

# Fixed Visit Verification Process



# Overview Objectives

- Fixed Visit Verification (FVV) Device to Check-in and Check-out of Visits
- Call Reference Guide Utilization
- FVV Troubleshooting



# Key Terminology

- Visit Verification Value—This is the actual date and time represented by the 6-digit visit verification number
- Client—A member or participant who receives services through Wisconsin Medicaid



# Key Terminology (Cont.)

- Employee—A person (worker) who provides care to one or more clients
- Santrax ID—The unique number issued by the ForwardHealth Portal
- Visit—An in-person service to a client in a home and community-based setting



# FVV Overview

- An FVV device is the data collection method of **last resort**.
- FVV uses a small electronic device that is mounted to a surface in the home.
- The FVV device generates a six-digit numeric visit verification value representing the time and date of the visit.
- The generated values must be used when the employee calls in from a phone at a later time to record the visit.

# FVV Requirements (Cont.)

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 home phone.
- The client or employee does not have a smart phone or tablet device that would support Sandata Mobile Connect for mobile visit verification data collection.
- The client has a smart phone or tablet, but it is not available for EVV purposes.

# FVV Requirements (Cont.)

- Devices must be returned to the Wisconsin Department of Health Services (DHS) 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.
- To return the device, or for any device malfunction, contact the Wisconsin EVV Customer Care center.
- If the device is not used for six months, DHS will request the device's return.



# How to Request an FVV Device

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- Provider agencies or FEAs will log in to the Sandata EVV Portal.
- Search for the client.
- Select 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 > »

	Name	Program	Status
	MRBThree, Test	WIMCO	● Pending

« < 1 > »



# How to Request an FVV Device (Cont.)

- Click **Request Device**.

Clients clients / **Edit client**

[← GO BACK](#) Client: MRBThree, Test | Client ID: (995996) | Medicaid ID: (9911347699)

[Personal](#) [Program](#) [Diagnosis](#)

### Personal

TITLE:  FIRST NAME \*:  MIDDLE INITIAL:

LAST NAME \*:  SUFFIX:  SSN:

GENDER \*:  BIRTH DATE \*:  PRIMARY SPOKEN LANGUAGE:

MEDICAID ID \*:

**REQUEST DEVICE**



# How to Request an FVV Device (Cont.)

- Select FVV Device from the **Select Device** Type drop-down menu.
- Verify the address for mailing.
- If the address is incorrect, go back to the **Client edit** screen and add a new address. The new address will now show as the selected address in the **Request Device** screen.

Select Shipping Information for Device Request ×

Select Device Type  
FWV Device ▼

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	1020 MAPLE DR		Madison	Dane	53704

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 (Cont.)

- Click **Complete Device Request**. The attestation check box will display next.

Select Shipping Information for Device Request ×

Select Device Type  
FWV Device ▼

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	1020 MAPLE DR		Madison	Dane	53704

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 (Cont.)

- Click **OK** to confirm the request.
- Click **OK** on the next screen to finish the process.

Confirm

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



Device successfully requested.



# FVV Device Information

- Devices will be sent 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 needed.
- The device must be affixed to a surface within the client's residence.



# FVV Device Information (Cont.)

- The device is paired to a client and a provider agency or FEA.
- The device will come labeled with the Sandata client ID and Sandata provider agency ID.
- 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.



# How to Use an FVV Device

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The FVV reporting method is a two-step process:

1. Using the FVV device, the employee obtains the check-in visit verification number at the beginning of the service and the check-out value after services are completed.
2. After the services are completed and when the employee has access to a phone, they call in the two FVV visit verification numbers.

# How to Use an FVV Device

## Check-In

- Press and release the button on the device.
- Write down the six-digit visit verification number that represents the check-in date and time.

## Check-Out

- Press and release the button on the device.
- Write down the six-digit visit verification number that represents the check-out date and time.



