

# Visit Maintenance: Correcting Missing Service Exceptions



P-02754G (01/2025)

This is for administrators focused on correcting the missing service exception. For more info 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](http://www.dhs.wisconsin.gov/evv/training-administrators.htm)

# Correcting Missing Service Exceptions

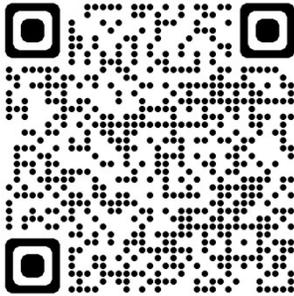
Let's take a look at Missing Service Exceptions and how to correct them.

# Missing Service Exception

- The Missing Service exception shows when an incorrect service is chosen for the client.
- This type of exception must be fixed for the visit to be in a verified status.

It is important for providers to inform their employee which service to select when entering a visit. If a service is not entered, there will be a missing service exception. This type of exception must be fixed for the visit to be in a verified status.

# Service Codes



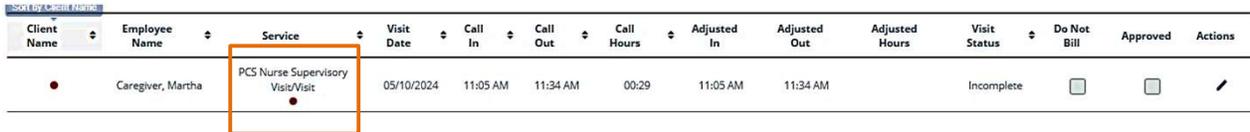
[www.dhs.wisconsin.gov/evv/service-codes.htm](http://www.dhs.wisconsin.gov/evv/service-codes.htm)

Service Code	SMC Service Code	TVV Service Code #
<b>Personal Care and Supportive Home Care Services</b>		
T1019	Personal Care Svc/15 min	10
S5125	Supportive Home Care/15 min	15
S5126	Supportive Home Care/Day	20
T1020	Personal Care/Day	25
Combo	Combo-PCS & SHC	30
99509	PCS Nurse Supervisory Visit/Visit	55
<b>Home Health Care Therapy Services</b>		
92507	Speech Therapy Individual/Visit	35
97139	Unspecified Therapeutic Procedure-OT/Visit	40
97799	Unspecified Rehab Svc-PT/Visit	45
<b>Home Health Care Nursing Services</b>		
99504	Mechanical Vent Care/Hour	50
S9123	Private Duty Nursing RN/Hour	65
S9124	Private Duty Nursing LPN/Hour	70
99600	Unspecified Home Visit-RN or LPN/Visit	60
T1001	Nursing Assessment or Eval/Visit	75
T1021	Home Health Aide or CNA/Visit	80
T1502	Med Admin-Oral, IM, Subq/Visit	85

The webpage listed here gives a full list of the services codes that require EVV. In addition, the portion of the Worker Visit Card shown here lists all the services, how they are listed on the SMC app, and what two-digit number is entered if calling it in on TVV. You can find the full Worker Visit Card to fill out for employees at [www.dhs.wisconsin.gov/library/collection/p-02844](http://www.dhs.wisconsin.gov/library/collection/p-02844)

# Missing Service Exception

Click the exception dot under the Service column.



The screenshot shows a table with the following columns: 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, and Actions. The first row contains the following data: a red dot in the Client Name column, 'Caregiver, Martha' in the Employee Name column, 'PCS Nurse Supervisory Visit/Visit' in the Service column (with a red dot below the text), '05/10/2024' in the Visit Date column, '11:05 AM' in the Call In column, '11:34 AM' in the Call Out column, '00:29' in the Call Hours column, '11:05 AM' in the Adjusted In column, '11:34 AM' in the Adjusted Out column, an empty cell in the Adjusted Hours column, 'Incomplete' in the Visit Status column, an unchecked checkbox in the Do Not Bill column, an unchecked checkbox in the Approved column, and a pencil icon in the Actions column. An orange box highlights the red dot in the Service column.

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
●	Caregiver, Martha	PCS Nurse Supervisory Visit/Visit ●	05/10/2024	11:05 AM	11:34 AM	00:29	11:05 AM	11:34 AM		Incomplete	<input type="checkbox"/>	<input type="checkbox"/>	

As usual, we'll select the exception by clicking on it.

# Missing Service Exception

- 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.

The screenshot shows a web-based form for a service exception. At the top, it displays client and employee information: Client ID# 911204, Client Name TEST, VOID, Medicaid ID# 888442222, Employee ID# 745235, and Employee Name Caregiver, Sheila. Below this is a navigation menu with tabs for General, Client, Employee, Call Log, Tasks, Exceptions, GPS, Memo, Claims, and History. The main form area contains several input fields for visit details: Visit From Date (02/26/2024), Visit To Date (02/26/2024), Visit Time Zone (US/Central), and Visit Status (Incomplete). There are also fields for 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), and Adjusted Out (01:00 PM). The Agency ID is 91031 and the Agency Name is MON HOME HEALTH AND PC - CBOP. A section containing Payer (Select Payer), Program (Select Program), Service (Personal Care Svc/15min), and Group Visit Code is highlighted with an orange border. Below this are fields for Client Verified Time (No), Client Verified Service (No), Client Signature (No), and Offline Visit (N/A). There is also a Visit Source (LIAT VendorTest) and a Do Not Bill checkbox (checked). An Approved checkbox is also present. A button labeled 'GENERATE GROUP VISIT CODE' is located at the bottom right of the form.

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And we'll correct it.

To correct a missing service exception:

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, payer, and program must all match the authorization on file in Sandata.

# Missing Service Exception

- Select a **Reason Code** that best explains why the service was not selected at the time of visit.
- Select the resolution code **Written Documentation Maintained**.
- Click **Save**.

EMPLOYEE ID	EMPLOYEE NAME	SANTRAX ID	ACTIONS
850215	Test, John	000850215	○

\* indicates required field

**Reason Code \***  **Resolution Code \***  **Reason Note**  

Reason Code is required.

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Now we'll take care of the information at the bottom of the screen:

- 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.

# Missing Service Exception

Tips for preventing Missing Service exceptions:

- Provide employees with the service code to select.
- If using TVV, employees will need the Sandata two-digit code for the service.
- Provide employees with a filled-out Worker Visit Card for each client. The template can be found on the DHS EVV webpage/resources: [www.dhs.wisconsin.gov/library/collection/p-02844](http://www.dhs.wisconsin.gov/library/collection/p-02844)

Be sure to provide employees with the service code information they need. Provide employees with a filled-out Worker Visit Card for each client.

# 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](http://www.dhs.wisconsin.gov/evv/index.htm)

WISCONSIN DEPARTMENT OF HEALTH SERVICES

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EVV: Home

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Alternate EVV

Training

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**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](mailto: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](http://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](http://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](http://www.dhs.wisconsin.gov/evv/resources.htm)

# Thank You

Thank you for the important services you provide to members.

