



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Sandata Fixed Visit Verification

P-02753 (11/2021)

Overview Objectives

- FVV Overview
- FVV Device Request
- FVV Process
- FVV Device Return
- FVV Report
- FVV Troubleshooting

Key Terminology

- Fixed Visit Verification (FVV)—A method for employees to electronically capture check in/out information from a device in the client's home.
- Numeric Code—This is the six-digit number that is displayed on the FVV device's screen when the button is pushed.
- Visit—An in-person service to a client in a home.

Key Terminology

- Client—A member or participant who receives services through Wisconsin Medicaid
- Employee—A person (worker) who provides care to one or more clients
- Santrax ID—The unique number to identify the employee, issued by the ForwardHealth Portal



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FVV Overview

FVV Overview

- FVV uses a small electronic device that is mounted to a surface in the home.
- The FVV device generates a six-digit numeric code that translates to a time and date within the Sandata system.
- The device will come labeled with the Sandata client ID and Sandata provider agency ID.



FVV Overview

- An FVV device is the data collection method of **last resort**.
- An FVV device can only be paired between one client and one provider agency or Fiscal Employer Agency (FEA).
- If multiple provider agencies are providing services to the same client, each provider agency will order an FVV device specifically for their employees to use.

FVV Overview

The provider agency or FEA must attest that:


- Services are anticipated to be authorized for more than 60 days.
- The client does not have a landline or VoIP home phone.
- Neither the client nor the employee has a smart phone or tablet device that would support Sandata Mobile Connect for mobile visit verification data collection.
- The client has a smartphone or tablet, but it is not available for electronic visit verification (EVV) purposes.



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How to Request an FVV Device

How to Request an FVV Device

- Provider agencies or FEAs request the device.
- Log in to the Sandata EVV Portal.
- Search for the client.
- Click the edit  icon to access the Edit Client screen.

Select a Client / Program As of: 4:57 PM

LAST NAME


FIRST NAME

CLIENT PAYER ID

MEDICAID ID

PRIMARY PAYER

⏪ ⏩ 1 ⏪ ⏩

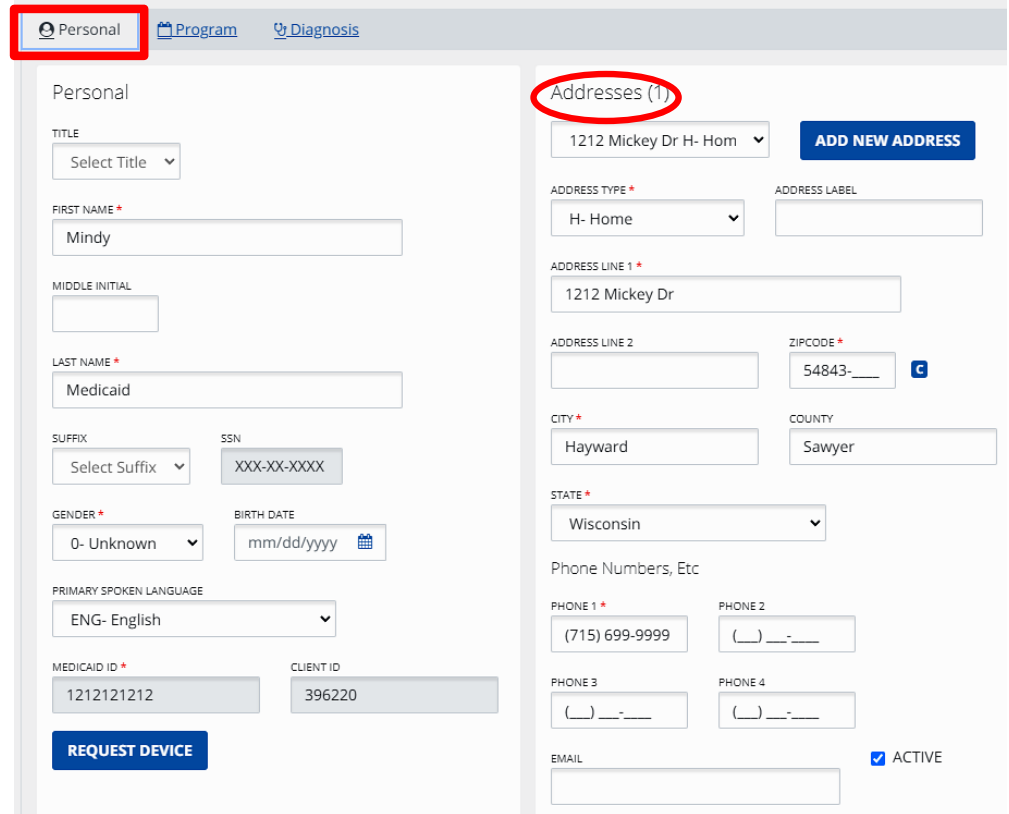
	<u>Name</u>	<u>Program</u>	<u>Status</u>
	MRBThree, Test	WIMCO	● Pending

