

New to EVV

Understanding Electronic Visit Verification in Wisconsin

Electronic visit verification (EVV) is federally required for Medicaid-covered personal care and some supportive home care services. All states must require EVV or risk losing Medicaid dollars.

Whenever Medicaid-covered personal care and certain supportive home care services are provided, workers need to log in to an EVV system at the beginning and the end of their visit.

Provider agencies can use the state-provided EVV system from Sandata, or they can choose to use an alternate EVV system. Six key data points must be collected for each visit, regardless of the EVV system used.


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 

EVV visit data will need to be collected for care provided under the following service codes:

- T1019
- T1020
- S5125
- S5126

Wisconsin EVV Customer Care

833-931-2035 | vdx.contactevv@wisconsin.gov

Monday–Friday | 7 a.m.–6 p.m. CT

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

www.forwardhealth.wi.gov



Steps to Prepare for EVV

Provider agencies should complete the following steps to prepare their agency, workers, and clients for implementing EVV:

- Determine if your provider agency has a Medicaid ID, or needs to obtain one:
 - If your provider agency has a Medicaid ID, make sure your contact information is updated through the ForwardHealth Portal to receive EVV information from the Wisconsin Department of Health Services.
 - If your provider agency does not have a Medicaid ID, obtain a unique provider agency ID:
 - [Learn how to obtain a unique provider agency ID.](#)
 - [Start the process to obtain a unique provider agency ID.](#)
 - Use directions from the [ForwardHealth Portal EVV Functionality User Guide.](#)
- Obtain unique worker IDs through the ForwardHealth Portal:
 - [Learn how to obtain a unique worker ID.](#)
 - [Start the process to obtain a unique worker ID.](#) (Log in first, then follow the instructions.)
 - Use directions from the [ForwardHealth Portal EVV Functionality User Guide.](#)

Next, decide if your agency will use the state-provided EVV system (Sandata) or an [alternate EVV system](#).

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Steps to Set Up Your EVV System

Department of Health Services EVV System (Sandata)

Alternate EVV System

If your provider agency chooses the Sandata system, allow at least two weeks to complete this process:

1. Choose a lead administrative user within your agency to [complete trainings](#) first and be the primary contact for EVV.
2. Access the trainings and [resources available](#) for your provider agency.
3. Watch for Sandata's Welcome Kit email from eTrac after completing training. The Welcome Kit will be sent to the email address listed on the demographic maintenance "Mailing Address" panel in your ForwardHealth Portal account. The Welcome Kit will include the Sandata EVV Portal permissions and agency-specific materials.
4. Choose other administrative users within your agency and [help them learn](#) to use the Sandata EVV Portal.

If your provider agency chooses an alternate EVV system, allow at least three months to complete this process:

1. Review the certification process documents on the [Alternate EVV webpage](#):
 - [Business Requirements for Alternate EVV Systems](#)
 - [Technical Specifications](#)
2. Contact Sandata Technologies to request testing credentials and start the certification process. Email: WiAltEVV@Sandata.com
Phone: 855-705-2407
3. Work with your alternate EVV vendor to complete the testing process. Forward the email you will receive from Sandata with a testing checklist and testing credentials to your alternate EVV vendor:
 - Your alternate EVV vendor will complete the testing checklist and upload test files.
 - Send the completed testing checklist to Sandata and request validation of the testing. Repeat this step until successful testing is completed.
4. Register for and complete Sandata's aggregator portal training.
5. Sandata notifies the Department of Human Services that your alternate EVV system is certified.
6. Watch for Sandata's Welcome Kit email, which includes production credentials for live EVV data to connect with Sandata's aggregator and Production Environment credentials.

Steps to Use EVV

Now you are ready for production!

Regardless of the system you choose to use, all provider agencies will also need approximately three weeks to complete the following steps:

- Develop and implement a plan for training the workers who will use EVV to check in and out for visits.
- Decide which technology your workers will use to collect EVV visit information.
- Collect EVV visit information.
- Check your EVV Portal to verify that visit information is complete and in a verified status.
- Submit billing to the appropriate payer after visits are complete and in a verified status.
- Visit the [Department of Human Services website](#) to learn more.
- [Sign up](#) for the latest news and information about EVV.