

# Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin



Issue 7 | February 2021



We are excited to see so many of you successfully using electronic visit verification (EVV)! We are working toward meeting the federal requirement for using EVV every day, for every visit. This issue addresses common reasons why some visits aren't verified and why provider agencies have to manually edit visits in the Sandata EVV Portal. We explain how to avoid the **Unknown Client error**.

## In the Know

We're committed to helping smooth out the bumps that come up as provider agencies and workers learn to use EVV. The Wisconsin Department of Health Services (DHS) works with stakeholder groups and EVV Customer Care to understand what is and isn't going well for provider agencies.

Provider agencies may see an Unknown Client error, which happens when visits aren't linked to a member/participant. Provider agencies must fix these errors so the visit can match to claims. Here are common situations that lead to an unknown client error and how to fix or prevent the error.

*(Continued on next page.)*



## Wisconsin EVV Customer Care

833-931-2035 | [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov)

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](#)," and the January 2021 Update (2021-05), titled "[Electronic Visit Verification Prior Authorization Procedure for Live-In Workers](#)," contain approved guidance.

(Continued from previous page.)

What causes the unknown client error?	How to Fix
<p>DHS wasn't able to send the authorization to Sandata because one of the following is true:</p> <ul style="list-style-type: none"> <li>• DHS doesn't have an authorization from an HMO, managed care organization, or IRIS (Include, Respect, I Self-Direct).</li> <li>• DHS has an expired HMO, managed care organization, or IRIS authorization.</li> </ul>	<p>Provider agencies should:</p> <ul style="list-style-type: none"> <li>• Confirm the payer has sent an authorization to DHS.</li> <li>• Manually edit the "Start of Care" date to make sure it matches the authorization and manually edit the visit to link to the member or participant.</li> <li>• Find instructions for manual edits in the Correcting Unknown Client Exceptions section of <a href="#">PowerPoint 9: EVV Visit Maintenance, P-02754</a>.*</li> <li>• Stay tuned to the <a href="#">Training</a> webpage for the Modifying Client Data video.</li> </ul>
<p>A fee-for-service member doesn't have an authorization on file. (In each calendar year, BadgerCare Plus allows a member to receive up to 50 hours of medically necessary personal care services in any combination of prior authorized or non-prior authorized hours.)</p>	<p>Provider agency administrators should:</p> <ul style="list-style-type: none"> <li>• Find instructions for adding fee-for-service members in the Create a Fee-for-Service Client section of <a href="#">PowerPoint 4: Client Format, P-02749</a>.*</li> <li>• Manually edit the visit to link to the member.</li> </ul>
<p>The Sandata Mobile Connect app is used where there isn't internet access.</p> <p>Without that internet connection (offline), the system can't link the member or participant to the visit.</p>	<p>Provider agency administrators should:</p> <ul style="list-style-type: none"> <li>• Find instructions for manual edits in the Correcting Unknown Client Exceptions section of PowerPoint 9: EVV Visit Maintenance, P-02754.*</li> <li>• Manually edit the visit to link the member or participant.</li> </ul>
<p>Telephonic visit verification is called in from a phone number not listed on a member's or participant's file.</p>	<p>Provider agencies can add phone numbers in the Sandata EVV Portal using steps in the Modify Client section of PowerPoint 4: Client Format, P-02749.*</p> <p>As always, the member or participant should also update their information using the <a href="#">BadgerCare Plus Member Information</a> webpage.</p>
<p>The member's or participant's ID is entered wrong in the Sandata Mobile App.</p>	<p>The worker should:</p> <ul style="list-style-type: none"> <li>• Check the Client ID.</li> <li>• Carefully re-enter the Client ID.</li> </ul> <p>Provider agency administrators can:</p> <ul style="list-style-type: none"> <li>• Confirm the member or participant ID.</li> <li>• Manually edit the visit to link to the member or participant.</li> </ul>
<p>The worker calling in fixed visit verification values enters the member's or participant's ID wrong.</p>	<p>The worker should:</p> <ul style="list-style-type: none"> <li>• Carefully re-enter the Client ID.</li> <li>• If the Client ID still isn't working, hang up and call again, entering the numbers carefully.</li> <li>• Contact the provider agency to confirm the Sandata Client ID, then try the call again.</li> <li>• Refer to <a href="#">PowerPoint 8: Fixed Visit Verification, P-02753</a>.*</li> </ul>

\*Find these training PowerPoints on the [DHS Electronic Visit Verification \(EVV\): Training Other Provider Agency Administrators](#) webpage. Choose the appropriate PowerPoint from a list of multiple languages.

Provider agency administrators can use the [ID help sheet](#) and provide [visit cards](#) to workers to take with them on visits. The visit card template has placeholders for important phone and ID numbers, usernames, and service codes needed to capture EVV visit details.