⏪ ⏩ 1 ⏪ ⏩



How to Request an FVV Device

- From the client **Personal** tab:
 - Verify the correct address is listed.
 - Click **Request Device**.



The screenshot shows a web interface for a client profile. At the top, there are three tabs: 'Personal' (highlighted with a red box), 'Program', and 'Diagnosis'. The 'Personal' tab is active, displaying a form with the following fields:


- Personal** (Section Header)
- TITLE**: Select Title (dropdown)
- FIRST NAME ***: Mindy
- MIDDLE INITIAL**: (empty)
- LAST NAME ***: Medicaid
- SUFFIX**: Select Suffix (dropdown)
- SSN**: XXX-XX-XXXX
- GENDER ***: 0- Unknown (dropdown)
- BIRTH DATE**: mm/dd/yyyy (calendar icon)
- PRIMARY SPOKEN LANGUAGE**: ENG- English (dropdown)
- MEDICAID ID ***: 1212121212
- CLIENT ID**: 396220
- ADDRESSES (1)** (Section Header, circled in red):
 - 1212 Mickey Dr H- Hom (dropdown)
 - ADD NEW ADDRESS** (button)
 - ADDRESS TYPE ***: H- Home (dropdown)
 - ADDRESS LABEL**: (empty)
 - ADDRESS LINE 1 ***: 1212 Mickey Dr
 - ADDRESS LINE 2**: (empty)
 - ZIPCODE ***: 54843-___ (dropdown)
 - CITY ***: Hayward
 - COUNTY**: Sawyer
 - STATE ***: Wisconsin (dropdown)
- Phone Numbers, Etc**:
 - PHONE 1 ***: (715) 699-9999
 - PHONE 2**: () - - -
 - PHONE 3**: () - - -
 - PHONE 4**: () - - -
- EMAIL**: (empty)
- ACTIVE**

A large grey arrow points from the text instructions to the 'REQUEST DEVICE' button at the bottom of the form.

How to Request an FVV Device

- Confirm the **Device Type** is FVV Device.
- Click on **FVV Device Attestation Notice** link.

Select Device Type

FVV Device 

FVV Device Attestation Notice (*)

Select Address for Shipping Device

PO Box addresses cannot be used for shipping and thus may not be displayed below.

Select	Address Type	Address Line 1	Address Line 2	City	State	Zip Code
<input checked="" type="radio"/>	H	123 Main Street		MILWAUKEE	WI	532120000

Special Shipping Instructions

Please do not include any PHI in the shipping instruction field, as what you type here will appear on the shipping label.

255 characters remaining.

COMPLETE DEVICE REQUEST **CLOSE**

How to Request an FVV Device

- Read and accept FVV Device Attestation Notice

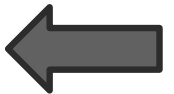
FW Device Attestation Notice

Fixed Visit Verification (FVV) devices are the data collection method of last resort. An FVV device should only be requested by the provider agency or FEA if services are anticipated to be authorized for more than 60 days and all of the following criteria are met:

- The member/participant does not have a landline home phone.
- The worker does not have a smart phone or tablet device that would support Sandata Mobile Connect (SMC) for Mobile Visit Verification (MVV) data collection.
- The member/participant does not have a smart phone or tablet device that would support SMC for MVV data collection.
- The member/participant has a smart phone or tablet, but it is not available for EVV purposes.

