.



```
[
  {
    "ProviderIdentification": {
      "ProviderID": "123456789",
      "ProviderQualifier": " MedicaidID "
    },
    "VisitOtherID": "123456789",
    "SequenceID": 111,
    "EmployeeQualifier": " EmployeeCustomID ",
    "EmployeeIdentifier": "123456789",
    "GroupCode": null,
    "ClientIDQualifier": " ClientCustomID ",
    "ClientID": "9999999999",
    "ClientOtherID": "9999999999",
    "VisitCancelledIndicator": false,
    "PayerID": "WIFFS",
    "PayerProgram": "FFS",
    "ProcedureCode": "T1019",
    "Modifier1": null,
    "Modifier2": null,
    "Modifier3": null,
    "Modifier4": null,
    "VisitTimeZone": "US/Eastern",
    "AdjInDateTime": "2019-07-28T15:02:26Z",
    "AdjOutDateTime": "2019-07-28T19:02:26Z",
    "ClientVerifiedTimes": true,
    "ClientVerifiedTasks": true,
    "ClientVerifiedService": true,
    "ClientSignatureAvailable": true,
    "ClientVoiceRecording": true,
    "Calls": [
      {
        "CallExternalID": "123456789",
        "CallDateTime": "2019-07-28T16:02:26Z",
        "CallAssignment": "Time In",
        "GroupCode": null,
        "CallType": "Other",
        "ProcedureCode": "T1019",
        "ClientIdentifierOnCall": "9999999999",
        "MobileLogin": null,
        "CallLatitude": 40.34455,
        "CallLongitude": -21.99383,
        "OriginatingPhoneNumber": "9997779999",
        "VisitLocationType": "1"
      }
    ]
  },
  "VisitExceptionAcknowledgement": [
    {

```

Important Visit Reminders

- ▶ The Alternate EVV system is expected to be able to handle a visit that crosses calendar days for a **maximum** of 24 hours.
- ▶ Visit Change and Visit Change elements
 - Only to be sent with a value if the time provided in the Call segment is adjusted.
 - Include a change log and reason code for the adjustment.
 - Adjusted Time In/Time Out times should only be provided for actual changes to start and end times (e.g. forgetting to call in or call out). Times should not be adjusted to align with the scheduled times.
- ▶ Visit Changes
 - Send change log and reason codes for changes on a subsequent transmission of a visit.
 - Required when Call Type is Manual.

Payer ID (WI DHS Program Payer ID)	Program ID (WI DHS Delivery Channel ID)	HCPCS
ANTBCBS	WIHMO	92507
ANTBCBS	WIHMO	97139
ANTBCBS	WIHMO	97799
ANTBCBS	WIHMO	99504
ANTBCBS	WIHMO	99509
ANTBCBS	WIHMO	99600
ANTBCBS	WIHMO	S9123
ANTBCBS	WIHMO	S9124
ANTBCBS	WIHMO	T1001
ANTBCBS	WIHMO	T1019
ANTBCBS	WIHMO	T1021
ANTBCBS	WIHMO	T1502
CAREWI	WIHMO	92507
CAREWI	WIHMO	97139
CAREWI	WIHMO	97799
CAREWI	WIHMO	99504
CAREWI	WIHMO	99509
CAREWI	WIHMO	99600
CAREWI	WIHMO	S9123
CAREWI	WIHMO	S9124
CAREWI	WIHMO	T1001
CAREWI	WIHMO	T1019
CAREWI	WIHMO	T1021
CAREWI	WIHMO	T1502

