

Requesting a Fixed Visit Verification Device

January 2024



WISCONSIN DEPARTMENT
of HEALTH SERVICES

P-03569 (01/2024)

Welcome to Requesting a Fixed Visit Verification Device. This information is for administrative users of the Sandata EVV Portal (not employees/workers).

Agenda

- Fixed Visit Verification (FVV) Overview
- How to Request an FVV Device
- How to Return an FVV Device
- Resources

FVV Overview

FVV Overview

- An FVV device is the data collection method of last resort.
- FVV uses a small electronic device that is adhered to a surface in the home.
- The FVV device generates six-digit numbers representing the time and date of the visit.
- These numbers are used later when the employee calls in from any phone to record the visit.



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An FVV device is the data collection method of last resort. It is the most vulnerable to human entry errors. Most visits can be captured using the other two methods: Sandata Mobile Connect (SMC) and Telephonic Visit Verification (TVV).

FVV uses a small electronic device that is adhered to a surface in the home. The device will come with double-sided tape to secure it. This could be in a drawer, a desk, a wall, the side of the refrigerator—wherever employees will be able to reliably find it.

The FVV device generates six-digit numbers representing the time and date of the visit. The generated numbers are used later when the employee calls in from any phone to record the visit.

FVV Overview

- When ordering an FVV device, the provider or FEA must attest that:
 - Services are anticipated to be authorized for more than 60 days.
 - The client does not have a landline or Voice over Internet Protocol (VoIP) home phone.
 - The client or employee does not have a smart phone or tablet device that would support Sandata Mobile Connect.
 - The client does not have a smart phone or tablet that is available for electronic visit verification (EVV) purposes.

An example of a fixed VoIP phone is a phone line provided by a cable company that plugs into the wall or a modem inside the home.

FVV Overview

- Devices must be returned to Sandata if:
 - The employee has access to another EVV method.
 - The client is no longer authorized to receive services.
 - The provider or FEA is no longer authorized to provide the services.
 - The device is not working.
- The Wisconsin Department of Health Services (DHS) will be monitoring the use of FVV devices.
- DHS asks that unused devices be returned.

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DHS will be monitoring the usage of FVV devices. If the device is not used for three months, the Department of Health Services will request the device's return.

At this time, there is no charge for FVV devices.

FVV Device Information

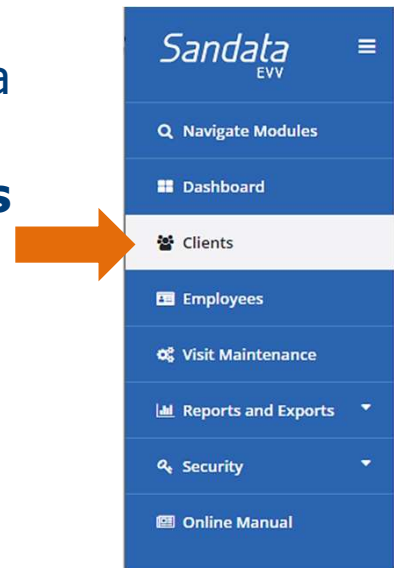
- The device will come labeled with the Sandata client ID and Sandata provider agency ID.
- The device is paired to a client and provider agency or FEA.
 - Multiple employees from the same agency can use the same FVV device, if they need it.
 - If multiple provider agencies work with the same client, each agency must order a different FVV device, if their employees need it.

The device is labeled with both the Sandata client ID and Sandata agency ID. These ID numbers will appear on the top and side of the device. The serial number will be on the back side of the device. Administrative users can also find the serial number on the Sandata EVV Portal in the Client area.

How to Request an FVV Device

How to Request an FVV Device

- The administrator logs in to the Sandata EVV Portal.
- From the navigation panel, click **Clients** to access client records.





How to Request an FVV Device

- Search for client.
- Click Edit  next to the desired client's name.