CLOSE

ACCEPT



How to Request an FVV Device

- Select the radio button next to the client's address.
- If address is incorrect, add valid and verifiable address on the client **Personal** tab. See instruction video:

<https://www.dhs.wisconsin.gov/evv/training-administrators.htm>

Select Shipping Information for Device Request

Select Device Type

FW Device

[FVV Device Attestation Notice](#) (*)

Select Address for Shipping Device

PO Box addresses cannot be used for shipping and thus may not be displayed below.

Select	Address Type	Address Line 1	Address Line 2	City	State	Zip Code
<input type="radio"/>	H	1 Capital Dr		Hayward	WI	54843
<input checked="" type="radio"/>	O	99 Cranberry Ln		Hayward	WI	54843

Special Shipping Instructions

Please do not include any PHI in the shipping instruction field, as what you type here will appear on the shipping label.

How to Request an FVV Device

- Add shipping instructions, if any, to display on shipping label in the **Special Shipping Instructions** box.
- Click **Complete Device Request**.

Select Shipping Information for Device Request

Select Device Type
FVV Device


FVV Device Attestation Notice (*)

Select Address for Shipping Device
PO Box addresses cannot be used for shipping and thus may not be displayed below.

Select	Address Type	Address Line 1	Address Line 2	City	State	Zip Code
<input type="radio"/>	H	1 Capital Dr		Hayward	WI	54843
<input checked="" type="radio"/>	O	99 Cranberry Ln		Hayward	WI	54843

Special Shipping Instructions
Please do not include any PHI in the shipping instruction field, as what you type here will appear on the shipping label.

255 characters remaining.

 **COMPLETE DEVICE REQUEST**

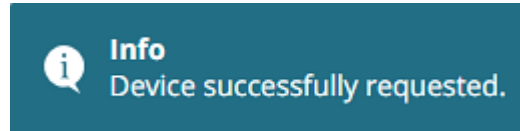
How to Request an FVV Device

- Click **OK** to confirm the request.
- **Device successfully requested** message will appear.

Confirm

You are going to request a device for this user. Are you sure you want to proceed?

OK CANCEL



FVV Device Information

- The device will be mailed to the address selected with instructions for the client and the employee.
- The device will remain in the client's home until it is no longer used.
- The device must be affixed to a surface within the client's residence. Double-sided tape is provided.





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FVV Process

FVV Process

The FVV reporting method is a two-step process:

- Using an FVV device, the employee obtains the check-in numeric code at the beginning of the service and the check-out numeric code at the end of the service.
- After the services are completed and when the employee has access to a telephone, they call in the two FVV numeric codes.

How to Use an FVV Device

Check-In

- Press and release the button on the device.
- Write down the six-digit numeric code. This will be needed later when calling in the visit information.
- This numeric code represents the date and start time of the visit.



How to Use an FVV Device

Check-Out

- Press and release the button on the device.
- Write down the six-digit numeric code. This will be needed later when calling in the visit.
- This numeric code represents the date and end time of the visit.



How to Use an FVV Device

- The FVV device displays a six-digit numeric code each time it is pressed.
- The code changes every minute. If pressed again within a minute, the code will be the same.
- If it is pressed more than six minutes after the first reading, the new numeric code will be used as the end time of the visit.