Services

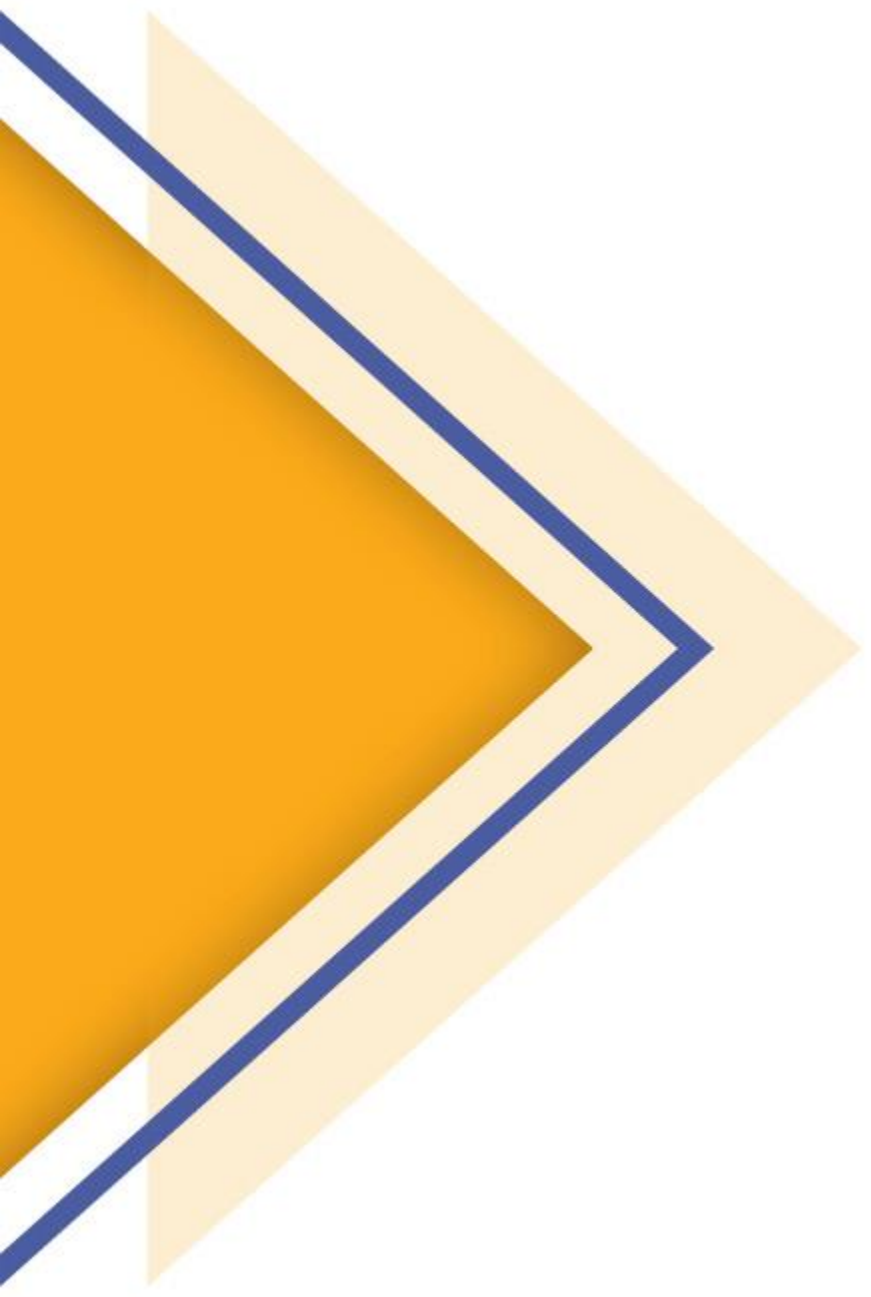
- ▶ The service list here is for example only.
- ▶ Please refer to the WI-DHS addenda on the Alternate EVV Webpage.

Visit Exceptions

- ▶ WI-DHS exceptions target CURES-required data for compliance.
- ▶ Most WI-DHS exceptions will cause visit rejections; therefore, visits must be resubmitted to be fixed.