# Reporting FVV Visit Data (Cont.)

## Making the call to Santrax:

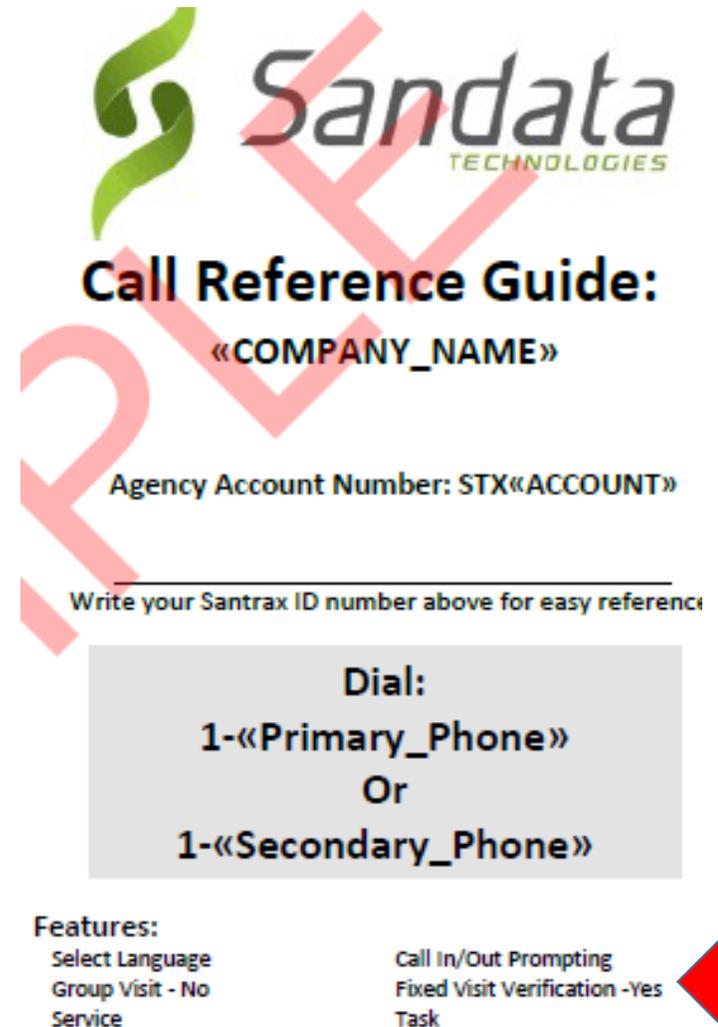
- Wait at least 15 minutes after receiving the check-out visit verification number from the FVV device.
- Both unique codes can be completed with one phone call.
- The visit must be called in within seven days of the start of the visit.
- Each provider agency will need to provide guidance to employees on when these calls should take place.

# Reporting FVV Visit Data

Use the Call Reference Guide mailed with the FVV device for step-by-step instructions.

Information on the front page:

- Provider agency name and account number
- Employee's Santrax ID number
- Agency-specific toll-free phone numbers
- The features this Call Reference Guide version covers



# Reporting FVV Visit Data

Information to have ready for calling in values:

- Provider agency-specific Call Reference Guide
- The agency's toll-free phone numbers
- Employee's Santrax ID
- Sandata client ID (printed on side of the FVV device)
- Six-digit check-in visit verification value (obtained at the start of the visit)
- Six-digit check-out visit verification value (obtained at the end of the visit)
- Service ID
- Task ID, if required by the provider agency

# Reporting FVV Visit Data

- When calling in FVV visit verification values, Santrax offers language options for the phone call. Languages include:

English

Hindi

Serbian

Egyptian Arabic

Hmong

Somali

Burmese

Laotian

Spanish

Mandarin Chinese

Nepali

Swahili

French

Russian

Vietnamese

# FVV Service Codes

Service Code	Code to Enter on Call	Telephony Prompt for Read Back	Selection Display for Mobile (on drop-down menu)
T1019	10	Personal Care Services, Fifteen minutes	Personal Care Svc/15min
T1020	25	Personal Care Services, per Day	Personal Care/Day
S5125	15	Supportive Home Care, Fifteen minutes	Supportive Home Care/15min
S5126	20	Supportive Home Care, per day	Supportive Home Care/Day
COMBO	30	Both Personal Care and Supportive Home Care service, 15 Minutes	COMBO – PCS & SHC
Please note that “Combo – PCS & SHC” is only used in the IRIS program after the 2021 waiver update, and only if both types of service are being provided through the same provider agency			

# FVV Call Reference Guide Tasks

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



# FVV Troubleshooting

# FVV Invalid Client ID

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

- This Santrax message occurs if the employee incorrectly enters a Sandata client ID.
- The employee should verify the Sandata client ID and re-enter.
- If the employee still has trouble with the Sandata client ID, they should:
  - Hang up and try the call again, entering the numbers carefully.
  - Contact the provider agency for the correct Sandata client ID, then try the call again.

# FVV Incorrect Value Entered

**“Invalid visit verification number, please try again.”**

- This Santrax message occurs if the employee incorrectly enters the FVV six-digit visit verification number.
- The employee should press 1 to re-enter the FVV six-digit visit verification number. They will be prompted to continue the FVV call.

# No FVV Numbers Entered

**“You have not entered any visit verification numbers. Press 1 to return or press the pound (#) key to continue.”**

If this Santrax 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 correct number if the FVV visit verification number is known.
- Hang up and call their provider agency office to report the problem if FVV numbers are unknown, so the visit can be entered later by on the Sandata EVV Portal.



# Resources

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- EVV Customer Care at 833-931-2035
  - Hours **prior** to September 14, 2020: Monday–Friday, 8 a.m. – 5 p.m.
  - Hours **after** September 14, 2020: Monday–Friday, 7 a.m. – 6 p.m.
- Email support at [VDXC.ContactEVV@wisconsin.gov](mailto: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

# Questions





**Thank  
You**