



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Requesting a Fixed Visit Verification Device

Agenda

- Fixed Visit Verification (FVV) Overview
- FVV Requirements
- How to Request an FVV Device
- FVV Device Information
- How to Request FVV Device Demonstration
- Resources



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FVV Overview

FVV Overview

- An FVV device is the data collection method of last resort.
- FVV uses a small electronic device that is adhered to a surface in the home.
- The FVV device generates a six-digit value representing the time and date of the visit.
- The generated values must be used when the employee calls in from any phone at a later time to record the visit.



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FVV Requirements

FVV Requirements (1)

- When ordering an FVV device, the provider agency or fiscal employer agency (FEA) must attest that:
 - Services are anticipated to be authorized for more than 60 days.
 - The client does not have a landline or Voice over Internet Protocol (VoIP) home phone.
 - The client or employee does not have a smart phone or tablet device that would support Sandata Mobile Connect.
 - The client does not have a smart phone or tablet that is available for electronic visit verification (EVV) purposes.

FVV Requirements (2)

- Devices must be returned to Sandata if:
 - The employee has access to another EVV method.
 - The client is no longer authorized to receive services.
 - The provider agency or FEA is no longer authorized to provide the services.

FVV Requirements (3)

- To return the device or for any device malfunction, contact the Wisconsin EVV Customer Care center.
- The Department of Health Services will be monitoring the usage of FVV devices.
- The Department of Health Services may request a device be returned if not being used.

FVV Requirements (4)

- To request a return of the FVV device, provide the:
 - Sandata agency ID.
 - Agency name.
 - Agency's Medicaid ID number.
 - Client name or ID.
 - FVV device serial number.
 - Reason for return.
 - Return address if different than the client's address.

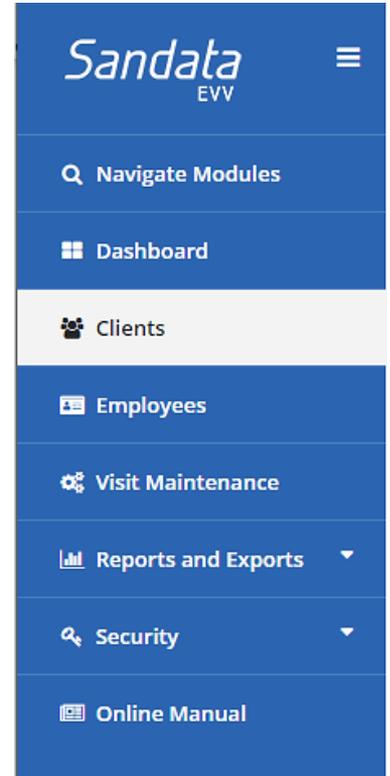


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How to Request an FVV Device

How to Request an FVV Device (1)

- Log in to the Sandata EVV Portal.
- From the navigation panel, click **Clients** to access client records. The Client/Program search screen will be displayed.



How to Request an FVV Device (2)

- Search for client.
- Click Edit  next to the desired client name.

« ≤ 1 2 3 ≥ »

Show: 10 per page

Showing 21-26 of 26 entries

	<u>Name</u>	<u>Program</u>	<u>Status</u>	<u>Supervisor</u>	<u>Medicaid ID</u>	<u>Client Payer ID</u>	<u>As Of</u>	<u>SOC</u>	<u>EOC</u>	<u>Services</u>
	TestMbrTen, Sandata	WIFFS	● Active		5555666622		6/22/20	6/22/20		T1019
	TestMbrThirteen, Sandata	WIFFS	● Active		9999555533		6/22/20	6/22/20		T1019

How to Request an FVV Device (3)

- Click Request Device.

Clients Clients / **Edit client**

[← GO BACK](#) Client: MRBThree, Test | Client ID: (995996) | Medicaid ID: (9911347699) 

[Personal](#) [Program](#) [Diagnosis](#)

Personal

TITLE FIRST NAME * MIDDLE INITIAL

LAST NAME * SUFFIX SSN

GENDER * BIRTH DATE *  PRIMARY SPOKEN LANGUAGE

MEDICAID ID *

REQUEST DEVICE

How to Request an FVV Device (4)

- Select **FVV Device** from the **Select Device Type** drop-down menu.

Select Shipping Information for Device Request ×

Select Device Type

FVV Device Attestation Notice (*)

Select Address for Shipping Device

PO Box addresses cannot be used for shipping and thus may not be displayed below.

Select	Address Type	Address Line 1	Address Line 2	City	State	Zip Code
<input checked="" type="radio"/>	H	2117 HUEBBE PKWY		Beloit	Dane	515110000

Special Shipping Instructions

Please do not include any PHI in the shipping instruction field, as what you type here will appear on the shipping label.

255 characters remaining.

