

EVV Provider Forum

September 13, 2021 – FEAs

September 22, 2021

Goal and Purpose



Goal: To achieve a rate of 100% correct EVV claims at the time of billing once the hard launch begins.

Purpose:

Supportive, not instructive

Collaborative

Building Connections

Agenda



EVV Recap

MCW Updates

Discussion:

- Provider Readiness
- Member/Caregiver Readiness
- Care Management/Authorizations
- Claims
- Communication and Collaboration

Electronic Visit Verification

EVV requirement pertains to all Personal Care Services that are rendered by any provider that is authorized to do so.



This may apply to:

- SDS Services and Fiscal Agent Organizations that offer personal care services or assistance with ADL needs
- Supportive Home Care Agencies
- Personal Care Agencies
- Supportive Visits providers

Electronic Visit Verification



The service codes that will be required for EVV are:

- **S5125** – including any modifiers
- **S5126** – including any modifiers
- **T1019** – Personal Care Services, per 15 min
- **T1020** – Personal Care Services, per day

- For SDS, My Choice Wisconsin is using the code **S5125 U6** for members who receive **any amount** of personal care

MCW UPDATES:

Resources for Care Teams/Members/ Caregivers



- Mandatory EVV Refresher Training for Care Teams
- Care Team Handouts (Talking Points/Roles and Responsibilities etc...)
- EVV Flyers for new/existing Members
- Updating Member and SDS Handbooks

MCW UPDATES:

New Resources for Providers



- MCW webpage for EVV:
<https://mychoicewi.org/electronicvisitverification/>
- Continue working as a liaison between providers and DHS and keep DHS aware of our Provider issues

MCW UPDATES:

EVV Claim Payment Policy



COMING SOON!

EVV Claims Payment Policy will be posted on My Choice Wisconsin EVV Webpage. Highlights of this policy include:

- Beginning on January 1, 2022 claims without a valid EVV Record will be denied.
- In addition to current clean claim requirements, a valid EVV record and authorization must be present
- KX Modifier must be on the claim for Live-In Caregivers and to bypass the EVV claim processing rules. This includes paper claims and spreadsheets.
- Multiple claim lines for the same member, service, date of service and authorization that appear on the same paper claim or spreadsheet will not deny as a duplicate.
- Services billed for the same member, service, date of service and authorization that appear on a subsequent claim will deny as duplicate. A corrected claim form must be used in this case.
- Billing for a span of dates of service is not permitted. Each date of service must be on its own claim line to align with the EVV record.

MCW UPDATES:

July Provider EVV Claims Data



20,775 EVV claims were processed correctly – doubled since March.



43% of Providers are not submitting EVV claims

Provider Readiness Discussion



- Do you feel you will be ready for the January 1, 2022 Hard Launch date?
- Do you feel you need more training in EVV systems and requirements?
- How does EVV affect your organization as a whole?
- What organizational changes have you made/will you make to ensure success with EVV?
- Any other barriers, concerns in this area?
- Anyone have Tips and Tricks to share in this area?

Member/Caregiver Readiness Discussion



- What barriers are you facing in terms of caregiver willingness and ability to use EVV? Any successes?
- Are there specific challenges caregivers currently face from members?
- What is your process for correcting EVV visit records?
- Any other barriers, concerns in this area?
- Anyone have Tips and Tricks to share in this area?

Care Management/Auths Discussion



- Are authorizations impacting your ability to be successful with EVV?
If so, how?
- What communication are you having with Care Teams on EVV?
- What can Care Teams do to help you be successful with EVV?
- Any other barriers, concerns in this area?
- Anyone have Tips and Tricks to share in this area?

Claims Discussion



- Do you have any questions about EVV claims and billing?
- Are you using the KX modifier and if so, have you had any issues?
- Any other barriers, concerns in this area?
- Anyone have Tips and Tricks to share in this area?

Communication and Collaboration Discussion

- Do you have any suggestions on what MCW can do to communicate and collaborate with you?
- Any other barriers, concerns in this area?
- Anyone have Tips and Tricks to share in this area?

Electronic Visit Verification



Training and Resources

State Resources:

- Wisconsin EVV Customer Care: 833-931-2035, M-F 7am to 6pm
- Email support: VDXC.ContactEVV@wisconsin.gov
- EVV webpage: <https://www.dhs.wisconsin.gov/evv/index.htm>
 - EVV Resource page: <https://www.dhs.wisconsin.gov/evv/resources.htm>
 - [ForwardHealth Update: "Electronic Visit Verification Hard Launch Preparation"](#)
 - [ForwardHealth Update: " Electronic Visit Verification Policy and Hard Launch"](#)
- Key Conversations: Monthly Q&A with DHS EVV staff

State Training resources:

- <https://www.dhs.wisconsin.gov/evv/training.htm>

Electronic Visit Verification



My Choice
Wisconsin
Resource

- All My Choice EVV Questions can be sent to our EVV email: evv@mychoicewi.org
- Webpage: <https://mychoicewi.org/electronicvisitverification/>
- COMING SOON: EVV Claim Payment Policy