



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Electronic Visit Verification: Employee Data Entry

P-02750 (10/2021)

Overview Objectives

- Obtain Worker ID in ForwardHealth Portal
- Search for Employee in Sandata EVV Portal
- Reset Mobile App User's Password

Key Terminology

- Client—A member/participant who receives services through Wisconsin Medicaid
- Employee—A person (worker) who provides care to one or more clients
- System User—A person with a unique login and access to the Sandata Electronic Visit Verification (EVV) Portal.



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ForwardHealth Portal: Obtaining a Worker ID

Obtaining a Worker ID

- Each worker providing care to one or more clients needs a unique worker ID. This includes exempt live-in workers.
- Unique worker IDs are obtained through the secure ForwardHealth Portal.
- Workers are associated to or disassociated from provider agencies through the ForwardHealth portal.
- All edits to worker information occur in the ForwardHealth portal or by contacting EVV Customer Care.

Obtaining a Worker ID

- The provider agency or fiscal employer agency will enter the following worker information on the secure ForwardHealth Portal:
 - Legal first and last name
 - Date of birth
 - Social Security number (SSN)
 - Email address only used by that worker
 - Worker start date (optional)
 - Gender (optional)

Obtaining a Worker ID

- ForwardHealth portal creates the worker ID.
- Worker information from the ForwardHealth portal is sent to Sandata EVV Portal nightly.
- Information about live-in workers who are marked as “exempt” in the ForwardHealth portal is not sent to Sandata.
- The worker SSN is not sent to Sandata.

Obtaining a Worker ID

- The unique worker email is the employee username for accessing the Sandata Mobile Connect application.
- The worker ID number obtained from the ForwardHealth Portal is used as the employee's Sandata ID, also called Santrax ID.

Obtaining a Worker ID

- An instructional video with detailed information about obtaining a Worker ID is on the ForwardHealth portal. <https://www.forwardhealth.wi.gov/WIPortal/staticcontent/provider/training/ew/training2/index.html>

The screenshot shows the ForwardHealth Wisconsin website. At the top, there is a navigation bar with links for 'wisconsin.gov home', 'state agencies', 'subject directory', and 'department of health services'. The ForwardHealth logo is prominently displayed, with the tagline 'Wisconsin serving you'. Below the logo, there is a breadcrumb trail: 'Home > Trainings and Educational Resources'. A 'Go Back' link is also visible. The main heading is 'Catalog of Trainings and Educational Resources for Providers and Other Stakeholders'. A paragraph explains that various trainings are available, ranging from introductory to in-depth. Below this, there are two columns of training sessions. The left column, 'Ongoing Training Sessions', notes that there are currently no ongoing trainings and lists 'Online (Real-Time, Web-Based) Trainings Available' facilitated via HPE@MyRoom, including 'Residential Substance Use Disorder (RSUD) Trainings' with sub-points on overview, enrollment, and prior authorization. The right column, 'Provider-Specific Training Sessions', lists 'BadgerCare Plus' (no sessions available) and 'Electronic Visit Verification' with sub-points for 'Non-Medicaid Provider Agency Identification', 'Worker Identification' (circled in red), 'Electronic Visit Verification Portal: Create Fee-for-Service Client' (with links to PowerPoint presentations in English and Hmong), and 'Requesting a Fixed Visit Verification Device' (with a link to a PowerPoint presentation in English).

wisconsin.gov home state agencies subject directory department of health services

ForwardHealth
Wisconsin serving you

[Home](#) > Trainings and Educational Resources

[Go Back](#)

Catalog of Trainings and Educational Resources for Providers and Other Stakeholders

A number of trainings and other educational resources are available to providers and other stakeholders to offer support. The offered trainings serve as an introduction to program policy and operations, while others go into more depth on a range of topics from in-person trainings, real-time web-based trainings, or pre-recorded webcasts. In addition, continuing education courses are available for Medicare and Medicaid Services (CMS).

