

# Sandata Fixed Visit Verification (FVV)

Welcome to the Sandata Fixed Visit Verification (FVV) training.

# Agenda

- FVV Overview
- FVV Device Request
- FVV Process
- FVV Troubleshooting
- FVV Device Return
- FVV Report

- FVV Overview
- FVV Device Request
- FVV Process: This section and the next can be part of the resources you use to train workers who will be using an FVV device during visits. It is included on the DHS EVV Training Workers webpage, along with other resources.
- FVV Troubleshooting
- FVV Device Return
- FVV Report

# Key Terminology

- Fixed Visit Verification (FVV)—A method for employees to electronically capture check in/out information from a device in the client's home.
- Numeric Code—This is the six-digit number that is displayed on the FVV device's screen when the button is pushed.

Let's go over some key terminology

Fixed Visit Verification (FVV) is A method for employees to electronically capture check in and check out information from a device in the client's home.

Numeric Code—This is the six-digit number that is displayed on the FVV device's screen when the button is pushed.

# Key Terminology

- Client—A member or participant who receives services through Wisconsin Medicaid
- Employee—A person (worker) who provides care to one or more clients
- Santrax ID—The unique number to identify the employee, issued by the ForwardHealth Portal

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A “client” in the Sandata EVV system is frequently called a “member” or “participant” in Wisconsin’s service delivery.

We’re using “employees” to match the Sandata use, and “worker” to match more standard DHS and ForwardHealth Portal use.

Santrax ID—The unique number to identify the employee, created in the ForwardHealth Portal and also found on the Sandata EVV portal

# FVV Overview

In this section, we will go over some basic information about FVV use.

# FVV Overview

- FVV uses a small electronic device that is mounted to a surface in the home.
- The FVV device generates a six-digit numeric code that translates to a time and date within the Sandata system.
- The device will come labeled with the Sandata client ID and Sandata provider agency ID.



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Fixed Visit Verification (FVV) uses a small electronic device that is mounted or “fixed” in the client’s home. The FVV device is the data collection method of last resort, because it is also the most burdensome method for both employees and providers. Using a device requires multiple steps for the employee and may increase visit errors for providers to correct in the Sandata EVV portal.

Employees will press the device button at the beginning and end of their visit. The device will generate a six-digit numeric code that will need to be written down each time and then called in later, when a phone is available. It is important for the employee to know which code is for the call in and which is for call out.

The device will come labeled with the Sandata client ID and Sandata provider-ID. This helps identify which specific client/provider pairing it is assigned to.

A device can only be paired between one client and one provider or fiscal employer agency. If there are multiple clients, or multiple providers supporting a client, a different device will be needed for each pairing.

# FVV Overview

- The provider or fiscal employer agency must attest that:
  - Services are anticipated to be authorized for more than 60 days.
  - The client does not have a landline or VoIP home phone.
  - Neither the client nor the employee has a device that would support Sandata Mobile Connect for mobile visit verification data collection.
  - The client has a smartphone or tablet, but it is not available for EVV purposes.

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The vast majority of employees will not be using FVV. But for those that do, the provider or fiscal employer agency must attest that:

- Services are anticipated to be authorized for more than 60 days.
- The client does not have a landline or VoIP (Voice over Internet Protocol—for example, a phone line provided by a cable company) home phone.
- Neither the client nor the employee has a smart phone or tablet device that would support Sandata Mobile Connect for mobile visit verification data collection.
- The client has a smartphone or tablet, but it is not available for electronic visit verification (EVV) purposes.

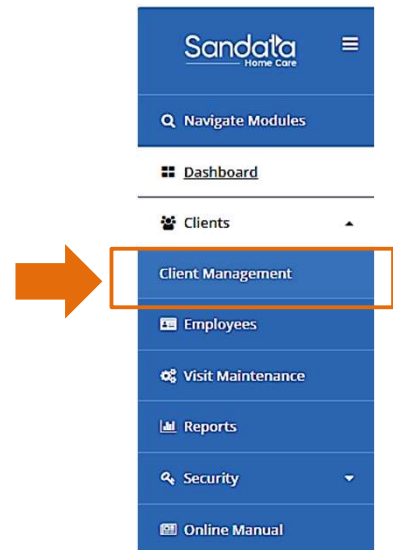
# How to Request an FVV Device

The provider or FEA will have this responsibility—how to request an FVV device. As a reminder, “provider” includes independent nurses who are an “agency of one.”



