Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin

Hello! We're finishing up November, and the weather is getting cold. We hope you're staying safe and warm inside. The end of November is also the end of our first month of using electronic visit verification (EVV). We appreciate your help in bringing Wisconsin forward into the future of care technology.

Keeping that in mind, we wanted to focus on workers and answer the questions we're hearing from you in the first few weeks of EVV operation. Here you'll find some common questions about how the Wisconsin Department of Health Services-provided EVV solution works during visits. Please share this information with any workers who may find it helpful.

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

This newsletter provides information about EVV in Wisconsin. The July 2020 ForwardHealth Update (2020-31), titled "Implementation of Electronic Visit Verification for Personal Care and Supportive Home Care Services," contains approved guidance.

WISCONSIN DEPARTMENT *of* **HEALTH SERVICES**

Because You Asked

Q: How do I know which EVV technology to use for each member or participant?

A: There are three EVV technologies you can use—a mobile app, a phone call, a special fixed device, or a combination of all three! Follow the **steps** below to determine which option is right for you and your member or participant:

1 If you or the member or participant you care for has a cell phone or tablet that can run the Sandata Mobile Connect (SMC) app, use that! The app is the simplest way to collect EVV information.

2 If no mobile devices that can support the app are available (for instance, if neither of you has a smartphone or tablet), you can call in visit information with telephonic visit verification (TVV). You'll need to call once at the beginning of your visit and a second time at the end of your visit. This is a great option if the member or participant has a landline or a fixed Voice over Internet Protocol. You can't use a cell phone of any kind for TVV because it won't be able to accurately capture the location of the services, which is a **key** piece of information required by EVV.

3 If you don't have access to a mobile device that can run the SMC app **and** the member or participant doesn't have a landline, your provider agency can request a fixed visit verification device for the member or participant. Fixed visit verification devices can only be requested if you can't use mobile visit verification or TVV, so make sure that none of the other methods work for you before requesting one.

Q: How do I receive my Sandata temporary password for the Sandata app?

A: You'll receive an email from Sandata after your provider agency has entered your information in the ForwardHealth Portal. See "PowerPoint 6: Sandata Mobile Connect" on the Training Workers page of the DHS website for full details, including a sample of the email you'll receive.

Q: How do group visits work?

A: In the Sandata system, a visit can be logged as a group visit when **one worker** provides care to more than one client in the same place during the same visit. If multiple workers are providing care to only one member or participant, it is not considered a group visit. In addition, the services all have to be performed through the same agency.

Group visits can be recorded using mobile visit verification or TVV, but not fixed visit verification. For fixed visit verification, the worker will have to use each device assigned to each client to record the visits separately.

If you are not sure how to record a group visit, check out these instructions for starting a group visit.

Q: Can I keep the Sandata app open on my device while I provide services?

A: To protect both your information and the information of members and participants, the SMC app will automatically log you out after 5 minutes. It is designed to be used once to log in when you arrive to provide services and then once to log out when you've finished and are leaving—you don't have to tap any buttons or scroll through menus while you're busy providing services. If you want to see everything the SMC app can do, head over to the Sandata Mobile Connect App Guide for employees.

Q: Can I save a client ID in the SMC app?

A: No, client (member/participant) IDs can't be saved in the app because of security and privacy requirements, like HIPAA. Having to enter the client ID also helps make sure workers don't accidentally log visits using the last client's information.

Client groups for group visits cannot be saved because of the same security and privacy reasons.

Q: What do I do when there is no internet service, and the SMC app is offline?

A: Don't panic! You have a couple of options:

1. You can still use the SMC app. Just open it up and record the information as usual. The next time you open the app when you're connected to the internet, the visit will show up in the Sandata portal as an "unknown visit." That's okay! The person at your agency with Sandata administrative privileges can correct the exception and can tell the system who the visit was really for.

2. You can use TVV, using the member or client's landline (or fixed Voice over Internet Protocol) phone—not a cell phone! Because TVV uses the same technology as 911 to determine where a call is coming from, a call from a cell phone won't be able to capture your location.

Remember, you can always start a visit with one EVV method (for example, by calling TVV) and end it with a different one (for example, by opening the SMC app).

If you need a quick refresher, Sam and Pat explain how to log in and out in this three-minute video.

Introducing the new EVV Resources and FAQs on the EVV website! It's a one-stop shop for resources that are useful for members, IRIS participants and workers, provider agencies, and program payers.