Exceptions

Exception Code	Exception Name	Description	How to address Exception
0	Unknown Clients	Exception for a visit that was performed for a client that is not yet entered or not found in the EVV system.	Resubmit Visit
1	Unknown Employees	(Telephonic only) Exception for a visit that was performed by a worker (employee) who was not yet entered or not found in the EVV system (At the time the visit was recorded).	Resubmit Visit
34	Unauthorized/Invalid Service	Exception when the service selected for a visit is not valid for the program / recipient of care.	Resubmit Visit
23	Missing Service	Exception when the service provided during a visit is not recorded or present in the system.	Resubmit Visit
3	Visits Without In-Calls	Exception occurs when a visit is recorded without an "in" call that began the visit.	Resubmit Visit
4	Visits Without Out-Calls	Exception occurs when a visit is recorded without an "out" call that completed the visit.	Resubmit Visit



Common EVV Vendor Support Issues

Data Validation

▶ Visit Transmission Response with Failure

- JSON validation – Visit transmission failures can occur for malformed JSON that is unable to be processed.
- Field validation – Visit transmission rejections can occur for WI-DHS program business logic that includes identifier formats, predefined field values, and missing required fields. Some program Exceptions are enforced through the field validation (i.e. Unknown Client, Unknown Employee, Missing Service, Invalid Service).

▶ Visit Transmission Response with Success

- Additional Exceptions can be assessed to ensure data aligns to program definition for the WI-DHS program and are viewable in the WI-DHS Aggregator.
- These Exceptions must be fixed in the provider agency data on the EVV Vendor's system, and the visit retransmitted to Sandata.

Common Support Issues

Invalid Credentials

Error Message: “Request contains the following providers that are not authorized for the given Account & Credentials: [Provider id].”

What can be done to troubleshoot?

Providers	Vendors
Ensure you have filled out the webform to have Sandata authorize your association to your vendor.	Confirm correct credentials values used with correct endpoints.
	If unable to resolve, open a ticket via the Alternate EVV Support Web Form on Sandata On Demand (URL on last slide).



Common Support Issues

Worker Not Found – Error Code -1031 (Visit Record)

- ▶ **Error Message:** “Worker Not Found”
- ▶ **Root Cause: Employee not properly specified**
 - Employee ID is not correctly formatted. For example: the Employee ID is 123456789 will fail until employee record for 123456789 is successfully loaded to provider account via the state feed.
 - Improper transmission format where a valid Employee Identifier is in the wrong JSON field.
- ▶ **What can be done to troubleshoot?**

Providers	Vendors
Providers will use the WI state systems to associate a new employee to the Provider Agency. The registration/ Employee ID can be checked in the Forward Health Portal.	Validate the right data is in the field in the JSON.
Check State Aggregator to ensure the Employee record was successfully added to your Sandata account by running an active employee report.	Resend visits if needed with corrected Employee ID.

Common Support Issues

Service ID – Error Code -553 (Visit Record)

- ▶ **Error Message:** “Error during retrieving service serviced entered”
- ▶ **Root Cause 1:**
 - Missing or invalid service in visit: all visits must include the service provided to the member.
- ▶ **Root Cause 2:**
 - Incorrectly formatted service in visit: all services are case sensitive and must use capital letters.
- ▶ **What can be done to troubleshoot?**

Providers	Vendors
Ensure you are choosing the valid payer/program/service in your vendors system.	Validate the correct payer/program service combinations for Wisconsin in the specifications.
Perform visit maintenance to correct or add the service code in the vendors system.	Resend visits if needed with corrected payer/program/service.

