

# ForwardHealth **UPDATE**

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## **NURSE SUPERVISORY VISIT SERVICE CODE 99509 WILL REQUIRE USE OF AN ELECTRONIC VISIT VERIFICATION SYSTEM**

For dates of service on and after January 1, 2024, workers providing services under personal care service code 99509 (Home visit for assistance with activities of daily living and personal care [per visit]) will be required to capture visit information using an electronic visit verification (EVV) system. This policy applies to BadgerCare Plus and Medicaid fee for service, BadgerCare Plus and Medicaid SSI HMOs, Family Care, and Family Care Partnership.

Service code 99509 is used when a registered nurse supervises a personal care worker who is providing direct personal care services (service codes T1019 or T1020). The supervising nurse is not the same person who directly provides the personal care services.

Although 99509 is a personal care service code, it is being implemented on the same schedule as EVV for home health care services (HHCS) and

## **AFFECTED PROGRAMS**

BadgerCare Plus, BadgerCare Plus HMOs, Family Care, Family Care Partnership, 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 [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov) or 833-931-2035 Monday-Friday 7 a.m-6 p.m. Central time.

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will have a soft launch phase and a hard launch. The soft launch phase begins on January 1, 2024.

During soft launch, use of an EVV system is required, but payers (the Wisconsin Department of Health Services [DHS], HMOs, and managed care organizations [MCOs]) will not impose financial consequences for claims without matching EVV information. Soft launch is a time for DHS and providers to cooperatively overcome hurdles during implementation, to establish processes, and to troubleshoot problems and barriers. DHS recognizes that integrating a new process takes time and is offering soft launch as an opportunity for providers, administrators, and workers to get real-world practice using their EVV system before it will affect claims.

When hard launch occurs, payers will begin imposing consequences when claims are missing required EVV information. Consequences for providers include claim denial. Consequences for HMOs and MCOs include exclusion of non-compliant claims from future capitation rate-setting development. The date for hard launch has not been set at this time. DHS will communicate the hard launch date for service code 99509 and HHCS at least three months before it is implemented.

## Live-In Workers

Because of the supervisory nature of service code 99509, supervisory nurses may not receive a live-in worker exemption, even if the nurse resides with the member.

Policy for personal care workers who provide services identified by service codes T1019, T1020, S5125, and S5126 has not changed. For guidance on live-in workers, fee-for-service providers should refer to the Live-in Workers topic ([#21777](#)) of the BadgerCare Plus and Medicaid program area of the ForwardHealth Online Handbook. Family Care and Family Care Partnership providers should reference the Live-in Workers topic ([#22957](#)) of the Family Care program area of the Online Handbook, or the same topic in the Family Care Partnership program area. HMO providers should contact their HMO for live-in worker policy.

## Worker IDs

For consistency, those who provide services requiring use of an EVV system, including nurses, are referred to as workers. Each worker providing services for

# IN THE KNOW

ForwardHealth Update 2023-40, "[Home Health Care Services Electronic Visit Verification Soft Launch Announcement](#)," describes the policy for home health care services EVV.

## RESOURCES

Providers can refer to the [New to EVV?](#) flyer for help getting started with EVV.

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nursing supervisory code 99509 is required to have a unique worker ID in the ForwardHealth Portal.

All providers using an EVV system (both providers using the DHS-provided Sandata EVV system and those using an alternate EVV system) are required to associate workers to their provider ID through the secure ForwardHealth Portal. Providers are responsible for maintaining an accurate and complete list of workers providing services that require EVV to members, including updating worker information when appropriate and disassociating workers who are no longer employed by the provider.

Associating workers to provider IDs ensures that DHS can link the visit information captured by workers to the billing information submitted by providers.

Step-by-step instructions for associating workers can be found in Section 7 of the [Electronic Visit Verification Portal Functionality User Guide](#). Section 8 of the [Electronic Visit Verification Portal Functionality User Guide](#) provides instructions for updating worker information and disassociating workers who are no longer employed by the provider. Prior to January 1, 2024, DHS will communicate to providers when this functionality is available.

## Billing Per Visit

Service code 99509 is billed per visit. Workers must capture one unique EVV visit for each instance of the code the provider bills—that is, a provider may not bill more than one 99509 visit to one EVV record. For the purposes of EVV, DHS does not require a minimum or maximum amount of time for each visit.

## Manual Time Entry and Corrections

It is best practice to capture all required EVV information during the visit in order to prevent additional administrative work after the visit, claim denial, and other negative consequences. However, DHS recognizes that may not be possible in all cases, and providers may have to manually enter or correct visit information in order to fully and accurately capture the details of a visit.

Policy for manual time entry and corrections has not changed. Providers using the DHS-provided Sandata EVV system should enter information using the Sandata EVV Portal. Providers using an alternate EVV system should refer

## QUICK LINKS

Providers can refer to the Manual Time Entry topic ([#21816](#)) of the BadgerCare Plus and Medicaid, Family Care, or Family Care Partnership program areas of the Online Handbook for policy details.

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to their vendor for instructions on how to create or correct visit information manually.

All manually entered visits and corrections will require an associated reason code to explain why the EVV data was created or changed and will be reviewed for compliance with policy. The provider must retain and maintain documentation of the reason for manual entry or corrections. The DHS Office of the Inspector General (OIG) monitors manually entered visits and corrections and may request this, and other, documentation for compliance review.

## Resources

### Training

Providers may refer to the self-paced trainings on the [DHS EVV: Training Other Provider Agency Administrators](#) webpage for refreshers on specific subjects like managing client data in the Sandata EVV system, resolving exceptions in the Sandata EVV system, and submitting fee-for-service claims.

### Wisconsin Electronic Visit Verification Customer Care

Wisconsin EVV Customer Care is available to answer questions by email at [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov) or by phone (in English, Hmong, and Spanish, among other languages) at 833-931-2035, Monday–Friday 7 a.m.–6 p.m. Central time.

### Key Conversations

Key Conversations are informal, monthly drop-in sessions for providers. Members of the DHS EVV team, Wisconsin EVV Customer Care, and Sandata staff are available to answer questions about EVV. Information about when the next session will be held and a link to join the event can be found on the [DHS EVV homepage](#).

### The Wisconsin Department of Health Services Electronic Visit Verification Webpage

The [DHS EVV homepage](#) offers resources for anyone using EVV, including providers, payers, workers, and members. The EVV webpage is a great place to find trainings on a wide range of topics, simple explanations of EVV, and summaries of DHS EVV policy. These resources include flyers, written materials, and videos. Many materials have been translated into Spanish and Hmong and can be translated into other languages upon request. Translation requests should be submitted to [Wisconsin EVV Customer Care](#).

## NEVER MISS A MESSAGE

Stay current on policies and procedures by [signing up](#) to receive emails from DHS about EVV.

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## Policy Resources

As a reminder, fee-for-service providers are responsible for following the policy published in the [BadgerCare Plus and Medicaid program area of the Online Handbook](#). The Online Handbook is updated whenever policy becomes effective and reflects the current guidance that providers should follow.

Family Care providers should refer to the Electronic Visit Verification section of the [Family Care program area of the Online Handbook](#).

Family Care Partnership providers should refer to the Electronic Visit Verification section of the [Family Care Partnership program area of the Online Handbook](#).

HMO and MCO providers should contact their HMO or MCO for additional policy details.

## 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 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 the 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 denial of submitted claims, recoupment of paid claims, application of intermediate sanctions, or termination from the Medicaid program.

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**This Update was issued on 11/20/2023 and information contained in this Update was incorporated into the Online Handbook on 1/3/2023.**

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/).