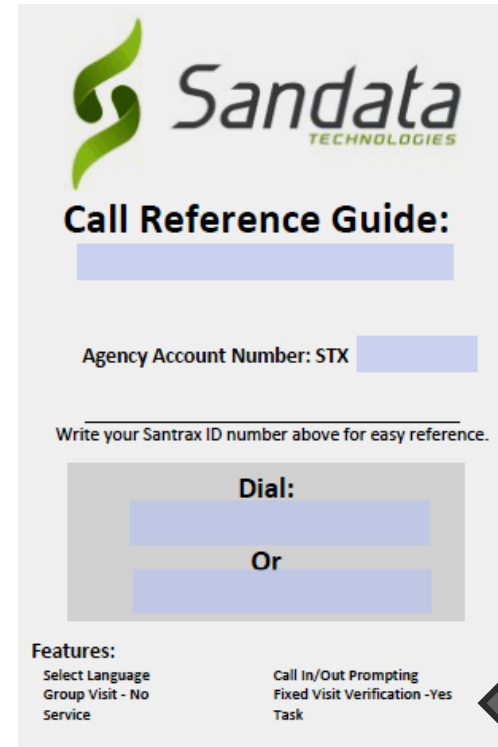
Reporting FVV Visit Data

Later, when the employee has access to a phone, they will complete the final step of reporting the FVV visit.

- Wait at least 15 minutes after receiving the check-out numeric code from the FVV device before calling.
- Call in the visit must be called in within seven days of the start of the visit.
- Enter both FVV numeric codes with one phone call.

Reporting FVV Visit Data

- Use the Call Reference Guide (CRG) mailed with the FVV device for step-by-step instructions.
- Use one of the assigned agency phone numbers to call in the visit.
- To confirm that you are using the FVV CRG, confirm the “Features” section of the CRG shows “Fixed Visit Verification-Yes.”



The image shows a screenshot of a 'Call Reference Guide' form from Sandata Technologies. At the top is the Sandata Technologies logo. Below it, the text 'Call Reference Guide:' is followed by a blue rectangular input field. Underneath, 'Agency Account Number: STX' is followed by another blue input field. A line of text below that says 'Write your Santrax ID number above for easy reference.' Below this is a grey box containing the word 'Dial:' followed by a blue input field, and the word 'Or' followed by another blue input field. At the bottom, there is a 'Features:' section with two columns of text. The first column lists 'Select Language', 'Group Visit - No', and 'Service'. The second column lists 'Call In/Out Prompting', 'Fixed Visit Verification -Yes', and 'Task'. A large grey arrow points from the right side of the page towards the 'Fixed Visit Verification -Yes' text.

Sandata
TECHNOLOGIES

Call Reference Guide:

Agency Account Number: STX

Write your Santrax ID number above for easy reference.

Dial:

Or

Features:

Select Language	Call In/Out Prompting
Group Visit - No	Fixed Visit Verification -Yes
Service	Task

Reporting FVV Visit Data

- When calling in FVV numbers, Sandata offers the following language options for the phone calls:

English

Hindi

Serbian

Egyptian Arabic

Hmong

Somali

Burmese

Laotian

Spanish

Mandarin Chinese

Nepali

Swahili

French

Russian

Vietnamese

Reporting FVV Visit Data

Information to have ready for calling in numeric codes:

- Employee's Santrax ID
- Sandata client ID
- Six-digit check-in numeric code (obtained at the start of visit)
- Six-digit check-out numeric code (obtained at the end of visit)
- Two-digit Service ID
- Three-digit Task IDs, if required by the provider agency

FVV Data Collection Log

FVV Data Collection Log template can be found in the Wisconsin EVV Supplemental Guide: Appendix F.

Appendix F—Fixed Visit Verification Data Collection Log

Make copies of this chart to track FVV data. Make sure the codes are called in to the toll-free phone number assigned. Tasks and service codes are also listed in this appendix.