Ongoing Training Sessions	Provider-Specific Training Sessions
<ul style="list-style-type: none">Currently there are no ongoing trainings	<ul style="list-style-type: none">BadgerCare Plus<ul style="list-style-type: none">Currently, there are no provider-specific training sessions available.
<p>Online (Real-Time, Web-Based) Trainings Available</p> <p>Facilitated via HPE@MyRoom</p> <ul style="list-style-type: none">Residential Substance Use Disorder (RSUD) Trainings<ul style="list-style-type: none">Overview of the New Services Area and Covered Services and Provider EnrollmentPrior Authorization and Claims	<ul style="list-style-type: none">Electronic Visit Verification<ul style="list-style-type: none">Non-Medicaid Provider Agency IdentificationWorker IdentificationElectronic Visit Verification Portal: Create Fee-for-Service Client<ul style="list-style-type: none">PowerPoint Presentation material - EnglishPowerPoint Presentation material - SpanishPowerPoint Presentation material - HmongRequesting a Fixed Visit Verification Device<ul style="list-style-type: none">PowerPoint Presentation material - English



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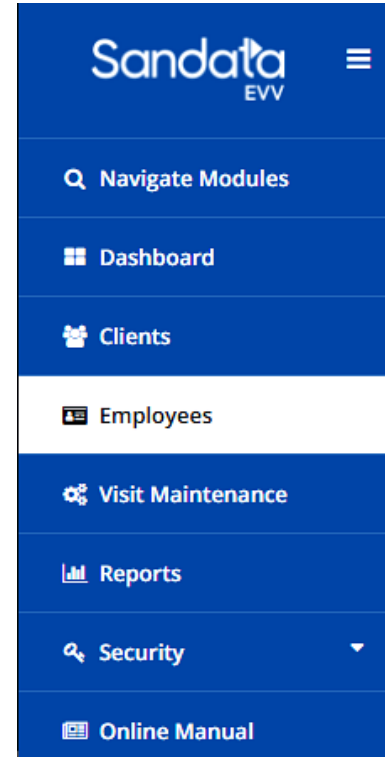
Sandata EVV Portal: Access the Employees Module

Access the Employees Module

- The Employees module allows Sandata EVV Portal system users with proper permission to:
 - Search for employees.
 - Reset mobile app user's password.

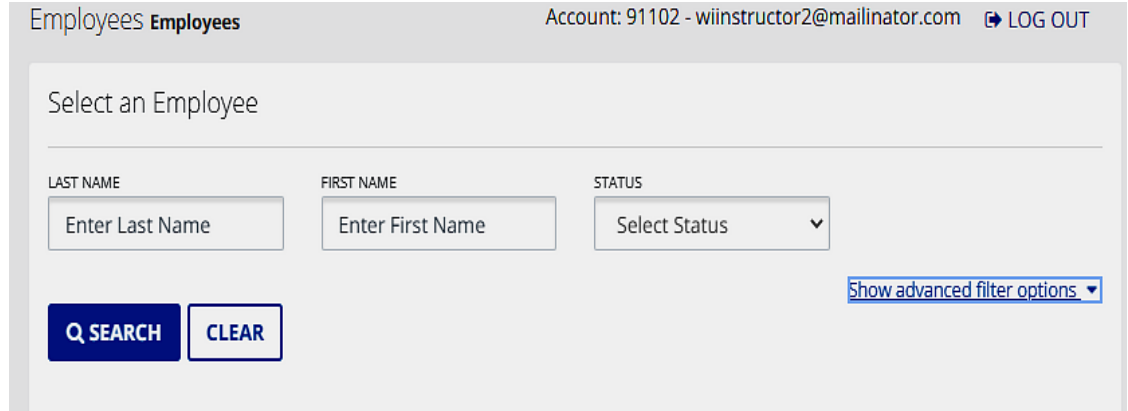
Access the Employees Module

- Log into the Sandata EVV Portal.
- From the navigation panel, click Employees.



Searching for an Employee

- Employee search screen is displayed.
- Enter values in any of the fields.
- All empty fields will result in a list of all EVV employees.
- Click **Search**.

