



WISCONSIN DEPARTMENT of HEALTH SERVICES

Electronic Visit Verification (EVV) for Wisconsin Medicaid Personal Care Services

A federal law requires all states to start using EVV for personal care services funded by Medicaid.

EVV will not start before 2020 and will move forward in stages.

Workers may use a mobile phone app, a landline telephone, or an EVV digital device to do this. Depending on how it's handled, those who receive care may not notice EVV at all.

The Department of Health Services (DHS), DXC Technology, and Sandata are working together to meet the EVV rules and will offer training to those involved. More information about training dates and formats will follow.

Wisconsin's Commitment

Through public forums, advisory groups, and other contacts, we will keep you up to date on this effort. We value your advice and welcome your comments and questions.

We will work to:

- Maintain services provided, including community integration.
- Support provider selection.
- Keep an individual's choice of a worker.
- Ensure needed care is delivered.
- Ensure data is secure and compliant with the Health Insurance Portability and Accountability Act (HIPAA).

EVV uses technology to record:

- Who provided what type of care
- Who received care
- When and where the visit started and ended

EVV does not mean a change in the care people receive.

For more

If you want to learn more about EVV in Wisconsin, we offer the following resources:

Frequently Asked Questions:

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

Comments and questions email:

dhsevv@dhs.wisconsin.gov

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Pursuant to Section 12006(a) of the 21st Century Cures Act, which mandates that states implement EVV for all Medicaid personal care service that require an in-home visit by a provider.