

Electronic Visit Verification for Personal Care Services

UnitedHealthcare Community Plan of Wisconsin

On Nov. 2, 2020, the Wisconsin Department of Health Services (DHS) will begin implementing electronic visit verification (EVV) for personal care and supportive home care services that include personal care. This will affect personal care services paid for by Medicaid as mandated by the 21st Century Cures Act. This doesn't change or replace current requirements regarding the completion and retention of time sheets, record of care or other documentation.

Requirements

EVV electronically verifies that authorized services were provided. Workers will be required to send the following information to an EVV system at the beginning and end of each visit:

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

Workers may use a mobile phone, tablet, landline phone or a small digital device provided by DHS to capture visit data. Internet and/or cellular service are not required to capture visit data.

Service Codes

EVV visit data will need to be collected for care provided under the following service codes:

- T1019: Personal Care Services per 15 minutes
- Additional services that may require EVV are updated by DHS at dhs.wisconsin.gov/evv > [Information for Program Payers](#)

Providers are encouraged to join the Wisconsin DHS email list to receive EVV updates. You can subscribe to email updates online at dhs.wisconsin.gov/evv > [Join our email list](#).

Timeline

Training	Information about signing up for trainings was provided in late July and trainings started in mid-August.
Soft Launch	On Nov. 2, 2020, EVV will be required for all personal care services and applicable supportive home care services paid for by Medicaid from this date.
Hard Launch	The date for the hard launch is to be determined. Once the hard launch date is finalized, DHS will require personal care service claims to include the required EVV information at that time. Claims not containing the required EVV information may be denied, or personal care costs may not be used in managed care capitation rate development.

Resources

DHS policy and training updates are available at dhs.wisconsin.gov/evv > [News](#).

For questions or more information on EVV, you may contact Wisconsin EVV Customer Care by:

- **Email:** vdx.contactevv@wisconsin.gov
- **Phone:** 833-931-2035, Monday through Friday
 - Now through Sept. 14, 2020: 8 a.m. to 5 p.m. Central Time
 - After Sept. 14, 2020: 7 a.m. to 6 p.m. Central Time