COMPLETE DEVICE REQUEST

How to Request an FVV Device (5)

- Click the **FVV Device Attestation Notice** title to view the FVV conditions and select **Accept**.
- Check the **FVV Device Attestation Notice** box to attest to the conditions

Select Device Type

FVV Device ▼

FVV Device Attestation Notice (*)

FVV Device Attestation Notice

x

Fixed Visit Verification (FVV) devices are the data collection method of last resort. An FVV device should only be requested by the provider agency or FEA if services are anticipated to be authorized for more than 60 days and all of the following criteria are met:

- The member/participant does not have a landline home phone.
- The worker does not have a smart phone or tablet device that would support Sandata Mobile Connect (SMC) for Mobile Visit Verification (MVV) data collection.
- The member/participant does not have a smart phone or tablet device that would support SMC for MVV data collection.
- The member/participant has a smart phone or tablet, but it is not available for EVV purposes.

CLOSE

ACCEPT

How to Request an FVV Device (6)

- Verify the address for mailing.
- If the address is incorrect, go back to the **Edit Client** screen and add a new address. The new address will now show as an option to select in the **Request Device** screen.

Select Shipping Information for Device Request ×

Select Device Type
FVV Device

FVV Device Attestation Notice (*)

Select Address for Shipping Device
PO Box addresses cannot be used for shipping and thus may not be displayed below.

Select	Address Type	Address Line 1	Address Line 2	City	State	Zip Code
<input checked="" type="radio"/>	H	2117 HUEBBE PKWY		Beloit	Dane	515110000

Special Shipping Instructions
Please do not include any PHI in the shipping instruction field, as what you type here will appear on the shipping label.

255 characters remaining.

COMPLETE DEVICE REQUEST

How to Request an FVV Device (7)

- Click **Complete Device Request**.

Select Shipping Information for Device Request

x

Select Device Type

FVV Device

FVV Device Attestation Notice (*)

Select Address for Shipping Device

PO Box addresses cannot be used for shipping and thus may not be displayed below.

Select	Address Type	Address Line 1	Address Line 2	City	State	Zip Code
<input checked="" type="radio"/>	H	2117 HUEBBE PKWY		Beloit	Dane	515110000

Special Shipping Instructions

Please do not include any PHI in the shipping instruction field, as what you type here will appear on the shipping label.

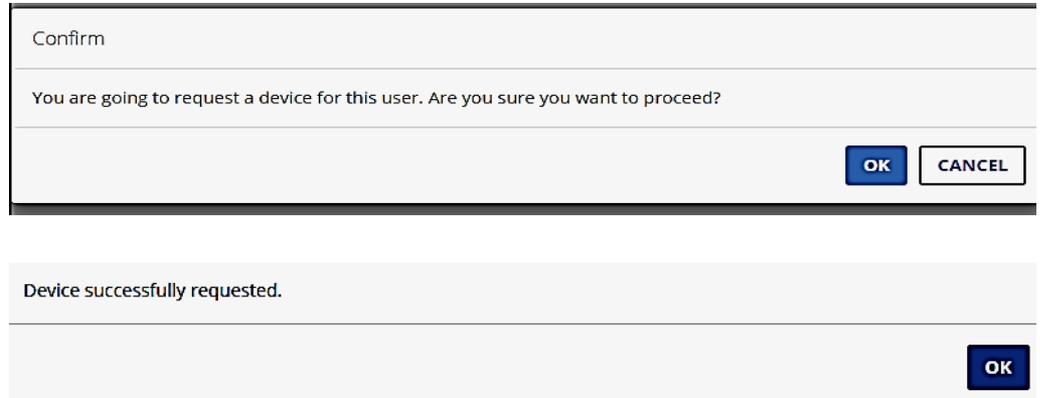
255 characters remaining.

COMPLETE DEVICE REQUEST

CLOSE

How to Request an FVV Device (8)

- Click **OK** to confirm the request.
- Click **OK** on the next screen to finish the process.



The image shows two screenshots of a user interface. The top screenshot is a confirmation dialog box with a title bar that says "Confirm". Below the title bar, the text reads "You are going to request a device for this user. Are you sure you want to proceed?". At the bottom right of the dialog, there are two buttons: a blue button with the text "OK" and a white button with a black border and the text "CANCEL". The bottom screenshot is a success message box with a title bar that says "Device successfully requested.". At the bottom right of the message box, there is a blue button with the text "OK".



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FVV Device Information

FVV Device Information(1)

- The device will be sent to the address selected with instructions for the client and the employee.
- The device must remain in the client's home until it is no longer needed.
- The device must be affixed to a surface within the client's residence.



FVV Device Information (2)

- The device is paired to a client and a provider agency or FEA.
- The device will come labeled with the Sandata client ID and Sandata provider agency ID.
- If multiple provider agencies are providing services to the same client, each provider agency must order an FVV device if needed, specifically for their employees to use.
- Multiple employees from the same agency will use the same FVV device.



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How to Request an FVV Device Demonstration



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Resources

Resources

- EVV Customer Care at 833-931-2035, Monday – Friday, 7 a.m. – 6 p.m.
- Email support at VDXC.ContactEVV@wisconsin.gov
- EVV webpage at <https://www.dhs.wisconsin.gov/evv/index.htm> for information about:
 - Training Resources
 - EVV in Wisconsin



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Thank You