# How to Request an FVV Device

- Log in to the Sandata EVV portal.
- From the navigation panel, click **Clients** and then **Client Management**.



Log in to the Sandata EVV portal.

To access client records, click Clients then Client Management from the navigation panel. The Client/Program search screen will be displayed.

# How to Request an FVV Device

- Enter the client's name.
- Click **Apply Filters**.

**Filters** ×

**Last Name**

Enter Last Name

**First Name**

Enter First Name

**Status**

Select Status ▼

**Client ID**

Enter Client ID

**Client Payer ID**

Enter Client Payer ID

**Medicaid ID**

Enter Medicaid ID

**Program**

Select Program ▼


**Language**

Select Language ▼

**Primary Payer**

Select Primary Payer ▼

CLEAR

 **APPLY FILTERS**

To find a specific client, use the filter option and add the client's name.  
Then click **Apply Filters**.

# How to Request an FVV Device

- Click to the right of the client's name to open their file.

[CREATE CLIENT](#)

Type here for a quick search...

FILTERS

EXPORT DATA

CLIENT	STATUS	PROGRAM	SUPERVISOR	MEDICAID ID	CLIENT PAYER ID	AS OF	SOC	EOC	SERVICES
⊕ Atest, Tessa	● Active	FFS		9999998888		7/1/24	7/1/24		T1019
⊕ Test FFS, EVV	● Active	FFS		4445556667		10/30/24	10/30/24		99504
⊕ TESTCLIENT, FFSREGRESSION	● Active	FFS		2221112221	2221112221	1/1/23	1/1/23		T1019
⊕ TESTCLIENT, SIXONE	● Active	WI HMO		1112223333	1112223333	1/1/23	1/1/23		92507
⊕ TestClient, Tommy	● Active	WI HMO		121121121	121121121	1/1/23	1/1/23		99504

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Click to the right of the client's name to open their file.

Tip: A client may have more than one line here if they have authorizations with different programs. Modify the information for each line needed, separately.

# How to Request an FVV Device

- Click on **Request Device**.

< BACK **Atest, Tessa** FFS | Active

Client ID: 587011 | Medicaid ID: 9999998888 | Main Address: 123 Main St | Phone No: (555) 111-1212 | Main Emergency C

**Personal** Program

**Identifiers**

Client ID	587011	Medicaid ID	9999998888
SSN	-	Agency ID	9999998888

**Personal Information**

Client Name	Tessa Atest		
Date of Birth	-	Gender	-
Language	English		

**Addresses | Phone Numbers**

123 Main St	(555) 111-1212	Main Address	...
54321 Oak St	(555) 555-5555		...

**REQUEST DEVICE** ADD

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We're now in the client's "Personal" information screen.

In the address area, click on **Request Device**.

# How to Request an FVV Device

- Click on **FVV Device Attestation Notice**.
- Read the notice. If the request meets these criteria, click **Accept**.

The screenshot shows a 'Request Device' form with a modal window titled 'FVV Device Attestation Notice' open. An orange arrow points to the checkbox for 'FVV Device Attestation Notice (\*)' on the form. Another orange arrow points to the 'ACCEPT' button in the bottom right corner of the modal. The modal text explains that FVV devices are a last resort and lists four criteria that must be met: no landline home phone, no smart phone or tablet supporting Sandata Mobile Connect (SMC) for MVV data collection, no smart phone or tablet supporting SMC for MVV data collection, and a smart phone or tablet that is not available for EVV purposes.

