

ForwardHealth **UPDATE**

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ELECTRONIC VISIT VERIFICATION SOFT LAUNCH PHASE HAS BEEN EXTENDED

Electronic visit verification (EVV) is currently required for Medicaid-covered personal care and applicable supportive home care services in Wisconsin. Provider agencies not using EVV are out of compliance with current Wisconsin Department of Health Services (DHS) policy. EVV use has been required since soft launch on November 2, 2020.

DHS is extending the soft launch phase of EVV in response to EVV data and stakeholder feedback. DHS-required hard launch consequences will **not** go into effect on January 1, 2022, as previously communicated. DHS has not yet set a new hard launch date. Provider agencies and program payers will be notified once the new hard launch date is known.

It is important to note that this is **not** a cancellation of EVV. Providers should use this extension to become more efficient with EVV, streamline processes, and take additional training as needed. DHS

AFFECTED PROGRAMS

BadgerCare Plus, BadgerCare Plus HMOs, Family Care, Family Care Partnership, IRIS, Medicaid, SSI HMOs

TO

Home Health Agencies, Personal Care Agencies, HMOs and Other Managed Care Programs

QUICK LINKS

[DHS EVV webpage](#)

The information provided in this ForwardHealth Update is published in accordance with the 21st Century Cures Act.

will contact provider agencies that have not demonstrated progress toward consistent and accurate EVV use.

DHS will continue to monitor the status of EVV and will be taking additional actions to further promote usage and provider compliance during the extension. Information about further actions and consequences will be published in the future.

Provider agencies may refer to the July 2021 ForwardHealth Update (2021-23) titled "[Electronic Visit Verification Policy and Hard Launch Timeline](#)" for a list of steps they should have already taken to ensure minimal disruption in member care. More information on how to complete those steps can be found on the [DHS EVV website](#) and on the [New to EVV flyer](#).

Providers and workers may call Wisconsin EVV Customer Care at 833-931-2035 or email vdxc.contactevv@wisconsin.gov if they have further questions.

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The ForwardHealth Update is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Medicaid Services within the Wisconsin Department of Health Services (DHS). The Wisconsin AIDS Drug Assistance Program and the Wisconsin Well Woman Program are administered by the Division of Public Health within DHS.

For questions, call Provider Services at 800-947-9627 or visit our website at www.forwardhealth.wi.gov/.