

Visit Maintenance: Correcting Unauthorized Service Exceptions



P-02745F (01/2025)

This is for administrators focused on correcting the unauthorized service exception. For more information about all visit maintenance functions in the Sandata EVV Portal, see the "Visit maintenance and clearing exceptions in Sandata" section of www.dhs.wisconsin.gov/evv/training-administrators.htm.

Correcting Unauthorized Service Exceptions

Let's take a look at correcting the unauthorized service exception.

Unauthorized Service Exception

The unauthorized service exception can occur when:

- The employee started a visit for an unknown client (offline) without the client information entered.
- The employee chose the wrong service on SMC, TVV, or FVV.
- The service date of the visit is outside the authorization effective dates.
- There are two authorizations in the Sandata EVV portal from two different payers for the same client and timeframe.

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The Unauthorized Service exception shows when the service selected is not valid for the client based on their authorization.

This exception occurs because:

- The employee started a visit for an unknown client (offline) without the client information entered.
- The employee chose the wrong service on SMC, TVV, or FVV.
- The service date of the visit is outside the authorization effective dates.
- There are two authorizations in the Sandata EVV portal from two different payers for the same client and timeframe. The system isn't able to know which to choose.

Unauthorized Service Exception

Click the exception dot under the Service column.

Show Legend

CLIENT NAME	EMPLOYEE NAME	SERVICE	VISIT DATE	CALL IN	CALL OUT	CALL HOURS	ADJUSTED IN	ADJUSTED OUT	ADJUSTED HOURS	VISIT STATUS	DO NOT BILL	APPROVED	ACTIONS
TEST, VOID	Caregiver, Sheila	Personal Care Svc/15min	02/26/2024	10:00 AM	01:00 PM	03:00	10:00 AM	01:00 PM		Incomplete	<input type="checkbox"/>	<input type="checkbox"/>	
TESTCLIENT, FFSREGRESSION	Test, John	Unspecified Therapeutic Procedure - OT/Visit	02/21/2024	01:00 PM	03:00 PM	02:00	01:00 PM	03:00 PM		Incomplete	<input type="checkbox"/>	<input type="checkbox"/>	

Total: 05:00

First, you select by clicking on the red exception dot. (The yellow dot, according to Sandata's legend in upper left corner, means it was manually entered. This is not an exception needing to be corrected.)

Unauthorized Service Exception

- Select the **General** tab.
- Select the correct service from the **Service** field drop-down list.
- Select the correct **Payer** from the drop-down list.
- Select the correct **Program** from the drop-down list.

Client ID: 911 | Client Name: TEST_V010 | Medicaid ID: 888442222 | Employee ID: 74335 | Employee Name: Caregiver, Sheila

General Client Employee Call Log Tasks Exceptions GPS Memo Claims History

Visit From Date: 02/26/2024 Visit To Date: 02/26/2024 Visit Time Zone: US Central Visit Status: Incomplete

Call In: 10:00 AM Call Out: 01:00 PM Call Hours: 03:00

Adjusted In Date: 02/26/2024 Adjusted In: 10:00 AM Adjusted Out Date: 02/26/2024 Adjusted Out: 01:00 PM

Agency ID: 91031 Agency Name: MOM HOME HEALTH AND PC - CRCP

Payer: WERS Program: FVS Service: Personal Care Sw/15min

Group Visit Code: [Empty]

Offline Visit: N/A

Do Not Bill: [Checked] Approved: [Unchecked]

Reason Code: [Empty] Resolution Code: [Empty] Reason Note: [Empty]

SAVE

Now you correct.

Make sure you're in the "General" tab from the options at the top.

- Select the correct service from the **Service** field drop-down list.
- Select the correct **Payer** from the drop-down list.
- Select the correct **Program** from the drop-down list.

Important Tip: The service, program and payer must match what is on file for the authorization.

Unauthorized Service Exception

- Select a reason code from the list.
- Select the resolution code, Written Documentation Maintained.
- Click **Save**.

The screenshot shows a web form for 'Unauthorized Service Exception'. The form is divided into several sections. The top section contains dropdown menus for 'Payer' (WIFFS), 'Program' (FFS), 'Service' (Personal Care Svc/15min), and 'Group Visit Code'. Below these are text input fields for 'Client Verified Time' (No), 'Client Verified Service' (No), 'Client Signature' (No), and 'Offline Visit' (N/A). There is also a 'Visit Source' field with 'UAT VendorTest' and two toggle switches for 'Do Not Bill' and 'Approved'. A blue button labeled 'GENERATE GROUP VISIT CODE' is located to the right. The bottom section, highlighted with an orange border, contains three fields: 'Reason Code *' (a dropdown menu with 'Select Reason Code'), 'Resolution Code *' (a dropdown menu with 'Select Resolution Code'), and 'Reason Note' (a text input field with 'Enter Reason Note'). An orange arrow points from the 'Reason Note' field to a blue 'SAVE' button.