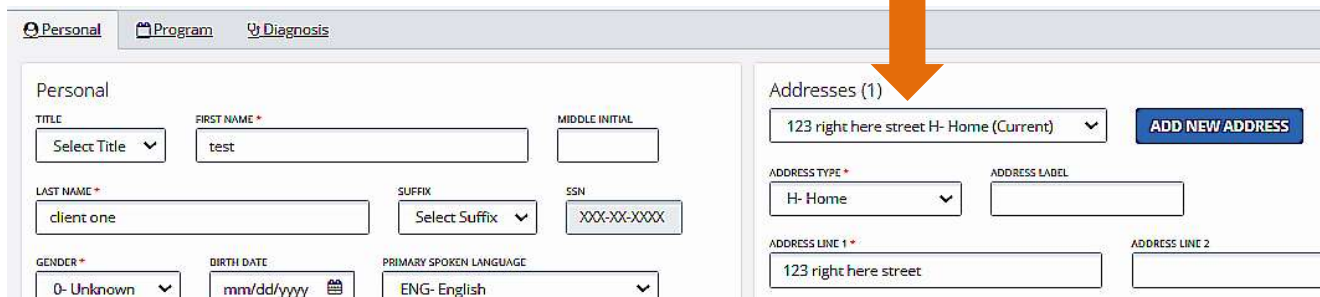
Showing 21-26 of 26 entries

Show: 10 per page

	<u>Name</u>	<u>Program</u>	<u>Status</u>	<u>Supervisor</u>	<u>Medicaid ID</u>	<u>Client Payer ID</u>	<u>As Of</u>	<u>SOC</u>	<u>EOC</u>	<u>Services</u>
	TestMbrTen, Sandata	WIFFS	● Active		5555666622		6/22/20	6/22/20		T1019
	TestMbrThirteen, Sandata	WIFFS	● Active		9999555533		6/22/20	6/22/20		T1019

How to Request an FVV Device

- In the Personal tab, confirm the address is correct.



The screenshot shows a web interface with three tabs: Personal, Program, and Diagnosis. The Personal tab is active. The form is divided into two main sections: Personal information and Addresses. The Personal section includes fields for Title (dropdown), First Name (text), Middle Initial (text), Last Name (text), Suffix (dropdown), SSN (text), Gender (dropdown), Birth Date (calendar), and Primary Spoken Language (dropdown). The Addresses section is titled "Addresses (1)" and contains a dropdown menu with the selected address "123 right here street H- Home (Current)", an "ADD NEW ADDRESS" button, an "ADDRESS TYPE" dropdown (selected "H- Home"), an "ADDRESS LABEL" text field, an "ADDRESS LINE 1" text field (containing "123 right here street"), and an "ADDRESS LINE 2" text field. An orange arrow points to the address dropdown menu.

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Make sure the address is correct. If a different address is needed, add it as an “Address Type O-Other” and save.

See the Client Module PowerPoint on the DHS EVV Training Other Administrators webpage for more information about adding an address for a client. As a reminder, any address changed or added in the Sandata portal will not flow back to DHS. Clients should be encouraged to update their permanent address in their Wisconsin Medicaid Access account or through their income maintenance consortia or tribal agency.

How to Request an FVV Device

- Click **Request Device**.

Clients Clients / **Edit client**

← GO BACK Client: MRBThree, Test | Client ID: (995996) | Medicaid ID: (9911347699) 🗕

Personal Program Diagnosis

Personal

TITLE FIRST NAME * MIDDLE INITIAL

LAST NAME * SUFFIX SSN

GENDER * BIRTH DATE * 🗕 PRIMARY SPOKEN LANGUAGE

MEDICAID ID *

REQUEST DEVICE


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Confirm the client information.
Click **Request Device**

How to Request an FVV Device

- Select **FVV Device** from the **Select Device Type** drop-down menu.

Select Shipping Information for Device Request ×

Select Device Type
FVV Device 

FVV Device Attestation Notice (*)

Select Address for Shipping Device
PO Box addresses cannot be used for shipping and thus may not be displayed below.

Select	Address Type	Address Line 1	Address Line 2	City	State	Zip Code
<input checked="" type="radio"/>	H	2117 HUEBBE PKWY		Beloit	Dane	515110000

Special Shipping Instructions
Please do not include any PHI in the shipping instruction field, as what you type here will appear on the shipping label.

255 characters remaining.