**Request Device** [X]

\* Required

Device Type\*  
FVV Device

☐ FVV Device Attestation Notice (\*)

Device Shipping Address\*

123 MA  
54321

Special Shipping Instructions  
Write your instructions here  
255 CHARACTERS

CANCEL

CLOSE

**ACCEPT**

**FVV Device Attestation Notice** [X]

Fixed Visit Verification (FVV) devices are the data collection method of last resort. An FVV device should only be requested by the provider agency or FEA if services are anticipated to be authorized for more than 60 days and all of the following criteria are met:

- The member/participant does not have a landline home phone.
- The worker does not have a smart phone or tablet device that would support Sandata Mobile Connect (SMC) for Mobile Visit Verification (MVV) data collection.
- The member/participant does not have a smart phone or tablet device that would support SMC for MVV data collection.
- The member/participant has a smart phone or tablet, but it is not available for EVV purposes.

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Only “FVV Device” will be listed as a device type option in Wisconsin.

Click on the FVV Device Attestation Notice and read it.

If the FVV request meets these criteria, click Accept.

# How to Request an FVV Device

- The FVV Device Attestation Notice box will now show a check mark.
- Select the button next to the client's address.
- If address is incorrect, add valid and verifiable address on the previous portal screen.
- Click **Request**.

The screenshot shows a 'Request Device' form. At the top, there's a 'Device Type\*' dropdown menu with 'FVV Device' selected. Below it is a checkbox for 'FVV Device Attestation Notice (\*)' which is checked. Underneath is a 'Device Shipping Address\*' section with two radio button options: '123 MAIN ST, MADISON, WI, 537049988' (labeled 'Main Address') and '54321 OAK ST, MIDDLETON, WI, 53562'. Below the address section is a 'Special Shipping Instructions (Optional)' text area with the placeholder 'Write your instruction here...' and a '255 CHARACTERS REMAINING.' indicator. At the bottom left is a 'CANCEL' button, and at the bottom right is a blue 'REQUEST' button. Two orange arrows are overlaid on the form: one points to the 'FVV Device Attestation Notice' checkbox, and the other points to the 'REQUEST' button.

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The FVV Device Attestation Notice box will now show a check mark to show you read and accepted the attestation.

Next, select the client's address. This is where the device will be used and shipped. The device is registered to only this address. This provides the "location of service" data point.

If the correct address is not listed you will need to go back to the client's "Personal" screen to add the new address. The newly added address will then display as an option and you can proceed with requesting the FVV device.

You can enter in any special delivery instructions in the box provided (optional).

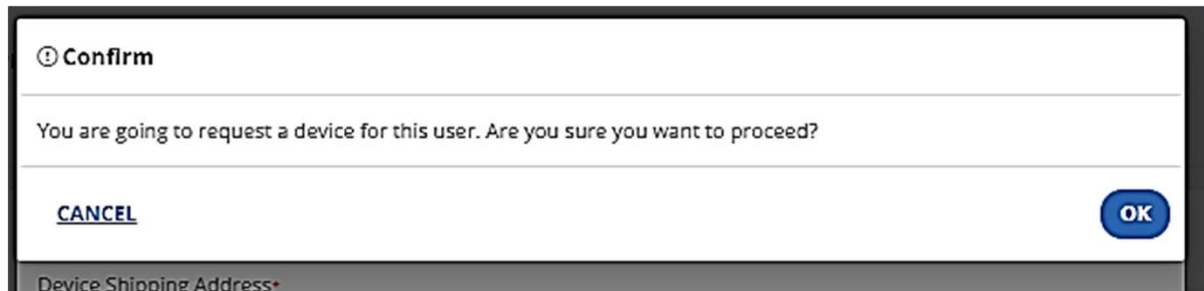
Click Request.

You can find more information about adding a client address on the Training Administrators webpage, in the "Client data: Adding and editing clients" section.

A reminder: Address changes made in the Sandata EVV portal will not update the client's Medicaid file or any other system. Clients are required to keep their information up to date through their usual resources: the client's local income maintenance agency or tribe, online through the client's ACCESS account, or by using the Medicaid Change Report (F-10137).

