

# ForwardHealth **UPDATE**

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## **DOCUMENTING RECORD OF CARE AND TIME WITH ELECTRONIC VISIT VERIFICATION**

Electronic visit verification (EVV) has been required in Wisconsin for Medicaid-covered personal care and supportive home care services that include personal care since November 2, 2020. Effective September 28, 2022, EVV may now be used to capture worker record of care and document time spent working with a member.

Record of care and timekeeping expectations and requirements have not changed. All elements of record of care that workers were previously required to document must still be documented if the worker uses an EVV system to capture record of care. Provider agencies may choose whether to use an EVV system to capture record of care or timekeeping or continue to use their current method of documentation.

## **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

## **CUSTOMER CARE**

Wisconsin EVV Customer Care is here to help providers with any EVV issues. Contact EVV Customer Care at 833-931-2035 or [VDXC.ContactEVV@wisconsin.gov](mailto:VDXC.ContactEVV@wisconsin.gov).

## REQUIRED ELECTRONIC VISIT VERIFICATION INFORMATION FOR RECORD OF CARE

<p>Every worker providing services that require EVV must capture:</p>	<ol style="list-style-type: none"> <li>1. Who receives the service.</li> <li>2. Who provides the service.</li> <li>3. What service is provided.</li> <li>4. Where the service is provided.</li> <li>5. Date of service.</li> <li>6. Time in and out.</li> </ol>
<p>Workers using an EVV system to document record of care <b>must also</b> capture:</p>	<ol style="list-style-type: none"> <li>7. Tasks performed during the visit.</li> <li>8. Verification from the member or participant that the services were provided (via electronic signature or voice recording).</li> </ol>

Note: If a member cannot verify services with a signature or voice recording, the agency must maintain documentation about why.

Workers using a mobile app for EVV, such as the Sandata Mobile Connect (SMC) app, can use the Notes section to record information that would otherwise appear in the record of care and/or timesheet. However, urgent information (for example, a significant change in the member’s condition) must still be communicated outside the EVV system where it can be promptly addressed.

Provider agencies may refer to the [Personal Care Worker Guidelines for Completing a Record of Care](#) topic (#2500) of the ForwardHealth Online Handbook for more details.

As a reminder, the Wisconsin-provided EVV system, Sandata, allows workers to enter information for record of care but does not make that information mandatory. Provider agencies should be sure their workers understand what information they must enter to completely capture record of care.

Provider agencies using alternate EVV systems should contact their vendor to determine if their system can capture the required elements of record of care and support timekeeping.

Provider agencies should check with their HMO, managed care organization (MCO), or IRIS (Include, Respect, I Self-Direct) fiscal employer agency (FEA) regarding documentation requirements.

## RESOURCES

For more information on alternate EVV systems, providers may visit the [Alternate EVV page](#) of the Wisconsin Department of Health Services (DHS) website.

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

For more information about covered personal care services and requirements around documentation and reporting for those services, provider agencies may refer to Wis. Stat. [DHS § 107.112\(1\)\(b\)](#) and Wis. Stat. [DHS § 105.17\(3\)\(b\)](#).

## Documentation Retention

Providers are reminded that they must follow the documentation retention requirements per Wis. Admin. Code § [DHS 106.02\(9\)](#). Providers are required to produce or submit documentation, or both to the DHS upon request. Per Wis. Stat. § [49.45\(3\)\(f\)](#), providers of services shall maintain records as required by DHS for verification of provider claims for reimbursement. DHS may audit such records to verify actual provision of services and the appropriateness and accuracy of claims. DHS may deny or recoup payment for services that fail to meet these requirements. Refusal to produce documentation may result in sanctions including, but not limited to, termination from the Medicaid program.

## DID YOU KNOW?

Providers can call Wisconsin EVV Customer Care at 833-931-2035 or email [VDXC.ContactEVV@wisconsin.gov](mailto:VDXC.ContactEVV@wisconsin.gov) today to set up an office hours appointment for personalized, one-on-one support.

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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/](http://www.forwardhealth.wi.gov/).