

# New to EVV?

## Getting Started With Electronic Visit Verification in Wisconsin

Electronic visit verification (EVV) is a system that uses technology to capture the time, date, and place where services were provided. It also captures which services were provided, who provided them, and who received them.

EVV is federally required for Medicaid-covered personal care, applicable supportive home care, and home health care services. All states must require EVV or risk losing Medicaid funding for these services.

Whenever performing services that require EVV, workers check in and out of a visit using an EVV system at the beginning and the end of their visit. Providers can use the Wisconsin Department of Health Services (DHS)-provided EVV system from Sandata or an alternate EVV system. All systems capture six key pieces of information at every visit.

## 6 KEY DATA POINTS



**Who receives service**



**Who provides service**



**What service is provided**



**Where service is provided**



**Date of service**



**Time in/Time out**



A list of services codes that require workers to capture EVV information in Wisconsin can be found at [dhs.wi.gov/evv/service-codes.htm](https://dhs.wi.gov/evv/service-codes.htm).

## Agency ID and Worker IDs

### Agency ID

- If a provider **has a Medicaid ID or National Provider Identifier (NPI)**, they should make sure their contact information on the Demographic Maintenance Mailing Address panel of the ForwardHealth Portal is current. DHS sends important information to the email address listed there. This email address also connects the provider to required EVV training.
- If a provider **does not have a Medicaid ID**, they should use the Electronic Visit Verification Portal Functionality User Guide ([dhs.wi.gov/publications/p02713.pdf](https://dhs.wi.gov/publications/p02713.pdf)) to get a unique EVV provider agency ID. This ID is how DHS matches EVV information to claims.

### Worker IDs

For EVV, each worker, including independent nurses and live-in workers, has to be associated to their provider in the ForwardHealth Portal. Chapter 7 (Worker Association) of the Electronic Visit Verification Portal Functionality User Guide gives detailed instructions on how to search for and add workers to a provider. This process is the same for independent nurses, providers with a Medicaid ID, and providers with a unique EVV provider agency ID.



## Technical Set Up

### DHS-Provided Sandata EVV System

Providers, including independent nurses, who choose the Sandata EVV system should allow at least two weeks to complete the set-up process. They should:

1. Designate one lead administrative user to be the primary contact for EVV, complete initial EVV registration, and complete initial administrative training ([dhs.wi.gov/publications/p02837.pdf](https://dhs.wi.gov/publications/p02837.pdf)).
2. Watch for Sandata's Welcome Kit email from eTRAC after completing the training. The Welcome Kit will be sent to the email address listed on the provider's ForwardHealth Portal account. The Welcome Kit includes the Sandata EVV Portal credentials and agency-specific materials.
3. Have the lead administrator train any additional administrators if needed. Provider agencies should add at least one additional administrator in the Sandata EVV portal as a backup for when the lead administrator is out or unavailable.
4. Designate a trainer to create and implement a plan to train workers ([dhs.wi.gov/publications/p02851.pdf](https://dhs.wi.gov/publications/p02851.pdf)) on the use of EVV during visits. Training should be made available for both new and experienced workers and should be repeated when needed.

### Alternate EVV System

Providers, including independent nurses, who choose a system other than Sandata should allow up to three months to complete the set-up process. They should:

1. Review and complete the certification process and documents on the Alternate EVV webpage ([dhs.wi.gov/evv/alternateevv.htm](https://dhs.wi.gov/evv/alternateevv.htm)).
2. Contact Sandata at [sandata.zendesk.com/hc/en-us](https://sandata.zendesk.com/hc/en-us) to request the use of an alternate EVV system. Because alternate EVV systems must connect to the Sandata aggregator in order to get EVV information from the alternate vendor to DHS, Sandata must be notified when a provider chooses to use another vendor.
3. Find out from Sandata whether the chosen system is already certified for use in Wisconsin.
4. Follow the steps in the Alternate EVV Certification and Set Up Process Checklist ([dhs.wi.gov/publications/p02663a.pdf](https://dhs.wi.gov/publications/p02663a.pdf)).

## Start Using EVV

Training on a new technology takes time. Providers should make time to check in with their workers and reach out to Wisconsin EVV Customer Care with questions. They are available [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov) or 833-931-2035 Monday–Friday, 7 a.m.–6 p.m. Central time.

Providers, including independent nurses, should carefully check EVV visit data in the Sandata EVV portal (if using the Sandata system) or the Sandata aggregator (if using an alternate EVV system) before submitting claims. Keeping track of errors will also show if more support is needed with any part of using an EVV system.

Providers can visit the DHS EVV website ([dhs.wi.gov/evv/index.htm](https://dhs.wi.gov/evv/index.htm)) to learn more and sign up ([public.govdelivery.com/accounts/WIDHS/subscriber/new?topic\\_id=WIDHS\\_190](https://public.govdelivery.com/accounts/WIDHS/subscriber/new?topic_id=WIDHS_190)) for the latest news and information about EVV.