# How to Request an FVV Device

A confirmation message will appear. Click **OK**.



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A confirmation message will appear. Click OK.

# How to Request an FVV Device

- Device successfully requested message will appear.
- Allow up to two weeks for delivery.
- Call EVV Customer Care if the delivery is delayed.



**Info**

Device successfully requested.

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“Device successfully requested” message indicates that your request has been successfully submitted.

- Allow up to two weeks for delivery.
- Call EVV Customer Care if the delivery is delayed.



# FVV Device Information

- The device will be mailed to the address selected with instructions for the client and the employee.
- The device must remain in the client's home and be affixed to a surface within the client's residence. Double-sided tape is provided.
- The device should be returned when no longer in use.



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The FVV Call Reference Guide and the instructions for employees to use FVV device will arrive in the mailing envelope with the device. The provider should notify the client of this arriving and also make sure employees have access to this sheet and the device.

The device must remain in the client's home. Be sure to use the double-sided tape to secure it in a convenient location and prevent it from being misplaced.

The device should be returned when it is no longer in use. EVV Customer Care can help with this process.

# FVV Process

A note to providers:- If an employee is going to be using FVV, this next set of slides can be used as part of their training.

# How to Use an FVV Device



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The FVV device, about the size of an oven timer, needs to be requested from Sandata by the provider or fiscal employer agency. As a reminder, “provider” includes independent nurses who are an “agency of one.” The device is shown in the bottom right corner.

The FVV method is the most complicated process. You can see the steps here:

- Using the FVV device, the employee presses the button to get the check-in numeric code at the beginning of the service.
- This number needs to be written down accurately for later use.
- After providing the care, the employee presses the button again for the check-out numeric code at the end of the service.
- This number also needs to be written down accurately for later use.
- Later, when the employee has access to any kind of phone, they will call in the two FVV numeric codes. This call should be made at least 15 minutes after the check-out code was received, and before the codes expire in 7 days.
- Each numeric code needs to be typed in accurately, along with the service code. If tasks also need to be entered, these are also entered on that phone call.

If you use this method, your provider can give you the FVV Call Reference Guide from Sandata. This will lead you through every step of the call. Your provider can also give you guidelines on when you should call in these numbers. It may be the same day or within a few days—again, at least 15 minutes after the check-out code was received, and before the codes expire in 7 days.

As you can see, it's cumbersome and more prone to entry error. And it is more limiting, since it needs to stay in the client's home. Because of this, FVV is the method of last resort.

We'll go through those steps individually in the next few slides.

# How to Use an FVV Device

## Check In

- Press and release the button on the device.
- Write down the six-digit numeric code. This will be needed later when calling in the visit information.
- This numeric code represents the date and start time of the visit.



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Here are the steps for checking in:

- Press and release the button on the device.
- Write down the six-digit numeric code and note it as the “check in” code. It will be important for the employee to write this numeric code number down as it will be needed to call in the visit later.
- This numeric code represents the date and start time of the visit. The numeric code won’t look like a time and date but will be recognized in the Sandata system as such.

# How to Use an FVV Device

## Check Out

- Press and release the button on the device.
- Write down the six-digit numeric code. This will be needed later when calling in the visit.
- This numeric code represents the date and end time of the visit.



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### To Check Out

Press and release the button on the device.

Write down the six-digit numeric code and note it as the “check out.” This will be needed later when calling in the visit.

This numeric code represents the date and end time of the visit.

# How to Use an FVV Device

- The FVV device displays a six-digit numeric code each time it is pressed.
- The code changes every minute. If pressed again within the minute, the code will be the same.
- If it is pressed more than six minutes after the first reading, the new numeric code will be used as the end time of the visit.

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If you need to see the number again, press and release button again to display the number. The number changes every minute, but if you press the button again within the same minute, the number will be the same. If you press the button again after the minute has passed, a new number will be displayed and should be used.

