

## Electronic Visit Verification New Resources and FAQs Webpage

The Wisconsin Department of Health Services electronic visit verification (EVV) website was recently updated. The [Resources and FAQs webpage](#) was created to organize materials for members, IRIS participants and workers, provider agencies, and program payers to keep up to date on EVV. Please access, download, and/or share the resources on this new webpage.

## Your Key to EVV Issue 4

The latest issue of the [Your Key to EVV newsletter](#) is now available online. This issue focuses on answering questions received from workers during the first few weeks of the EVV soft launch.

## New EVV ID help sheet and worker visit card sample available

An EVV ID help sheet was created for provider agencies using the Sandata EVV system. This help sheet provides simple instructions to find the provider agency or company ID, worker and client IDs. A sample visit card is provided to illustrate some of the information a worker needs to record EVV visits.

<https://www.dhs.wisconsin.gov/publications/p02844.pdf>

The help sheet and sample card will be posted on the [EVV Resources and FAQs webpage](#).

## New Live-in Worker Form and Instructions

A new EVV live-in worker form, F-11051, is available. Provider agencies and program payers can use this form to identify a live-in worker and verify their live-in status. The form and instructions to complete the form can be found on the [EVV Resources and FAQs webpage](#).

## Soft Launch Update

- Soft Launch occurred as expected on Nov. 2, 2020
- More than 250 provider agencies have used the system to log visits
- More than 100K visits have been captured since Nov. 2
- More than 36K workers have been uploaded into the EVV system
- 43 agencies have completed with the Alt EVV certification. We are working with those providers to start sending visits using that function
- DHS has observed a steady increase in both the adoption rate of using the EVV system and providers and worker efficiency in using the system
- Although we had some bumps at first, integration of authorization, clients, workers and visits is operating smoothly. There is still about a 1% gap in our worker integration which we are working to address
- DHS is working diligently with our EVV Customer Care Center to improve knowledge and accuracy of information provided to callers
- DHS is monitoring and developing standards of EVV compliance by program, payer and provider