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And as usual, finish with the reason code and resolution code.

- Select a reason code from the drop-down list.
- Select the resolution code, Written Documentation Maintained. (A reminder: Make sure you have this documentation.)
- Click Save.

Unauthorized Service Exception

Tips for preventing unauthorized service exceptions:

- Make sure approved authorization service codes and effective dates are in the Sandata EVV portal.
- Inform employees of the correct service to select when entering a visit.
- Ensure employees have the correct two-digit code for the service to use when entering a visit through TVV or FVV.
- Provide employees with a Worker Visit Card for each client:
www.dhs.wisconsin.gov/library/collection/p-02844.

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Tips for preventing unauthorized service exceptions:

- Make sure approved authorization service codes and effective dates are in the Sandata EVV portal.
- Inform employees of the correct service to select when entering a visit.
- Ensure employees have the correct two-digit code for the service to use when entering a visit through TVV or FVV.
- Provide employees with a Worker Visit Card for each client. Highlight the service to select, and the two-digit code for that service if using TVV or FVV.

As you can see, a lot of errors can be prevented by making sure employees have the information they need during a visit.

Unauthorized Service Exception

- Use Sandata reports:
 - The Expiring Authorizations report tracks authorizations that are close to expiring.
 - The Members Without Authorization report tracks clients that have no authorizations on file.

These Sandata reports can help to monitor authorizations that may be missing or soon to expire.

Unauthorized Service Exception

- If an approved authorization is not loaded to Sandata in three days of being notified by the payer of the approval, contact EVV Customer Service.
- There are some situations where an authorization is not needed by policy. To get the information loaded to the Sandata system, providers will need to enter it. Refer to the "Adding Required Authorization Information in the Sandata EVV Portal" presentation, www.dhs.wisconsin.gov/publications/p03550.pdf.

DHS sends authorizations to the Sandata system. If approved authorization is not loaded to Sandata in 3 days of being notified by the payer of the approval, contact EVV Customer Service.

There are some situations where an authorization is not needed by policy. To get the information loaded to the Sandata system, providers will need to enter it. We'll cover this in the "Adding Required Authorization Information in the Sandata EVV Portal" presentation, linked here. Entering in the required information will prevent an unauthorized service exception.

Resources

Resources

- Wisconsin EVV Customer Care
- Provider and independent nurse information
- Training resources for admins, independent nurses, and workers
- Resources, including ForwardHealth Updates and FAQs

www.dhs.wisconsin.gov/evv/index.htm

WISCONSIN DEPARTMENT OF HEALTH SERVICES

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EVV: Home

What's New

Members

IRIS

Providers and Independent Nurses

Payers

Alternate EVV

Training

Resources and FAQs

Contact Us

Stay connected

Join our email list
Sign up to receive email notices about EVV in Wisconsin.

Have questions? Need help?
Wisconsin EVV Customer Care is available at 833-931-2035 or evv@wisconsin.gov Monday-Friday, 7 a.m.-6 p.m. Central Time.

Electronic Visit Verification (EVV)

What is EVV?

EVV uses technology to make sure that members and participants receive the services they need. Workers check in at the beginning and check out at the end of each visit, using a smart phone or tablet, small digital device, or landline telephone. The EVV system captures six key pieces of information:

- Who receives the service
- Who provides the service
- What service is provided
- Where the service is provided
- The date of service
- The time the service begins and ends

Here is the [list of personal care services and home health care services codes](#) that require workers to capture EVV information in Wisconsin.

EVV systems are secure and compliant with the Health Insurance Portability and Accountability Act (HIPAA).

What programs are required to use an EVV system?

- Personal care and supportive home care services (PCS)
 - Medicaid and BadgerCare Plus fee-for-service (ForwardHealth card)
 - BadgerCare Plus and Medicaid SSI HMOs

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Now let's take a quick look at the EVV home page. Here, and on every EVV webpage, you'll see the contact information for EVV Customer Care in the dark blue box. If you've not signed up for EVV emails, every EVV webpage has the link for you.

On the left of each page is the navigation tabs. Let's take a look at a few of these.

Providers and independent nurses will find information at www.dhs.wisconsin.gov/evv/providers.htm

Providers (including independent nurses) and workers can find helpful training resources at www.dhs.wisconsin.gov/evv/training.htm

There are separate sections for administrator, independent nurse, and worker materials. If you're a video kind of person, there are videos available. If you're more of a reader, printable materials are here, too. And if you're looking for PowerPoints to present in a larger group, those are also available. Choose the kind of learning that works for your situation.

Our Resources section has great information. FAQs are there, as well as quick fact sheets: www.dhs.wisconsin.gov/evv/resources.htm

Thank You

Thank you for the important services you provide to members.