If the second number is accessed more than six minutes after the first number, the new number will be accepted by Sandata as the end time of the visit

# Reporting FVV Visit Data

Later, when the employee has access to a phone, they will complete the final step of reporting the FVV visit.

- Wait at least 15 minutes after receiving the check-out numeric code from the FVV device before calling.
- The visit must be called in within seven days of the start of the visit.
- Enter both FVV numeric codes with one phone call.

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Later, when the employee has access to a phone, they will complete the final step of reporting the FVV visit.


This step must be done at least 15 minutes after receiving the check-out numeric code from the FVV device before calling. It can be called in any time up to seven days after the start of the visit. Providers should set guidelines for employees for when to call in.

The employee will enter both the call in and call out numeric codes when prompted during the phone call.



# Reporting FVV Visit Data

- Use the Call Reference Guide (CRG) mailed with the FVV device for step-by-step instructions.
- Use the provider assigned toll-free phone numbers to call in the visit.
- To confirm that you are using the FVV CRG, confirm the "Features" section of the CRG shows "Fixed Visit Verification-Yes."



**Sandata**  
FVV  
Call Reference Guide:  
«COMPANY\_NAME»

Agency Account Number: STX«ACCOUNT»

Write your Santrax ID number above for easy reference.

**Dial:**  
1-«Primary\_Phone»

**Features:**  
Call In/Out Prompting  
Select Location  
Task

Select Language  
Fixed Visit Verification -Yes

Employees can use the Call Reference Guide (CRG) mailed with the FVV device for step-by-step instructions.

Use the provider assigned phone number to call in the visit.

To confirm that you are using the FVV CRG, confirm the title shows "FVV."

# Reporting FVV Visit Data

When calling in FVV numbers, Sandata offers the following language options for the phone calls:

English	Hindi	Serbian
Egyptian Arabic	Hmong	Somali
Burmese	Laotian	Spanish
Mandarin Chinese	Nepali	Swahili
French	Russian	Vietnamese

When the codes are called in on the phone, these languages are available.

# Reporting FVV Visit Data

Information to have ready for calling in numeric codes:

- Employee's Santrax ID
- Sandata client ID
- Six-digit check-in numeric code (obtained at the start of visit)
- Six-digit check-out numeric code (obtained at the end of visit)
- Two-digit Service ID
- Three-digit Task IDs, if required by the provider

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Have this information ready for calling in numeric codes—

Employee's Santrax ID

Sandata client ID

Six-digit check-in numeric code (obtained at the start of visit)

Six-digit check-out numeric code (obtained at the end of visit)

Two-digit Service ID - The two-digit service ID-list was provided in the provider's Sandata Welcome Kit. It is also included here in a few slides.

Three-digit Task IDs, if required by the provider - Providers can determine whether they want to require the tasks to be entered within EVV. In order to call in tasks, the employee will need to have the three-digit code for each task. This list was also provided in the provider's Welcome Kit and is also included in a few slides.

# EVV Worker ID Card



Wisconsin Electronic Visit Verification

## WORKER VISIT CARD

**Wisconsin EVV Customer Care**

☎ 833-931-2035 ✉ [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov) 🕒 Monday–Friday, 7am–6pm

Agency's Sandata toll-free number	
Agency/Company ID	
Worker Santrax ID	
Sandata Mobile Connect (SMC) Username	
Client Identifier	
Service Code(s)	

Is recording tasks within EVV required? ☐ Yes ☐ No

WISCONSIN DEPARTMENT of HEALTH SERVICES

[www.dhs.wisconsin.gov/library/p-02844.htm](http://www.dhs.wisconsin.gov/library/p-02844.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

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Here's a tip!! The worker ID card is one of the best tools we have for you. It's available on the DHS EVV website to print out and includes space for all the information an employee needs. The QR code on the slide will take you to this tool.

To use the QR code, open up the camera on your cell phone. Hover the camera over the QR code on the slide. A link should appear; tap it, and it will bring you directly to that webpage.