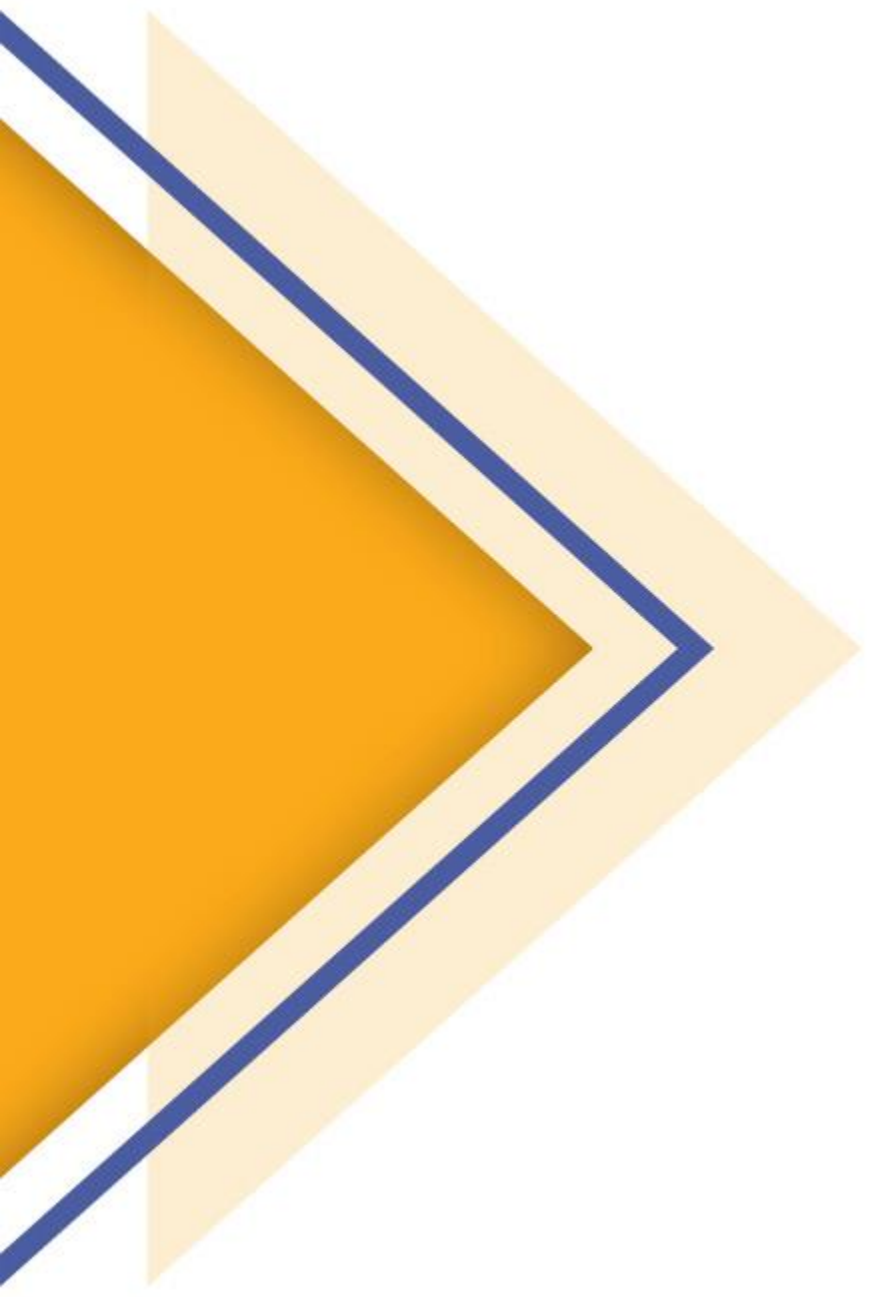
WI-DHS FAQ

- ▶ If you have more than one service per client, i.e., PCS and Supportive Home Care, does the caregiver need to clock in/out for each service or still clock in when arriving and clock out when leaving?

EVV visit data is collected separately for each service performed.

- ▶ What if an employee had an issue clocking in/out causing them to not complete a visit via EVV and we have to manually enter a visit, will that create an exception and make the visit incomplete?

Submit the EVV visit data as you would normally and provide the Calls segment using Call Type of Manual and the Visit Changes segment with the reason code indicating the reason for the manual visit.



Support Contact Information

Support Resources

▶ **WI-DHS EVV Website**

- Resources for the Alt EVV Vendors and Agencies
- Link: <https://www.dhs.wisconsin.gov/evv/alternateevv.htm>

