

Visit Maintenance: GPS Location



P-02745L (01/2025)

This is for administrators focused on GPS location. 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

GPS Location

One topic that is not an exception is GPS.

GPS Location

The GPS location data is informational only.

- GPS captures location information only at the start and end of a visit.
- GPS location data does not prevent the EVV visit from going to a “verified” status.
- GPS data does not currently prevent claims from being paid.

3

The GPS location data is informational only:

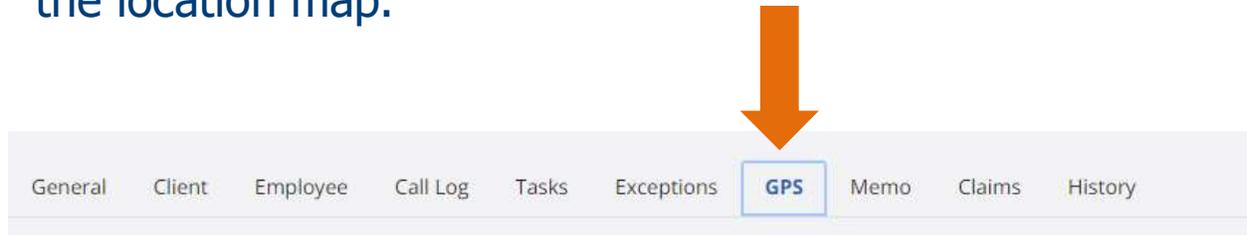
- GPS captures location information only at the start and end of a visit.
- GPS location data is required but does not prevent the EVV visit from going to a “verified” status.
- GPS data does not currently prevent claims from being paid.

Also understand that other divisions within DHS, such as the Office of Inspector General, may use GPS location.

GPS Location

How to find the GPS location information for a specific visit:

- In Visit Maintenance, click on a visit.
- From the Visit Detail screen, click the **GPS** button to view the location map.



4

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GPS Location

This location map shows a GPS *informational* “exception” since the check in and out were not done near an address on file with Sandata for the client.



5

This location map shows a GPS “exception” (informational only) since check in and out were not done near an address on file with Sandata for the client.

The provider has the ability to follow up with the employee, get more details, and provide client-specific information to ensure the best support.

Despite the labels provided in Sandata, GPS location is not considered an “exception.” GPS is informational only in Wisconsin.

GPS Location

Reasons GPS **may not** match the address on file for the client:

- The services were performed in the community.
- The client's address has not been updated.
- Sandata uses Google Maps for client location and the Google property pin may be set inaccurately.
- There may be an issue with the smart phone being used or the smart phone settings.
- There may be an issue with a building or hill that may make GPS inaccurate.

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GPS Location

Providers can monitor the location of services using the **GPS Distance Exception** report.

Report Parameters

Account: MOM HOME HEALTH AND PC - CROP (91031)
 For: 3/25/2024 - 3/25/2024 11:59:59 PM

GPS DISTANCE EXCEPTION

ACCOUNT: MOM HOME HEALTH AND PC - CROP (91031)
 PAYER: None
 PROGRAM: None

CLIENT ID	CLIENT NAME	CLIENT MEDICAID ID	EMPLOYEE ID	EMPLOYEE NAME	EMPLOYEE EMAIL	ACTUAL CALL DATE	ACTUAL CALL TIME	HCPCS	VISIT KEY	DISTANCE (FT)	CLOSEST CLIENT ADDRESS
913385	Adams, John	0007041778	100006155	PEMA, SHERPA	She[REDACTED].com	03/25/2024	12:53 PM	T1019	2159156554	1191641	74[REDACTED] Jence Ct, [REDACTED] 1,53701-0000
913385	Adams, John	0007041778	100006155	PEMA, SHERPA	She[REDACTED].com	03/25/2024	12:36 PM	T1019	2159156554	1191641	74[REDACTED] Jence Ct, [REDACTED] 1,53701-0000
Sub Total # of Visits		2									

Sandata

04/12/2024 13:45:49

Page 1 of 2

There is a report that summarizes GPS information, if providers would like to use it. It will show all the day's visits where the distance is further from a client's known address than expected. Look for "GPS Distance Exception" in the Daily Reports. It will show how far (in feet) the service was from an address on file.

Despite the name of this report, GPS location is not considered an "exception." GPS is informational only in Wisconsin.

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

Home » Partners & Providers » Electronic Visit Verification » Electronic Visit Verification (EVV)

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

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.

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August 551-28
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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.