The provider agency can supply the information on the left side of this card. (Independent nurses, as an "agency of one," you can provide this to yourselves!) That includes:

- The toll-free phone number assigned to the provider for TVV and FVV use
- The agency or company ID assigned by Sandata
- Your Santrax ID to identify you as the employee
- Your SMC username, which is simply your email address
- The client ID from Sandata
- The service codes for the care you are providing

There's more about that in the chart on the right. Let's take a look at that chart.

The first column ("service code") is information familiar to your office administrator who takes care of billing. The last two columns are the ones you want to pay attention to. Your provider will let you know which service you are doing and whether it's billed as 15-minute segments or another way. So, if your employer tells you that you are doing personal care

services, that's not quite enough information. You need to know if it's the first line, Personal care services/15 minutes or the fourth line on this chart, Personal care/per day.

Notice that these are very broad categories of care.

The last column on the chart is what you'll enter for that service code if you are using TVV or FVV.

One last item to point out is the question on the bottom: "Is recording tasks within EVV required? Yes or No." Your provider should let you know this answer. Let's go to the next slide for more information.

# Task ID List

Task ID	Task Description	Task ID	Task Description
100	Shower/Bathing	105	Dressing/Change
110	Prosthetics/splints/TEDS	115	Grooming
120	Assist w/Feeding	125	Mobility
130	Transferring	135	Toileting
200	Bowel Program (MOT)	205	Catheter Site Care (MOT)
210	Complex Positioning (MOT)	215	Feeding Tube Site Care (MOT)
220	Glucometer (MOT)	225	Medications: Assist/Remind (MOT)
230	Range of Motion (MOT)	235	Respiratory Assistance (MOT)
240	Skin Care (MOT)	245	Tube Feeding (MOT)
250	Vital Signs (MOT)	255	Wound Care (MOT)
300	Eyeglass/Hearing Aid(s) Care	305	Housekeeping
310	Laundry	315	Meal/Purchase Groceries

MOT = medically oriented tasks

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This is a list of tasks and their assigned Task ID. Asking employees to include tasks within EVV is an agency-by-agency decision.

Employees should follow the instructions from their provider (or FEA, if in Family Care or IRIS).

Fee-for-service personal care and supportive home care provider agencies may choose to capture the employee record of care (including tasks) within EVV. Personal care and supportive home care workers should check with their agency administrator to learn if this is needed.

Providers should check with their HMO, MCO, or FEA regarding documentation requirements.

# FVV Data Collection Log

FVV Data Collection Log template can be found in the [Wisconsin EVV Supplemental Guide's](#) appendix.



## Appendix Fixed Visit Verification Data Collection Log

Providers can modify this sample chart to make sure the FVV codes are called in to the toll-free phone number assigned.

(Insert provider's **Santrax** toll-free number here: \_\_\_\_\_)

Member/Participant Name or <b>Sandata</b> Client ID:						
Worker name and <b>Santrax</b> ID	Date and time of FVV device use	Write in these details from the FVV visit:				Date verification codes were called in
		Verification code received when checking in	Verification code received when checking out	Service code	Tasks (if required)	

Here's another resource to consider using:

The FVV Data Collection Log is available to help employees when gathering EVV information to later call in the visit. This FVV Data collection log is optional, but can help workers stay organized—providers should encourage employees to use a method that works for them. Remember to call in the FVV numeric codes within seven days. After seven days, the numeric codes are invalid.

The QR code here will take you to the full Wisconsin EVV Supplemental Guide. Look for this sample FVV Data Collection Log near the back.

# FVV Troubleshooting

Here's a few troubleshooting tips. The issues we will review occur during the phone call, not with the device itself.



# FVV Invalid Client ID

**“No FVV registered. Please re-enter the client ID or press the pound (#) key to continue.”**

This Santrax phone message occurs if:

- The FVV device has been deactivated after three months of non-use.
- The employee incorrectly enters a Sandata client ID.

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When you call in to report your FVV information, you may get a message that states, “No FVV registered. Please re-enter the client ID or press the pound (#) key to continue.”

