

# ForwardHealth **UPDATE**

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## PERSONAL CARE SERVICES ELECTRONIC VISIT VERIFICATION HARD LAUNCH ANNOUNCEMENT

Electronic visit verification (EVV) has been required in Wisconsin for Medicaid-covered personal care and supportive home care services since November 2, 2020. In order for Wisconsin Medicaid to continue to receive its full federal funding, the Wisconsin Department of Health Services (DHS) is required to begin imposing consequences for failure to capture required EVV information. For dates of service on and after **May 1, 2023**, DHS will begin imposing financial and programmatic consequences when EVV information is not captured for required personal care and supportive home care services (service codes T1019, T1020, S5125, and S5126). Consequences include claim denial, exclusion from future capitation rate setting development, and possible IRIS (Include, Respect, I Self-Direct) participant disenrollment. The beginning of these consequences is known as **hard launch**.

### AFFECTED PROGRAMS

BadgerCare Plus, BadgerCare Plus HMOs, Family Care, Family Care Partnership, IRIS, 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 833-931-2035 or [VDXC.ContactEVV@wisconsin.gov](mailto:VDXC.ContactEVV@wisconsin.gov).

## Fee-for-Service Medicaid and BadgerCare Plus (ForwardHealth Card) Hard Launch Policy

After hard launch, fee-for-service Medicaid and BadgerCare Plus claim details without required verified EVV data will be denied. Detail units billed exceeding verified EVV visit units will also be denied.

## BadgerCare Plus and Medicaid SSI HMOs, Family Care, and Family Care Partnership Hard Launch Policy

Per HMO and managed care organization (MCO) contracts with DHS, HMOs and MCOs manage provider agency claims and payments. HMOs and MCOs have the authority to deny provider claims missing EVV data. Provider agencies should contact their HMO or MCO for more details about their payer's EVV payment policy.

Additionally, HMO and MCO encounter details submitted to DHS without required verified EVV data may be excluded from future capitation rate setting development.

## IRIS Hard Launch Policy

IRIS is a fully self-directed program. Participants, as the employer of record, have a responsibility to ensure non-live-in participant-hired workers are using EVV as required in order to remain enrolled in the IRIS program. Refer to [IRIS Electronic Visit Verification Policy](#), P-03053 (07/2021), for details on the process that will be used to assist participants in this responsibility.

Fiscal employment agencies (FEAs) will pay participant-hired workers' claims in a timely manner. FEAs will work with participants and participant-hired workers to resolve missing or inaccurate EVV data prior to submitting encounters to DHS.

Provider agencies supporting IRIS participants are expected to correct EVV exceptions and enter manual visits prior to sending claims to the FEA. FEAs will deny provider agency claims without corresponding EVV data.

## Newly Enrolled IRIS Participant Grace Period for Non-Live-In Participant-Hired Workers

While it is best to get workers to use an EVV system as soon as possible, DHS recognizes that newly enrolled IRIS participants need time to adjust to the responsibilities of a self-directed program. Therefore, DHS will grant a 60-day grace period to newly enrolled participants before their participant-hired workers' rates of accurate EVV system use will be counted toward the participants' compliance with program requirements. This grace period

## THE KEY MESSAGE

Hard launch for EVV for personal care services will be **May 1, 2023**.

## NEVER MISS A MESSAGE

Stay current on EVV policies and procedures by signing up for [emails from DHS](#).

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applies only to services provided by participant-hired workers and not services provided by workers who are hired and trained through a provider agency.

More information about the grace period will be published before hard launch.

## Hard Launch Public Forum

DHS remains committed to open communication with providers, members, participant-hired workers, and others impacted by EVV. On December 6, 2022, from 1 to 3 p.m. Central time, DHS will hold a virtual forum with time for attendees to ask questions. The forum is open to the public.

## Resources

Provider agencies with questions are encouraged to reach out to Wisconsin EVV Customer Care via phone at 833-931-2035 or email at [VDXC](mailto:VDXC).

[ContactEVV@wisconsin.gov](mailto:ContactEVV@wisconsin.gov). Customer Care is available to answer questions about specific situations and for ongoing personalized support.

Wisconsin is using a train-the-trainer model for EVV, where one administrator of each provider agency takes direct training from DHS and then trains any additional administrators and workers in the agency. Administrators may review the [DHS EVV Training webpage](#) for materials to support the training of administrators and workers.

## Documentation Retention

Providers are reminded that they must follow the documentation retention requirements per Wis. Admin. Code § [DHS 106.02\(9\)](#). Providers are required to produce or submit documentation, or both to DHS upon request. Per Wis. Stat. § [49.45\(3\)\(f\)](#), providers of services shall maintain records as required by DHS for verification of provider claims for reimbursement. DHS may audit such records to verify actual provision of services and the appropriateness and accuracy of claims. DHS may deny or recoup payment for services that fail to meet these requirements. Refusal to produce documentation may result in sanctions including, but not limited to, termination from the Medicaid program.

# FORUM INFORMATION

[Click here](#) to attend the forum on Zoom.

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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/](http://www.forwardhealth.wi.gov/).