COMPLETE DEVICE REQUEST

Select **FVV Device** from the **Select Device Type** drop-down menu.
Be sure "FVV" shows.

How to Request an FVV Device

- Click the **FVV Device Attestation Notice** title to view the FVV conditions.
- Check the **FVV Device Attestation Notice** box to attest to the conditions, and then click **Accept**.

Select Device Type


FVV Device

FVV Device Attestation Notice (**)

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 EW purposes.



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Next, click the FVV Device Attestation Notice title, and a pop-up box will appear with the conditions. If these conditions are true, an FVV device can be ordered. Check the box next to the title and then click "Accept." The attestation check box must be selected in order to complete the order of the device.

How to Request an FVV Device

- Confirm the mailing address.
- If the address is incorrect, go back to the **Edit Client** screen and add a new address. The new address will now show as an option to select in the **Request Device** screen.

Select Shipping Information for Device Request ×

Select Device Type
FW Device

FVV Device Attestation Notice (*)

Select Address for Shipping Device
PO Box addresses cannot be used for shipping and thus may not be displayed below.

Select	Address Type	Address Line 1	Address Line 2	City	State	Zip Code
<input checked="" type="radio"/>	H	2117 HUEBBE PKWY		Beloit	Dane	515110000

Special Shipping Instructions
Please do not include any PHI in the shipping instruction field, as what you type here will appear on the shipping label.

255 characters remaining.

Providers should confirm the mailing address is correct before requesting the device. See the Client Module PowerPoint on the DHS EVV Training Other Administrators webpage for more information about adding an address for a client.

How to Request an FVV Device

- Fill out **Special Shipping Instructions**, if needed.
- Click **Complete Device Request**.

Select Shipping Information for Device Request ×

Select Device Type
FW Device

FVV Device Attestation Notice (*)
Select Address for Shipping Device
PO Box addresses cannot be used for shipping and thus may not be displayed below.

Select	Address Type	Address Line 1	Address Line 2	City	State	Zip Code
<input checked="" type="radio"/>	H	2117 HUEBBE PKWY		Beloit	Dane	515110000

Special Shipping Instructions

Please do not include any PHI in the shipping instruction field, as what you type here will appear on the shipping label.

255 characters remaining.

 **COMPLETE DEVICE REQUEST**

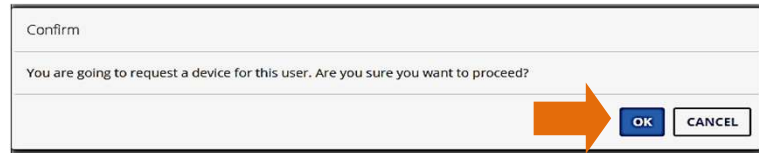
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If needed, fill out any “Special Shipping Instructions.” These will appear on the shipping label and could include delivery instructions such as, “Deliver to the side door and ring bell,” or left blank.

Click Complete Device Request when done.


How to Request an FVV Device

- Click **OK** to confirm the request.
- Click **OK** on the next screen to finish the process.



Confirm

You are going to request a device for this user. Are you sure you want to proceed?

 **OK** CANCEL



Device successfully requested.

 **OK**

FVV Device Information

- The device will be sent to the address selected with instructions for the client and the employee.
- The device must remain in the client's home until it is no longer needed.
- The device must be affixed to a surface within the client's home.



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It will take approximately 3-5 days for FVV devices to arrive at the client's address from the date the device was requested. In the mailing envelope, there will be:

- The FVV device
- The FVV Call Reference Guide (the script for the employee to call in the FVV numbers)
- Instructions for employees for using the FVV device

The provider will need to make sure employees have access to this sheet and the device. There is a sample of the FVV Call Reference Guide on the training web page in the "Training Workers" section.

The device must remain in the client's home until it is no longer needed. The device collects the required data of "where" care occurred by being in the client's home. The device will come with double-sided tape so it can be affixed to a surface. This could be a drawer, a desk, a wall, the side of the refrigerator—wherever it can be reliably found by employees. The device must be affixed to a surface within the client's home.

How to Return an FVV Device

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.

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

Resources

Resources

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

Thank you



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