



## EVV HOME HEALTH AND 99509 HARD LAUNCH DATE ANNOUNCED

Starting **October 1, 2024**, electronic visit verification (EVV) in Wisconsin will move to **hard launch** for:

- Home health care service codes.
- Personal care service code 99509.

Not familiar with the term “hard launch”? It means that claims for these services will be denied if they are missing EVV information. We have tools on the ForwardHealth Portal and the Wisconsin Department of Health Services (DHS) EVV webpage to make sure that you’re ready before hard launch happens.

### Soft launch period

Right now, EVV is in soft launch for home health care services and service code 99509. That means that even though EVV is required, ForwardHealth will still pay claims that are missing EVV information. Soft launch lets you practice using your EVV system without having to worry about your claims being denied if you make a mistake.

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## ForwardHealth Update coming

To make sure you have everything you need to be successful with EVV on October 1, we're publishing a new ForwardHealth Update in August 2024. It will explain the policies we've already published and will give you information about future trainings.

If you want more information right now, you can check out the Updates we've already published:

- [2023-40](#), "Home Health Care Services Electronic Visit Verification Soft Launch Announcement"
- [2023-41](#), "Nurse Supervisory Visit Service Code 99509 Will Require Use of an Electronic Visit Verification System"

## Need help?

In the meantime, if you need help with any part of EVV:

- Go to the [DHS EVV webpage](#).
- Call Wisconsin EVV Customer Care at 833-931-2035, Monday–Friday, 7 a.m.–6 p.m.
- Email [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov).

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## SAVE A DATE TO LEARN ABOUT ADULT LONG-TERM CARE PROVIDER ENROLLMENT

Later this year, we will be hosting trainings on Zoom about how to enroll through the ForwardHealth Portal as a Wisconsin Medicaid provider of home and community-based services (HCBS) for adults:

- If you are already enrolled as a provider because you provide services on a fee-for-service basis, there will be several trainings in September 2024. You'll need to know how to add HCBS waiver services to your current enrollment.
- If you provide HCBS services for adults, there will be many trainings from October 2024 to March 2025. You'll need to know how to complete a new enrollment.

These trainings are being offered because starting September 2024, we will be requiring these kinds of providers to enroll with Wisconsin Medicaid. If you deliver HCBS under one of Wisconsin's adult long-term care waiver programs, this means you! Our waiver programs are:

- Family Care
- Family Care Partnership

## LOOKING FOR FIELD REP INFORMATION FOR YOUR COUNTY?

Check out the updated [Assigned Professional Field Representatives by County map \(PDF\)](#)!

- Program of All-Inclusive Care for the Elderly (PACE)
- IRIS (Include, Respect, I Self-Direct)

### Find a training date that works for you

Check out the full [training schedule \(PDF\)](#) for dates and times. The schedule tells you which group of training sessions best applies to you based on the services you provide. Sessions within a training group are the same. You're welcome to attend more than one if you want.

### How to sign up

We will email the registration links for the training sessions. [Sign up](#) for the **Adult LTC Waiver Provider** email subscription list to make sure you get those emails.

### Let us know if you need help

If you require American Sign Language, live captioning, or other assistance during the presentation, please email [LTCProviderEnrollment@wisconsin.gov](mailto:LTCProviderEnrollment@wisconsin.gov) at least one week before the training you plan to attend.

### Sharing is caring

Make sure your coworkers don't miss information about provider enrollment. If they have not heard about the trainings, forward this newsletter to them!

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## NEWS YOU CAN USE

### Email brings the news right to you

ForwardHealth makes it easy to stay informed about the latest policy information through our email subscription option.

Our subscription service sends email notifications directly to your inbox when new ForwardHealth communications are available. Anyone can sign up!

### Choose your news

Did you know that you can tailor your subscription settings to a specific program, provider type, or area of interest? When signing up for email, you choose which message categories you want to receive. You'll then only get notifications that match your choices.

### Ready to connect?

Click the [Register for E-mail Subscription](#) link to sign up today.

## THERE'S A WEBPAGE FOR THAT

You can find more information and resources about this project on our [New Provider Enrollment System for Adult Long-Term Care](#) page on the Portal.

## FORWARDHEALTH UPDATES: TELL US HOW YOU REALLY FEEL

Remember to take our five-question [survey](#) about ForwardHealth Updates! Help us help you get the vital information you need from Updates.

## POLICY COMMUNICATIONS

ForwardHealth published these policy communications last month.

<a href="#">2024-18</a>	Reimbursement Rate Increase for Procedures Related to Long-Acting Reversible Contraceptives
<a href="#">LTC 2024-08</a>	Adult Long-Term Care Provider Enrollment: Record Retention
<a href="#">LTC 2024-07</a>	Adult Long-Term Care Provider Enrollment: Physical Service Location
<a href="#">2024-17</a>	Coverage Policy for Medicaid-Enrolled Pharmacists
<a href="#">2024-16</a>	July 2024 Preferred Drug List Changes and Other Pharmacy Policy Changes
<a href="#">LTC 2024-06</a>	Adult Long-Term Care Provider Enrollment: Provider Agreement and Attestations
<a href="#">LTC 2024-05</a>	Adult Long-Term Care Provider Enrollment: Effective Date of Enrollment, Criminal Background Checks, and Revalidation

# CONNECT

ForwardHealth Connect is published monthly by the Division of Medicaid Services within the Wisconsin Department of Health Services. The newsletter contains valuable information and reminders for ForwardHealth providers. For policy information, refer to the [ForwardHealth Online Handbook](#).

For questions, call Provider Services at 800-947-9627 or visit [www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov).

