

# Electronic Visit Verification (EVV)

What you need to know to get started with EVV.



**Electronic Visit Verification, or EVV, is coming to Wisconsin! As your fiscal employer agent, iLIFE wants to make sure that you are prepared for this change.**

**Below you will find a list of frequently asked questions and online resources to help you gain a better understanding of this upcoming change. Please be sure to share these materials with your workers as well.**

## **What is EVV?**

“EVV” stands for Electronic Visit Verification. EVV is a way to record the date, time, and place your workers provide services to you, including:

- The person receiving the service
- The person providing the service
- The service being provided
- Date of service
- Time in/out of service
- Location of service

## **What is meant by “electronic?”**

When talking about EVV, “electronic” means using an electronic device to record the date, time and place your worker provides services to you. The most common devices are cell phones, tablets, and computers.

## **What is meant by “verification”?**

When talking about EVV, “verification” means using technology to ensure that both you and your worker are together at the beginning and end of each shift.

## **Do I have to use EVV?**

Yes, if you are a worker that provides personal care or routine supportive home care services, you will need to use EVV. If you are an employer who receives these services, you will need to ensure that your worker is using EVV.

**Want another way to stay up to date on EVV?**

**Text EVV to 31996 to receive text message updates throughout the whole process.**

Normal text message rates apply.  
Text “STOP” to opt out.  
Text “HELP” for help.

## Service Codes Affected by EVV

Service	Family Care, Family Care Partnership	IRIS
Personal Case Services per 15 min. (T1019)	Yes	Yes
Personal Care Services per day (T1020)	Yes	N/A
Supportive Home Care per 15 min. (S5125)	Yes	Starts January 2021 after waiver renewal
Supportive Home Care per day (S5126)	Yes	Starts January 2021 after waiver renewal

### When did this start? I've never heard of EVV before.

Some states have used EVV for a while in personal care and home care services. Congress passed a law in 2016, called the 21<sup>st</sup> Century Cures Act, requiring all states to use EVV or pay a penalty. States have been working on plans to be ready by a January 1, 2021 deadline.

Currently, some programs will require EVV for certain services by November 2, 2020 (subject to change). Wisconsin will be required to be fully compliant with the 21<sup>st</sup> Century Cures Act for any remaining service codes by January 1, 2021. See table above for details.

### Where can I get more information on EVV?

*The Center for Medicare and Medicaid Services (CMS) website:*  
<https://www.medicare.gov/medicaid/hcbs/guidance/electronic-visit-verification/index.html>

*The Wisconsin Department of Health Services (DHS) website:*  
<https://www.dhs.wisconsin.gov/evv/index.htm>

For updates on training and EVV in general, please visit the DHS website above. iLIFE will also continue to provide updates as we receive them via our website and EVV text messaging service referenced in this FAQ.

### How can I provide my feedback?

You can contact the Wisconsin Department of Health Services by emailing them at [VDXC.ContactEVV@wisconsin.gov](mailto:VDXC.ContactEVV@wisconsin.gov) or calling Wisconsin EVV Customer Care at 833-931-2035.

For additional resources on EVV and digital copies of this mailing, please visit our website.

