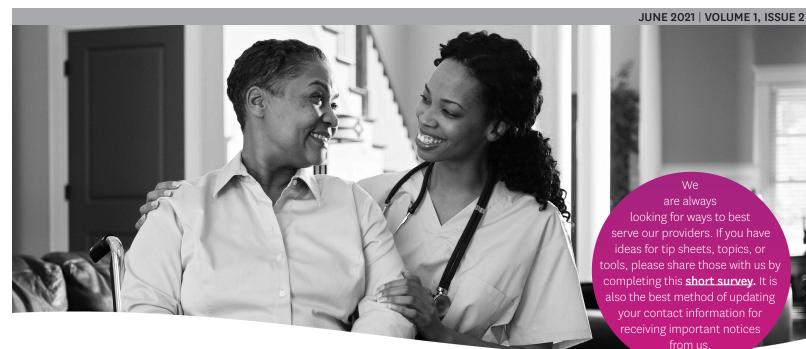
Provider**NOTES**





Electronic Visit Verification for Personal Care Workers

On November 2, 2020, the Wisconsin Department of Health Services (DHS) began requiring Electronic Visit Verification (EVV) for Medicaid-covered personal care and supportive home care services. To help you with the upcoming official launch,MHS Health has provided some valuable information.

What is EVV?

EVV is an electronic system that uses technologies to verify that authorized services were provided. Workers will be required to send information at the beginning and end of each visit to an EVV system, including:

- Who receives the service
- Who provides the service
- What service is provided
- Where service is provided
- Date of service
- Time in and out

EVV Launch Dates

We are currently in a period know as "soft launch." Right now, missing EVV data will not result in denied claims. MHS Health is currently keeping track of claims missing the EVV record. It is important to know that claims submitted without an EVV record after the hard launch date will be denied. The date for hard launch of Wisconsin's EVV program has not been set.

Who Will Use EVV?

MHS Health requires all PCW Agencies to utilize EVV, including live-in workers. Please be reminded that all Medicaid members enrolled under Network Health Plan (NHP) are managed by MHS Health. All MHS Health policies, processes and directives, including EVV, apply to NHP members as well.

Technology to Collect EVV data

When using the DHS-selected EVV system, workers may use a mobile phone, tablet, landline phone, or a fixed VoIP phone to capture visit data. Cellular or Wi-Fi availability are not required at the point of care for workers to complete this step. Cellular or Wi-Fi are only required to send the visit information afterwards. In certain situations, a small digital device provided by DHS can be used to capture visit data.

Alternate EVV systems may provide different options for collecting visit data. Traditional methods of logging information, such as paper records of care, may continue but do not fulfill EVV requirements.



New Quick Reference Tool for Appeal or Reconsideration Process

You talked. We listened.

In our first issue of Provider Notes, we highlighted the importance in following the appropriate steps when disputing the processing of a claim. As you will remember, **the best first step is to submit a reconsideration**, and that can be done simplest in our <u>secure provider portal</u>.

To further clarify the timely filing guidelines for claims, reconsiderations, and appeals, we created a quick reference document that mirrors the information in our Provider Manuals but puts everything in one quick-glance location.

Click here or visit Provider Resources at mhswi.com.



You may not be the only one in your office who would benefit from receiving this newsletter since it regularly will contain policy updates and other important news and announcements.

Please share this link with your colleagues so they may opt in to receiving the Provider Notes. Receiving the updates electronically saves times and the environment.

YES! I would like to receive MHS Health Provider Notes.

Between newsletter issues, you can visit <u>Provider News</u> on mhswi.com to catch up on the latest news and updates.

Policy Update

The following policy takes effect July 1, 2021. Please click on policy number to view the activity

This policy		Medicaid; Medicare
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Provider Services: 1-800-222-9831 Behavioral Health Provider Services: 1-800-589-3186 Prior Authorization Requests Fax: 1-866-467-1316 Member Customer Service: 1-888-713-6180 24-hour Nurse Advice Line: 1-800-280-2348

For more phone numbers and addresses: mhswi.com

EVV for PCWs (cont'd)

How Can I Get Ready?

Steps to implement EVV are:

- Determine if your provider agency will use the DHS EVV system or an <u>alternate EVV system</u>.
- Identify a lead administrative user within your agency. This person should be the first to complete trainings and be the primary contact for EVV.
- Identify and attend offered training.
- Identify other administrative users within your agency.
- Follow the <u>ForwardHealth Portal EVV User Guide</u>.
- Verify or update contact information in the Forward-Health Portal to receive EVV information from DHS.
- Obtain unique worker IDs via the ForwardHealth Portal:
 - ► Learn how to obtain a unique worker ID
 - Start the process to obtain a unique worker ID (Log in first; then follow the instructions.)
 - Develop a training plan for your organization.
- <u>Sign up for EVV updates</u>.

Need Additional Support?

- ► DHS holds informal, monthly drop-in sessions for provider agency administrators. Learn more.
- MHS Health also holds roundtable meetings with personal care agencies on a bi-monthly basis or as needed. These sessions are a great opportunity to learn more about EVV, ask questions, and engage in conversation with other PCW Agencies.



Join us for the next MHS Health Roundtable! Tuesday, July 13 at 11:00 a.m. Use this <u>Zoom link</u>. Registration is not necessary.

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COVID-19 Vaccination Outreach Efforts

MHS Health is committed to achieving 80% COVID-19 vaccination goal for vaccine-eligible members. Our members/your patients are counting on us to provide them with the facts and help them find the resources they need to get vaccinated. MHS Health is offering vaccine appointment scheduling and arranging for transportation if needed. **Call our Appointment Unit if you need COVID-19 vaccine help for one of our members: 1-844-908-0861.**

Also, the City of Milwaukee Health Department is recruiting for Crush COVID Crew ambassadors who are interested in using their leadership and connections to share information about the COVID-19 vaccine. <u>Register</u> to be an Crush COVID ambassador.

Mailing Address:

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