

Electronic Visit Verification Exceptions



What are Exceptions?

Exceptions are mistakes or incomplete information that keep electronic visit verification (EVV) visits from reaching verified status. They have to be fixed by an EVV administrator in the Sandata EVV portal in order for the provider to get paid for a claim on and after hard launch.

The Sandata system has seven exceptions:

- Unknown Client
- Unknown Employee
- Unmatched Client Phone/ID
- Missing Service
- Visits Without In-Calls
- Visits Without Out-Calls
- Unauthorized Service (More information on next page)

Fixing Exceptions: The Basics

1. Log in to the Sandata EVV portal.
2. Click Visit Maintenance on the navigation panel.
3. Click Filter Visits By field, and choose either All Exceptions or Exception Types.
4. Select a red exception dot. Correct the information.

For more detailed information, refer to the EVV: Visit Maintenance training, P-02754 (dhs.wi.gov/library/collection/p-02754) on the EVV: Administrator Training webpage.

Time Saving Tip

Start by filtering with the Unknown Client exception type. Adding a client to the visit may automatically resolve other exceptions for that same visit.

Preventing Exceptions Before a Visit Even Starts

1. **Double-check that a member's or participant's landline phone number or fixed Voice over Internet Protocol (VoIP) phone is listed correctly on the Sandata EVV portal.** A wrong phone number will cause an exception for telephonic visit verification (TVV) visits. Instructions for how to add a valid and verifiable phone number can be found on the Wisconsin Department of Health Services (DHS) EVV Training Administrators webpage (dhs.wi.gov/evv.training-administrators.htm).
2. **Encourage workers to use the Sandata Mobile Connect (SMC) app.** It's the easiest and most reliable method for correctly capturing required EVV information. If the SMC app isn't an option, remind workers which phone number is listed for the member or participant in the Sandata EVV portal.
3. **Give workers a completed Worker Visit Card for TVV use.** Workers entering the wrong information will cause exceptions. The Worker Visit Card includes space to write down necessary information to check in and out of a visit. Refer to the Important Numbers for EVV in Wisconsin flyer, P03573, to learn where to find the numbers needed. Both documents can be found on the DHS EVV Resources and FAQs webpage (dhs.wi.gov/evv/resources.htm).

Learn More

Visit dhs.wi.gov/evv.

Sign up for emails: public.govdelivery.com/accounts/WIDHS/subscriber/new?topic_id=WIDHS_190

Wisconsin EVV Customer Care

Email: vdxcontactevv@wisconsin.gov

Phone: 833-931-2035

Monday–Friday, 7 a.m.–6 p.m. Central time

Spotlight Exception: Unauthorized Service

Occurs when...	Tips to research and fix exceptions...
<p>The worker used the “unknown visit” option without including a client ID or Medicaid ID to start a visit.</p>	<ol style="list-style-type: none"> 1. Go to Visit Maintenance, and select the exception. 2. Select the Memo tab to find the client’s name, or if the visit was made using telephonic visit verification (TVV), review and verify the worker’s schedule outside the Sandata system. 3. Select the Client tab, and search for and choose the correct client.
<p>The visit’s service code doesn’t match the authorization.</p>	<ol style="list-style-type: none"> 1. Verify what service the worker provided. 2. Go to Visit Maintenance, and select the exception. 3. From the General tab, select the correct service from the service field drop-down menu.
<p>The service date is not within the authorization date span.</p>	<ol style="list-style-type: none"> 1. Go to Clients, and search for the desired member or participant. 2. In the client's Program tab, open the authorization. Verify that the service date falls between the begin and end dates of the authorization on file. 3. In Visit Maintenance under the General tab, check that the program, payer, and service dates match the authorization on file. If the authorization is valid for the service date, confirm that the authorization in the Sandata EVV portal matches what is on file with the payer. If not, call EVV Customer Service. 4. If the service date is not authorized, work with the payer to get an updated authorization.
<p>The client has more than one active authorization with different programs or payers, or the authorization was added to the Sandata system after the visit.</p>	<ol style="list-style-type: none"> 1. Go to Clients, and search for the desired member or participant. 2. In the client's Program tab, open the authorization. Note the correct service code, payer, and program. 3. In Visit Maintenance, select the exception. 4. Under the General tab, enter the correct information in service code, payer, and program fields. <p>Refer to Appendix A—Payer List in the Wisconsin Electronic Visit Verification Supplemental Guide, P-02745 (dhs.wi.gov/publications/p02745.pdf), for the most up-to-date list of payers, their corresponding programs, and the abbreviations used for them on the Sandata EVV portal.</p>
<p>The client's information is not in the Sandata system because the authorization needs to be manually entered. For example, when:</p> <ul style="list-style-type: none"> • T1019 services are under 50 hours • A member needs care before an authorization can be set up • There are fewer than 30 hours of home health care services required in a year • Care is provided by an independent nurse who is not the prior authorization liaison 	<ol style="list-style-type: none"> 1. Go to Clients, and search for the desired member or participant. 2. If no client is found, select Create Client. 3. Under the Personal tab, enter required client information indicated by the asterisks (*), and select Create Client. 4. Under the Program tab, in Client Status, change the Client Status field from Pending to Active. 5. In Program Details, enter the correct information for created date and start of care date. 6. In Services, select the + sign to add the service, and enter a begin date. 7. In Authorization Details, select the + sign to add manually created Sandata authorization information, and enter all correct information in payer, service, format, and begin date fields. An end date can be in the far future (up to 06/06/2079). <p>Refer to the Adding Required Authorization Information in the Sandata EVV Portal training, P-03550 (dhs.wi.gov/publications/p03550.pdf).</p>