



EVV and Live-In Workers

Workers are required to record electronic visit verification (EVV) information during Medicaid-covered personal care and home health care services.

Providers should refer to the Wisconsin Department of Health Services (DHS) EVV: Service Codes that Require Use of an EVV System in Wisconsin webpage (dhs.wi.gov/evv/service-codes.htm) to determine whether DHS requires live-in workers to use an EVV system for a given service code.

Note that even if DHS allows a live-in worker exemption for a service code, HMOs, managed care organizations (MCOs), and providers can still require live-in workers to use an EVV system to check in and out of visits.

IRIS (Include, Respect, I Self-Direct) fiscal employer agencies (FEAs) cannot require participant-hired live-in workers to use EVV.

Documentation to Verify Live-In Workers

Providers are required to verify a live-in worker by confirming where the worker currently lives. For the definition of a live-in worker and a list of documents that can be used to verify that a worker is a live-in worker, providers should refer to the Live-in Workers topics ([#21777](#) for BadgerCare Plus or Medicaid or [#22957](#) for Family Care or Family Care Partnership) of the ForwardHealth Online Handbook at www.forwardhealth.wi.gov/WIPortal/Default.aspx.

Live-in workers are required to verify live-in status for each member they live with, and they must still collect EVV information for members and participants they don't live with.

Connecting Medicaid Programs, Live-In Workers, and EVV

Fee for Service

When a member receives fee-for-service personal care services and the provider has decided that live-in workers are **not** required to collect EVV:

- The provider must submit an EVV Live-In Worker Identification form, F-02717 (dhs.wi.gov/library/f-02717.htm), to DHS with their personal care prior authorization (PA) request and the supporting documents listed in the Live-in Workers topic ([#21777](#)).
- The approved PA must include the KX modifier for services provided by a live-in worker. An additional line item should be included without the KX modifier for services that may be provided by a non-live-in worker.



- Claims for personal care services provided by the live-in worker who is not collecting EVV data must have the KX modifier. Claims with the KX modifier do not need matching EVV information for them to be paid.

HMOs and Managed Care Organizations

When a member receives their services through an HMO or MCO, providers should confirm the live-in worker requirements and process with their HMO or MCO.

It is the HMO's and MCO's responsibility to work with their providers to make sure the workers meet the criteria for a live-in worker. If an HMO or MCO decides not to require live-in workers to collect EVV information, the HMO or MCO must use the live-in worker KX modifier on their encounters. Encounter details submitted without the live-in worker KX modifier require EVV information.

IRIS

When a participant receives their services through IRIS, the participant asks their live-in worker to complete onboarding paperwork. This paperwork includes filling out an IRIS Participant-Hired Worker Relationship Identification form, F-01201A (dhs.wi.gov/forms/f0/f01201a.docx), and providing supporting documents that prove the worker lives with the participant. The participant submits the documents to their IRIS consultant or the FEA. The FEAs then follow the same process as other worker paperwork.

Tips for Submitting Live-In Worker Validation Forms (Fee for Service and IRIS)

- Carefully read the instructions on the form you're using.
- For fee for service providers, use the EVV Live-In Worker Identification form, F-02717 (dhs.wi.gov/library/f-02717.htm).
- For IRIS providers, use the IRIS Participant-Hired Worker Relationship Identification form, F-01201A (dhs.wi.gov/forms/f0/f01201a.docx)
- Use the live-in worker's legal name as it is listed on their proof of address documents (for example, Jennifer, not Jenny).
- Make sure the worker's address meets the requirements listed on the form.
- Only submit proof of address documents from the list on the form you're submitting.
- Only check the boxes next to the kinds of proof you're submitting.
- Make sure that the proof of residence documents are recent enough to meet requirements. For example, leases must be from the current year. Specific information about proof of residence is given on each form.
- For fee for service providers, double check the worker's ID number. This should be the worker's EVV ID generated by the ForwardHealth Portal, not a ForwardHealth Member ID or a Social Security number, even if the worker is also a member.
- Submit the forms promptly to ensure claims are paid timely.

Learn More

Visit dhs.wi.gov/evv

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