This message can occur if the device has been deactivated due to non-use. If that is the case, the provider agency will need to call or email EVV Customer Care. Until the device is reactivated the provider will need to create calls in the Sandata EVV portal, or the worker will need to use another visit method.

This phone message can also occur if the wrong client ID was entered during the call.

# FVV Invalid Client ID

**“No FVV registered. Please re-enter the client ID or press the pound (#) key to continue.”**

If the employee has trouble with the Sandata client ID, they should:

- Verify the Sandata client ID and re-enter.
- Hang up and try the call again, entering the numbers carefully.
- Contact the Sandata administrator for the correct Sandata client ID and try the call again.

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If the employee has trouble with the Sandata client ID they should:

Verify the Sandata client ID and re-enter.

Hang up and try the call again, entering the numbers carefully.

Contact the provider's Sandata administrator for the correct Sandata client ID and try the call again.

# FVV Incorrect Numbers Entered

## **“Invalid numeric code, please try again.”**

This Santrax phone message occurs if the employee incorrectly enters the six-digit FVV number.

- The employee should press 1 to re-enter the six-digit FVV number. They will be prompted to continue the FVV call.
- If the message repeats, the employee should report the visit data to the Sandata administrator so the visit can be manually entered.

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When you call in to report your FVV information, you may get a message that states “Invalid numeric code, please try again.”

This Santrax phone message occurs if the employee incorrectly enters the six-digit FVV number.

- The employee should press 1 to re-enter the six-digit FVV number. They will be prompted to continue the FVV call.
- If the message repeats, the employee should report the visit data to provider’s Sandata administrator so the visit can be manually entered by an administrator in the Sandata EVV portal.

# No FVV Numbers Entered

**“You have not entered any numeric codes. Press 1 to return or press the pound (#) key to continue.”**

If this Santrax phone message occurs, the employee should:

- Hang up if the star (\*) key was pressed in error and the call is not an FVV call.
- Re-enter the FVV numeric code.
- Contact the Sandata administrator if the message repeats so the visit can be manually entered.

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**When you call in to report your FVV information, you may get a message that states, “You have not entered any numeric codes. Press 1 to return or press the pound (#) key to continue.”**

If this Santrax phone message occurs, the employee should:

- Hang up if the star (\*) key was pressed in error and the call is not an FVV call.
- Re-enter the FVV numeric code.
- Contact the provider’s Sandata administrator if the message repeats so the visit can be manually entered by the administrator.
- The EVV administrator can make corrections for this and other errors on the Sandata EVV portal in the Visit Maintenance section.

# How to Return an FVV Device

How to Return an FVV Device: This may need to happen if the device is defective or the device is no longer needed.

# How to Return an FVV Device

To request a return of the FVV device or for any device malfunction, contact Wisconsin EVV Customer Care. Provide:

- Sandata agency ID
- Provider name
- Provider's Medicaid ID number
- Client name or ID
- FVV device serial number
- Reason for return
- Return address if different than client's address

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If a client no longer requires the use of an FVV device, or for any device malfunction, contact Wisconsin EVV Customer Care.

EVV Customer Care will help gather the needed information:

- Sandata agency ID (STX number, five digits long)
- Provider name
- Provider Medicaid ID number (8 or 9 digits long)
- Client name or Sandata ID (6 digits long)
- FVV device serial number
- Reason for return – for example, broken or the provider no longer serving this client.
- Return address if different than the client's (for example: if the device is being held at the provider's office, the return envelope should be sent to the provider's office address.)