(Insert your toll-free numbers here: _____ or _____)

Member/Participant Name or Sandata Client ID:						
Worker name and Santrax ID	Date of FVV device use	Write in these details from the FVV visit:				Date verification codes were called in
		Verification code received when checking in	Verification code received when checking out	Service code *	Tasks and notes (if required)	

Service Code List

Service Code (HCPCS)	SMC Service Code	FVV Service Code
T1019	Personal Care Svc/15min	10
T1020	Personal Care/day	25
S5125	Supportive Home Care/15min	15
S5126	Supportive Home Care/Day	20
Combo (IRIS only)	COMBO-PCS & SHC	30

Tasks ID List

Task ID	Task Description	Task ID	Task Description
100	Shower/Bathing	105	Dressing/Change
110	Prosthetics/splints/TEDS	115	Grooming
120	Assist w/Feeding	125	Mobility
130	Transferring	135	Toileting
200	Bowel Program (MOT)	205	Catheter Site Care (MOT)
210	Complex Positioning (MOT)	215	Feeding Tube Site Care (MOT)
220	Glucometer (MOT)	225	Medications: Assist/Remind (MOT)
230	Range of Motion (MOT)	235	Respiratory Assistance (MOT)
240	Skin Care (MOT)	245	Tube Feeding (MOT)
250	Vital Signs (MOT)	255	Wound Care (MOT)
300	Eyeglass/Hearing Aid(s) Care	305	Housekeeping
310	Laundry	315	Meal/Purchase Groceries



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How to Return an FVV Device

How to Return an FVV Device

- Devices must be returned if:
 - The employee has access to another EVV method.
 - The client is no longer authorized to receive services.
 - The provider agency or FEA is no longer authorized to provide the services.
 - The device is not used for six months.
 - The device shows an error message.

How to Return an FVV Device

- To return a device, contact Wisconsin EVV Customer Care.
- Information that will be needed during your call:
 - Provider agency Medicaid ID
 - Sandata Agency ID
 - FVV device serial number (found on label on back of device or on the FVV Report)
 - Client name and Sandata client ID



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FVV Report

FVV Report

- Provider agencies can use the FVV Assignment report on the Sandata EVV Portal. This report provides:
 - Device serial number
 - Client name device is assigned to
 - Device dates

Report Parameters
Account: [REDACTED]
For: 4/6/2021 - 4/6/2021 11:59:59 PM

Fixed Visit Verification Assignment Report

SERIAL NUMBER	CLIENT NAME	CLIENT ID	MEDICAID ID	ASSIGNED DATE	UNASSIGNED DATE	FIRST USED DATE	LAST USED DATE
03092020	[REDACTED]	706878	201808108723	04/15/2020	12/30/2999		
10000800	[REDACTED]	927261	836352178494	04/27/2020	12/30/2999		
09J	[REDACTED]	657711	213231231231	12/24/2020	12/30/2999		
1230456	[REDACTED]	381383		05/27/2019	12/30/2999		
Grand Total Assignments: 4							



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FVV Troubleshooting

FVV Invalid Client ID

“No FVV registered. Please re-enter the client ID or press the pound (#) key to continue.”

- This Santrax phone message occurs if the employee incorrectly enters a Sandata client ID.
- This message may also occur if the device has been deactivated after six months of non-use.

FVV Invalid Client ID

If the employee has trouble with the Sandata client ID, they should:

- Verify the Sandata client ID and re-enter.
- Hang up and try the call again, entering the numbers carefully.
- Contact the provider agency for the correct Sandata client ID and try the call again.

FVV Incorrect number Entered

“Invalid numeric code, please try again.”

- This Santrax phone message occurs if the employee incorrectly enters the six-digit FVV number.
- The employee should press 1 to re-enter the six-digit FVV number. They will be prompted to continue the FVV call.
- If the message repeats, the employee should report the visit data to the provider agency so the visit can be manually entered.

No FVV Numbers Entered

“You have not entered any numeric codes. Press 1 to return or press the pound (#) key to continue.”

If this Santrax phone message occurs, the employee should:

- Hang up if the star (*) key was pressed in error and the call is not an FVV call.
- Re-enter the FVV numeric code, if the FVV number is known.
- Contact the provider agency, if the message repeats, so the visit can be manually entered.



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Resources

Resources

- EVV Customer Care at 833-931-2035, Monday–Friday, 7a.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



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Thank you