



We are always looking for ways to best serve our providers. If you have ideas for tip sheets, topics, or tools, please share those with us by completing this [short survey](#). It is also the best method of updating your contact information for receiving important notices from us.

## 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 known 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.