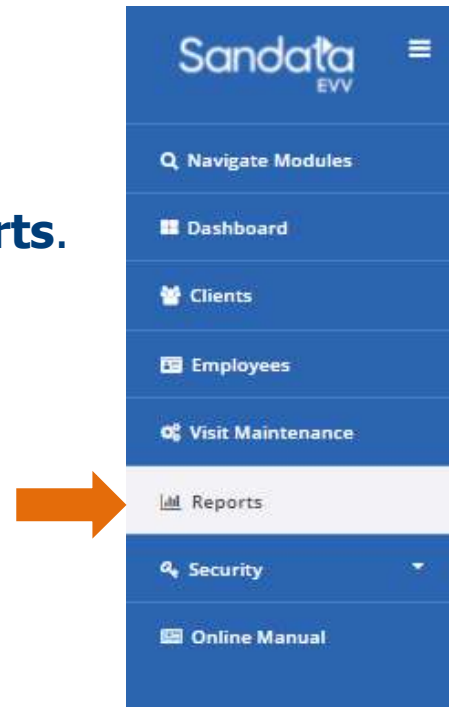
Sandata will send the postage-paid, pre-addressed return envelope for shipping.

# FVV Report

A report showing FVV devices assigned is available on the Sandata EVV portal.

# FVV Report

From the navigation panel, click **Reports**.

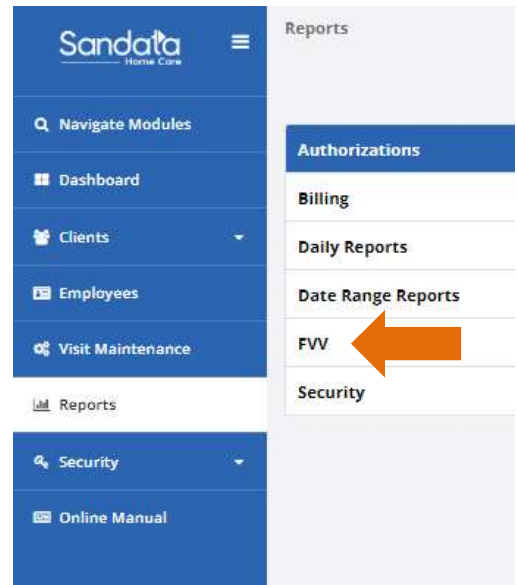


On the Sandata EVV portal, click Reports.



# FVV Report

Choose **FVV**.



Choose FVV for the type of report.

# FVV Report

Provider agencies can use the FVV Assignment report on the Sandata EVV portal to monitor device use or identify a device serial number.

This report provides:

- Device serial number
- Client name device is assigned to
- Device status dates
- Device use dates

## Fixed Visit Verification Assignment Report

### Report Parameters

Account: [REDACTED]  
For: 4/8/2021 - 4/8/2021 11:59:59 PM

ACCOUNT: [REDACTED] PROVIDER ID: 9021099							
SERIAL NUMBER	CLIENT NAME	CLIENT ID	MEDICAID ID	ASSIGNED DATE	UNASSIGNED DATE	FIRST USED DATE	LAST USED DATE
03082020	[REDACTED]	706878	201808108723	04/15/2020	12/30/2999		
10000800	[REDACTED]	927261	838352178494	04/27/2020	12/30/2999		
09J	[REDACTED]	657711	213231231231	12/24/2020	12/30/2999		
1230456	[REDACTED]	381383		05/27/2019	12/30/2999		
Grand Total Assignments: 4							

For provider agencies that have assigned FVV devices, this report is helpful to monitor device use and identify serial number of the device if needed. Information includes:

- Device serial number. This is helpful if you need to contact EVV Customer Care to report a malfunction.
- Client name device is assigned to
- Device status dates: when assigned, when unassigned
- Dates the device was first used, and date of most recent use

# Resources

# Resources

- EVV Customer Care:
  - 833-931-2035, Monday–Friday, 7 a.m.-6 p.m. CT
  - Email support: [VDXC.ContactEVV@wisconsin.gov](mailto:VDXC.ContactEVV@wisconsin.gov)
- EVV webpage: [www.dhs.wisconsin.gov/evv/index.htm](http://www.dhs.wisconsin.gov/evv/index.htm) for information about:
  - Training Resources
  - EVV in Wisconsin

# Thank You

Thank you for the important services you provide to members.



WISCONSIN DEPARTMENT  
of HEALTH SERVICES