

ForwardHealth **UPDATE**

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CHANGES TO THE SANDATA ELECTRONIC VISIT VERIFICATION SYSTEM

On December 13, 2023, Sandata will be implementing two changes to the Sandata electronic visit verification (EVV) system. These changes will affect all three methods of EVV visit capture: the Sandata Mobile Connect (SMC) app, telephonic visit verification (TVV), and fixed visit verification (FVV).

For detailed instructions on these changes, providers should review the EVV Fundamentals—Sandata Methods and EVV SMC Essentials recorded trainings on the [DHS EVV: Training Workers](#) webpage. Additional EVV training videos are also linked on this webpage.

Selecting Community or Home Setting

Beginning on December 13, 2023, workers will be required to select whether they are providing services in the home or in the community. This requirement does not change where services are allowed to be provided per the Wisconsin Department of Health Services' (DHS) policy. The worker should choose home or community based on where

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 or 833-931-2035 Monday–Friday 7 a.m.–6 p.m. Central time.

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

they are at the moment they are checking in or checking out of the Sandata EVV system, even if the visit takes place in multiple settings.

Sandata EVV systems will prompt the worker for this information on the SMC app, during the TVV calls, and during FVV calls. On or after December 13, 2023, call reference guides (CRGs) will be available for providers to reference and share with their workers. CRGs are written guides to checking in and out of visits using TVV and FVV. Providers can also find sample TVV and FVV CRGs on the [DHS EVV: Training Workers](#) webpage.

METHOD OF EVV VISIT CAPTURE	WHEN THE WORKER CHOOSES HOME OR COMMUNITY
SMC app	At the beginning and end of the visit
TVV	During the check-in and check-out calls
FVV	When calling in the FVV codes after the visit is complete

Capturing Multiple Service Codes During One Visit

Also beginning December 13, 2023, workers will have the option to capture multiple service codes on the same EVV visit when using the SMC app or TVV. Previously, workers who provided multiple service codes during one visit had to check in and check out for each service code. Workers may continue to capture each service as a separate visit by checking in and out with each service code if they choose.

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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/.