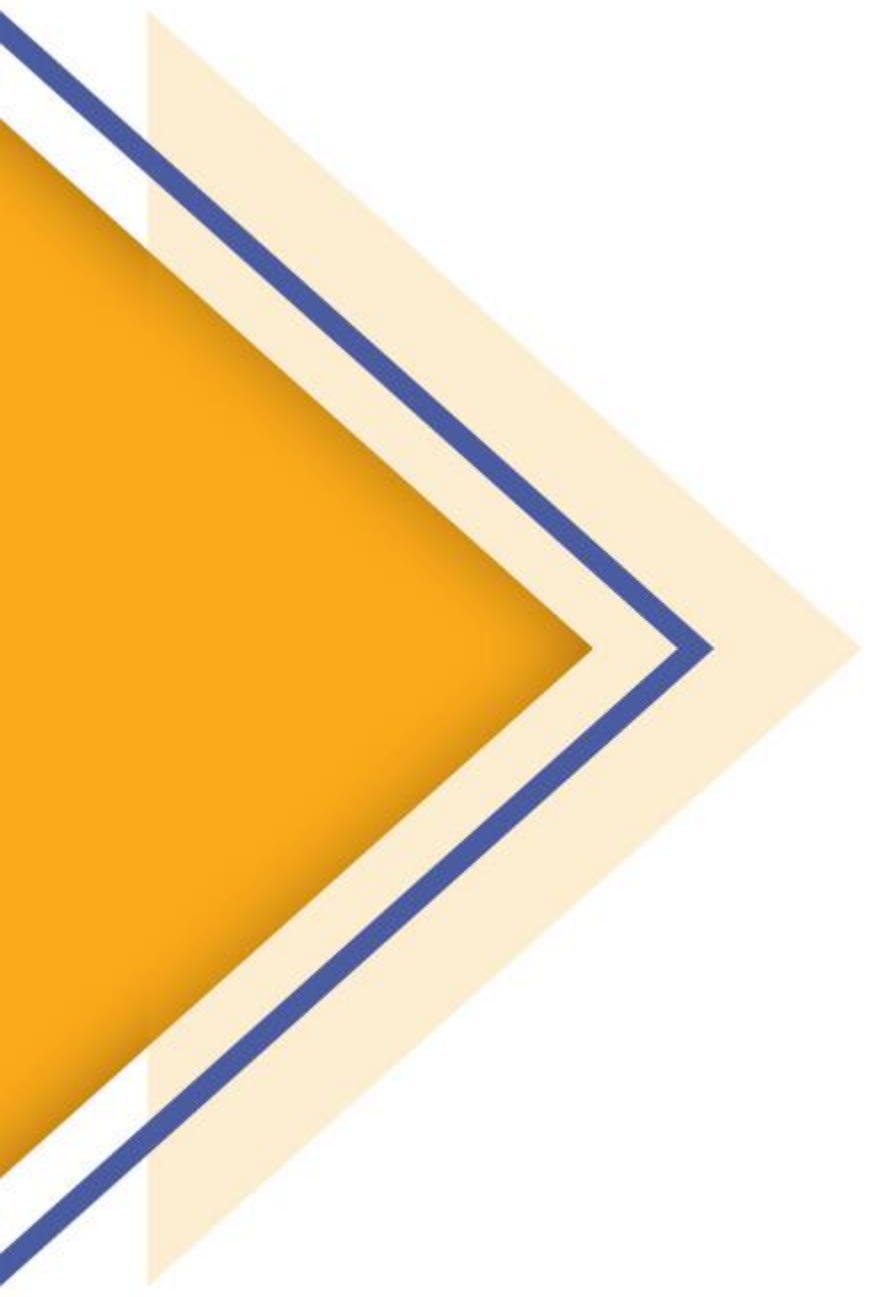
▶ **For WI Alt EVV Support – Vendors must register for Sandata On Demand (SoD) initially to use any of the below links**

- [SoD EVV Vendor Solutions link](#)
- [EVV Vendor Solutions FAQ](#)

Support Resources

To submit a ticket, use the new ticket button and select the Alternate EVV Support Web Form in the drop down.

The screenshot shows the Sandata user interface for submitting a request. At the top left is the Sandata logo with the tagline "Get more right from the start". To the right is a search bar with a magnifying glass icon and the text "Search". Further right is a "Submit a request" button and a user profile icon labeled "taustin" with a dropdown arrow. Below the search bar is the heading "Submit a request". A green callout box contains the text "Please select the most appropriate form from the list below." Below this is a dropdown menu with the following options: "Alternate EVV Support Web Form", "General Customer Support Form", "EVV/SMC Payer Support Web Form", "Home Care Support Web Form", and "I/DD Support Web Form". A green arrow points from the "Submit a request" button to the dropdown menu, and another green arrow points to the "Alternate EVV Support Web Form" option.



Thank You