

Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin



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It's so nice to see the blooming flowers and growing gardens! We are thankful for the changing seasons and for the thousands of hard-working Wisconsinites who serve Medicaid members and participants. In this issue, the Wisconsin Department of Health Services (DHS) is answering questions about electronic visit verification (EVV) and **live-in workers**.

In the Know

The federal Centers for Medicare & Medicaid Services requires workers to record EVV information during Medicaid-covered personal care and applicable supportive home care services. However, because of their unique situations, DHS does not require live-in workers to use EVV.

Although DHS does not require EVV for live-in workers, HMOs, managed care organizations (MCOs), and provider agencies may require live-in workers to use EVV. IRIS (Include, Respect, I Self-Direct) fiscal employer agencies cannot require participant-hired live-in workers to use EVV.

Documentation to Verify Live-In Workers

Provider agencies verify a live-in worker by confirming where the worker currently lives. Look at [Live-in Workers](#) (topic #21777) of the ForwardHealth Online Handbook for the definition of a live-in worker and a list of documents that can be used to verify that a worker is a live-in worker.

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<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.

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Connecting Medicaid Programs, Live-In Workers, and EVV

Fee-for-Service

When a member receives Medicaid-covered personal care services as fee-for-service and the provider agency has decided that live-in workers are **not** required to collect EVV:

- The provider agency must submit an EVV [Live-In Worker Identification form](#), F-02717 (01/2021), to DHS with their prior authorization request and the supporting documents listed in the Live-in Workers topic (#21777).
- An approved prior authorization with a live-in worker who is not collecting EVV will have two line items:
 - One with the KX modifier for services provided by a live-in worker
 - One without the KX modifier for services that may be provided by a non-live-in worker
- Claims for services provided by the live-in worker who is not collecting EVV data must have the KX modifier. Claims with the KX modifier do not need matching EVV information for them to be paid.

HMOs and Managed Care Organizations

When a member receives their services through an HMO or MCO, provider agencies should confirm the live-in worker requirements and process with their HMO or MCO.

Note: It is the HMO's and MCO's responsibility to work with their provider agencies to make sure the workers meet the criteria for a live-in worker. If an HMO or MCO decides not to require live-in workers to collect EVV, the HMO or MCO must use the live-in worker modifier KX on their encounters. Encounter details submitted without the live-in worker modifier KX require EVV data.

IRIS

When a participant receives their services through IRIS, the participant asks their live-in worker to complete onboarding paperwork. This paperwork includes filling out an [IRIS Participant-Hired Worker Relationship Identification form](#), F-01201A (04/2021),

and showing supporting documents that prove the worker lives with the participant. The IRIS Participant-Hired Worker Relationship Identification form should be used for all dates of service on and after March 1, 2021. The participant submits the documents to their IRIS consultant or the fiscal employer agency. The fiscal employer agencies then follow the same process as other worker paperwork.



Providing documentation identifying a live-in worker?

- Make sure the worker's address **meets the requirements**.
- For fee-for-service, double check the worker's ForwardHealth ID number. The worker ID should not be another ForwardHealth Member ID or a Social Security number, even if the worker is also a member.
- Only submit [proof of address](#) documents from the choices on DHS's list.
- If you're using the [EVV Live-In Worker Identification form](#), make sure you check the boxes only for the kinds of proof you're submitting.
- Check that the proof you're submitting is not older than what is said in the documentation requirements.
- Send EVV Live-In Worker information to the program payer, if required, as soon as possible. For fee-for-service, the EVV Live-In Worker Identification form has to be signed no more than 90 days before the requested start date. Check with HMOs and MCOs for their requirements. For IRIS, the [program-specific form](#) is completed by the participant-hired worker and signed by the participant at the time of hire and annually at the time of the participant's Individual Support and Services plan renewal.