

EVV and Provider Agency Change of Ownership

Steps for a successful transition



A provider agency ownership transfer requires coordination between both the previous and new owners. Providers who deliver services that require electronic visit verification (EVV) must complete several steps to ensure a successful transition.

Previous Owners

Previous owners should make sure all EVV visits for all dates of service are in a verified status.

Refer to these infosheets to clear EVV exceptions that prevent visits from reaching a verified status in the EVV system.

Only visits in a verified status will be used for claims processing.

- [Electronic Visit Verification \(EVV\) Exceptions](https://dhs.wi.gov/library/collection/p-03646), P-03646 (dhs.wi.gov/library/collection/p-03646)
- [Fixing Unknown Client Exceptions in the Sandata EVV Portal](https://dhs.wi.gov/library/collection/p-03645), P-03645 (dhs.wi.gov/library/collection/p-03645)

New Owners

New owners should:

1. Coordinate the change of ownership effective date with the previous owner.
2. Notify the Wisconsin Department of Health Services (DHS) of the change in ownership. Refer to the [Provider Enrollment Change of Ownership](https://forwardhealth.wi.gov/WIPortal/Subsystem/Certification/EnrollmentCriteria.aspx?topic=142) page (forwardhealth.wi.gov/WIPortal/Subsystem/Certification/EnrollmentCriteria.aspx?topic=142) for the Medicaid provider enrollment application.
3. Complete a [ForwardHealth provider enrollment application](https://forwardhealth.wi.gov/WIPortal/Subsystem/Certification/ProviderCertification.aspx) (forwardhealth.wi.gov/WIPortal/Subsystem/Certification/ProviderCertification.aspx). On the application, indicate that this is a change of ownership.
4. Notify payers of the ownership change and share the new provider ID.
5. Once enrolled as the new owner, contact EVV Customer Care to verify the new Medicaid ID is properly set up for EVV.
6. Associate workers under the new ownership of the provider agency via the ForwardHealth Portal.
7. [Complete SandataLearn registration](https://accounts.skilljar.com/accounts/login/?t=2q37ibfm5o9h&d=1it6x-3m0xnpye&next=%2Fauth%2Fendpoint%2Flogin%2Fresult%3Fnext%3D%252F%26d%3D1it6x3m0xnpye) (accounts.skilljar.com/accounts/login/?t=2q37ibfm5o9h&d=1it6x-3m0xnpye&next=%2Fauth%2Fendpoint%2Flogin%2Fresult%3Fnext%3D%252F%26d%3D1it6x3m0xnpye) and Sandata training. If you use an alternate EVV system, submit a support case with [Sandata at Home](https://hhaexchange.my.site.com/s/) (hhaexchange.my.site.com/s/) to register the alternate EVV system with Sandata under the new ownership.
8. Obtain new authorizations from the applicable program payers issued for the new provider entity.

Failure to complete these steps may result in EVV visit rejections, claim denials, or payment delays.