What causes the unknown client error?	How to Fix
DHS wasn't able to send the authorization to Sandata because one of the following is true: • DHS doesn't have an authorization from an HMO, managed care organization, or IRIS (Include, Respect, I Self-Direct). • DHS has an expired HMO, managed care organization, or IRIS authorization.	Provider agencies should: • Confirm the payer has sent an authorization to DHS. • Manually edit the "Start of Care" date to make sure it matches the authorization and manually edit the visit to link to the member or participant. • Find instructions for manual edits in the Correcting Unknown Client Exceptions section of PowerPoint 9: EVV Visit Maintenance, P-02754.* • Stay tuned to the Training webpage for the Modifying Client Data video.
A fee-for-service member doesn't have an authorization on file. (In each calendar year, BadgerCare Plus allows a member to receive up to 50 hours of medically necessary personal care services in any combination of prior authorized or non-prior authorized hours.)	Provider agency administrators should: • Find instructions for adding fee-for-service members in the Create a Fee-for-Service Client section of PowerPoint 4: Client Format, P-02749.* • Manually edit the visit to link to the member.
The Sandata Mobile Connect app is used where there isn't internet access. Without that internet connection (offline), the system can't link the member or participant to the visit.	Provider agency administrators should: • Find instructions for manual edits in the Correcting Unknown Client Exceptions section of PowerPoint 9: EVV Visit Maintenance, P-02754.* • Manually edit the visit to link the member or participant.
Telephonic visit verification is called in from a phone number not listed on a member's or participant's file.	Provider agencies can add phone numbers in the Sandata EVV Portal using steps in the Modify Client section of PowerPoint 4: Client Format, P-02749.* As always, the member or participant should also update their information using the BadgerCare Plus Member Information webpage.
The member's or participant's ID is entered wrong in the Sandata Mobile App.	The worker should: • Check the Client ID. • Carefully re-enter the Client ID. Provider agency administrators can: • Confirm the member or participant ID. • Manually edit the visit to link to the member or participant.
The worker calling in fixed visit verification values enters the member's or participant's ID wrong.	The worker should: • Carefully re-enter the Client ID. • If the Client ID still isn't working, hang up and call again, entering the numbers carefully. • Contact the provider agency to confirm the Sandata Client ID, then try the call again. • Refer to PowerPoint 8: Fixed Visit Verification, P-02753.*

*Find these training PowerPoints on the DHS Electronic Visit Verification (EVV): Training Other Provider Agency Administrators webpage. Choose the appropriate PowerPoint from a list of multiple languages.

Provider agency administrators can use the ID help sheet and provide visit cards to workers to take with them on visits. The visit card template has placeholders for important phone and ID numbers, usernames, and service codes needed to capture EVV visit details.