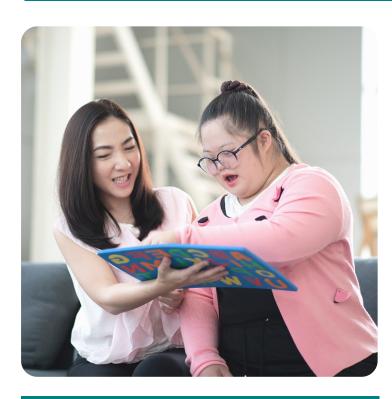# Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin

Wisconsin EVV Customer Care

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Monday–Friday | 7 a.m.–6 p.m. CT

https://www.dhs.wisconsin.gov/evv/index.htm

Wisconsin EVV Customer Care is here to help you with any EVV issues. Please contact us with your questions or feedback.

This newsletter provides information about EVV in Wisconsin. ForwardHealth Updates 2021-23, titled "Electronic Visit Verification Policy and Hard Launch Timeline," 2021-26, titled "Electronic Visit Verification Hard Launch Preparation," and 2021-40, titled "Electronic Visit Verification Soft Launch Phase Has Been Extended," contain approved guidance.

WISCONSIN DEPARTMENT *of* **HEALTH SERVICES**

In this issue, the Wisconsin Department of Health Services offers suggestions for preventing and fixing exceptions in the Sandata electronic visit verification (EVV) system. Exceptions keep EVV visits from reaching verified status. Exceptions are mistakes or incomplete information that have to be fixed for a provider agency to get paid for an EVV claim after hard launch.

Preventing Exceptions Before a Visit Even Starts

1. **Double check that a member or participant's landline phone number or fixed Voice over Internet Protocol (VoIP) and address are listed correctly in the Sandata EVV Portal.** A wrong phone number and/or address will cause an exception. Use these steps to add a valid and verifiable phone number and address.
2. **Encourage workers to use the Sandata Mobile Connect (SMC) app.** It's the easiest method for correctly capturing required EVV information. If the SMC app isn't an option, remind workers that telephonic visit verification (TVV) calls have to come from the valid and verified phone number listed for the member or participant in the Sandata EVV Portal.
3. **Give workers a completed Worker Visit Card.** This includes all necessary information to log a visit using TVV and SMC.
4. **Verify there is a new or updated authorization on file for the client.** Refer to the Client Data refresher training video for more information.

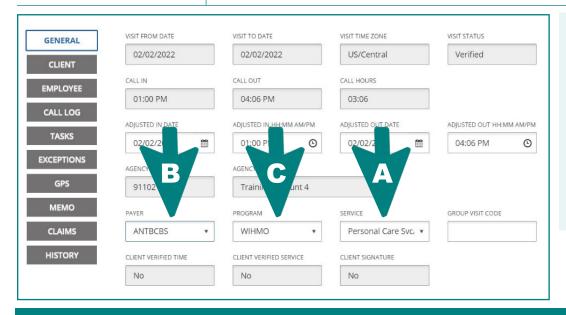## Time Saving Tip

When you start fixing exceptions, first sort the entire exception list to see only visits with an unknown client exception. Adding a client to the visit may automatically resolve other exceptions for that same visit. The table on the next page describes why unauthorized service exceptions occur and how to fix them.

Refer to the Visit Maintenance training document for information about how to correct other exceptions.

Exception: Unauthorized Service

Occurs when...	Tips to research and fix exceptions...
The worker used the "unknown client" option to start visit	1. Go to Visit Maintenance and click the exception. 2. Click the Memo tab to find the client's name, or if the visit was made using TVV, review and verify the worker's schedule outside the Sandata system. 3. Click the Client tab and search for and choose the correct client.
The visit's service code doesn't match the authorization	1. Verify what service the worker provided. 2. Go to Visit Maintenance and click the exception. 3. From the General tab, select the correct service from the service field drop-down menu (**Arrow A** below).
The service date is not within the authorization date span	1. Go to the Client tab and verify the service date falls between the start and end dates of the authorization on file. 2. In Visit Maintenance under the General tab, check that the program, payer, and serivce 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. 3. If the service date is not authorized, work with the payer to get an updated authorization.
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.	1. Review the authorizations on file in the Sandata Client/Program tab. Note the correct program, payer, and service code. 2. In Visit Maintenance, click the exception. 3. Under the General tab, enter the correct information in payer, program, and service code fields. For example, if the payer is Anthem Blue Cross Blue Shield, their abbreviation is ANTBCBS. Choose that option from the drop-down menu under Payer (**Arrow B**). Since the program for this payer is Wisconsin HMO, choose WIHMO from the Program drop-down menu (**Arrow C**). Refer to Appendix A—Payer List in the Wisconsin Electronic Visit Verification Supplemental Guide, P-02745, for the most up-to-date list of payers and their corresponding programs and the abbreviations used for them on the Sandata EVV Portal.

Pro Tip

In Visit Maintenance, adding the service (**Arrow A**) will unlock the drop-down menus to add payer (**Arrow B**) and program (**Arrow C**) information to the visit.