

Electronic Visit Verification (EVV)

Your caregiver uses EVV. What do you need to know?



What is EVV?

Electronic Visit Verification (EVV) is a documentation process that your caregiver will complete during visits at your home. This is a requirement from the federal 21st Century Cures Act for all Medicaid-covered personal care and some supportive home care services.

Your caregiver will use technology (like a cell phone, tablet, or landline phone) to verify that you are receiving your personal care or supportive home care services by checking in at the start of the visit and checking out at the end of the visit. If your caregiver does not have a cell phone or tablet and you do not have a landline, the Department of Health Services can provide a small device for your home to be used for collecting EVV.

Why is EVV so important?

EVV was created to ensure you're getting the services you need and to prevent billing errors. Providers and payers can have their claims denied if EVV is not used for a required service. By correctly using EVV, we can make sure quality care is provided to our members and that our providers are paid.

What if my caregiver needs help with EVV?

Your caregiver should go directly to their agency with questions. The Department of Health Services also has an EVV website with resources and frequently asked questions: www.dhs.wisconsin.gov/evv

What can I do to help my caregiver with EVV?

The number one thing you can do is keep your address and phone number current within the state systems. You can use Form F-02404 or you can report changes to your local income maintenance agency or tribe, online on the ACCESS website, or by using the Information Change Report.

EVV does not change the amount of care that you receive.

For more information:

EMAIL: VDXC.ContactEVV@wisconsin.gov

CALL: 833-931-2035 - Customer service hours are Monday – Friday, 7 a.m. – 6 p.m.