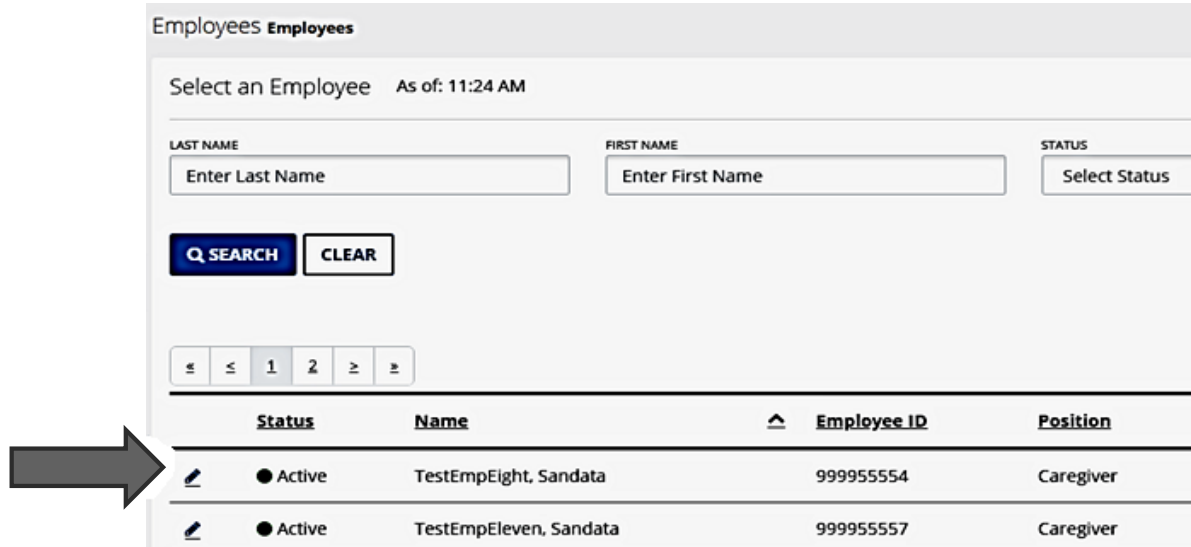


The screenshot shows a web interface for searching employees. At the top, it says "Employees Employees" on the left and "Account: 91102 - wiinstructor2@mailinator.com" with a "LOG OUT" link on the right. Below this is a section titled "Select an Employee". There are three input fields: "LAST NAME" with the placeholder "Enter Last Name", "FIRST NAME" with the placeholder "Enter First Name", and "STATUS" which is a dropdown menu with "Select Status" and a downward arrow. To the right of these fields is a link "Show advanced filter options" with a downward arrow. Below the input fields are two buttons: a blue "Q SEARCH" button and a white "CLEAR" button with a blue border.



Searching for an Employee

- View an employee file by clicking the **Edit** icon.



Employees Employees

Select an Employee As of: 11:24 AM

LAST NAME: Enter Last Name

FIRST NAME: Enter First Name

STATUS: Select Status

SEARCH CLEAR

1 2

Status	Name	Employee ID	Position
● Active	TestEmpEight, Sandata	999955554	Caregiver
● Active	TestEmpEleven, Sandata	999955557	Caregiver

Searching for an Employee

- Employee **Personal** tab displays.
- Grayed out fields cannot be changed.

The screenshot displays two tabs: 'Personal' and 'Address'. Both tabs have a legend indicating that an asterisk (*) denotes a required field.

Personal Tab:

- TITLE:** A dropdown menu with the text 'Select Title' and a downward arrow.
- FIRST NAME *:** A text input field containing the name 'Amy'.
- MIDDLE INITIAL:** An empty text input field.

Address Tab:

- ADDRESS TYPE:** A dropdown menu with the text 'H- Home' and a downward arrow.
- ADDRESS LABEL:** A text input field containing the text 'Home'.
- ADDRESS LINE 1:** An empty text input field.
- ADDRESS LINE 2:** An empty text input field.
- ZIPCODE:** A text input field with a placeholder format of '____-____'.



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Resources

Resources

- EVV Customer Care at 833-931-2035, Monday–Friday, 7 a.m.–6 p.m.
- Email support at VDXC.ContactEVV@wisconsin.gov
- EVV webpage at <https://www.dhs.wisconsin.gov/evv/index.htm> for information about:
 - Training Resources
 - EVV in Wisconsin
 - The ForwardHealth Portal

Thank You