



Where do I find ID numbers for use in electronic visit verification?

If your provider agency is using the Wisconsin Department of Health Services (DHS)-provided Sandata electronic visit verification (EVV) solution, you will need to share the following information with workers who will be using EVV to check in and out for visits. You may use the Wisconsin EVV Worker Visit Card sample (P-02844A) to provide this information to workers before a visit.

Provider Agency/Company ID and Toll-Free Phone Numbers

The Welcome Kit email contained a link to a document named “Welcome Letter_WI,” which included the provider agency ID number that identifies the provider agency on the Sandata EVV Portal. This ID is also used by workers as they check in and out for visits using the mobile app. When workers sign in to the Sandata Mobile Connect (SMC) app, they should enter “2” and then the six-digit ID.

The Sandata toll-free phone numbers assigned to your provider agency for workers to use with telephonic visit verification (TVV) and fixed visit verification (FVV) are also included in the Welcome Letter.

Worker Information

The Worker Santrax ID is assigned on the ForwardHealth Portal. A “worker” on the ForwardHealth Portal is called an “employee” on the Sandata EVV Portal. The nine-digit ID issued on the ForwardHealth Portal will be the same as their Santrax ID. For instructions on obtaining a worker ID or to start the process, click on the links below:

- [Learn how to obtain a unique worker ID](#)
- [Start the process to obtain a unique worker ID](#)

The SMC username is the employee’s email address that was entered in to the ForwardHealth Portal. (Entering workers in the ForwardHealth Portal is a required first step.) Each worker needs a unique email address since it is used to log in to the SMC app.

You can log in to the secure ForwardHealth Portal and view individual or all worker ID numbers and email addresses. To search for an individual ID or for all worker IDs and email addresses, refer to the Manage Workers section of the [EVV ForwardHealth Portal Functionality User Guide](#). If it is more convenient, you can log in to the Sandata EVV Portal:

- Navigate to the Employee Module.
- To search for an individual employee, refer to “Demonstration: Search for an Employee” in the Employee Module section of the [Sandata EVV Provider Agency Training Guide](#).
- To search for all employees, leave all search fields empty and follow the directions in “Demonstration: Search for an Employee,” in the Employee Module section of the [Sandata EVV Provider Agency Training Guide](#).

- To create a report from the Sandata EVV Portal listing all active employee IDs and email addresses, refer to “Active Employees Report” in the Reports section of the [Sandata EVV Provider Agency Training Guide](#). Note: This report will have additional private information on it such as employees’ phone numbers. Be sure to only use within Health Insurance Portability and Accountability Act of 1996 (HIPAA)/Personally Identifiable Information (PII) regulations.

Client Identifier (ID)

This six-digit client (member/participant) ID number is assigned by Sandata and is found only on the Sandata EVV Portal. To find client IDs:

- Sign in to the Sandata portal and then navigate to the Client Module.
- To search for an individual client, refer to “Demonstration: How to Search for a Client” in the Client Module section of the [Sandata EVV Provider Agency Training Guide](#).
- To search for all clients, leave all search fields empty and follow the directions in “Demonstration: How to Search for a Client” in the Client Module section of the [Sandata EVV Provider Agency Training Guide](#).
- To create a report from the Sandata EVV Portal listing all active client IDs, refer to “Active Client Report” in the Reports section of the [Sandata EVV Provider Agency Training Guide](#). Note: This report will have additional private information on it such as Medicaid ID number, phone number, and location. Be sure to only use within HIPAA/PII regulations.

Service Codes

The service codes are found on the Service and Task list that was included in the Welcome Kit.

Selection Code on TVV Call	Telephonic Prompt for Read Back	Service Selection for Mobile
10	Personal Care Services, 15 minutes	Personal Care Svc/15min
25	Personal Care Services, per day	Personal Care/Day
15	Supportive Home Care, 15 minutes	Supportive Home Care/15min
20	Supportive Home Care, per day	Supportive Home Care/Day
30	Both Personal Care and Supportive Home Care service, 15 Minutes	COMBO—PCS & SHC*

* Used in IRIS if both personal care services and supportive home care are provided by the same employee for the same payer.

For more information: <https://www.dhs.wisconsin.gov/evv/index.htm>

Wisconsin EVV Customer Care

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