

Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin



Issue 11 | September 2021



It takes the whole team—provider agencies, caregivers, payers, members, participants, and the Wisconsin Department of Health Services (DHS)—to build success with EVV. In this issue, we've gathered together success stories and actions you can take to make EVV work for you. Below are highlights from some provider agencies who have made EVV a part of their everyday process, right here in Wisconsin.

Provider Agency Administrators: Coach the Team

EVV administrators are like coaches—they make plans for where the team's going and how to get there.

DHS has interviewed provider agencies from all across the state who started using EVV early. We wanted to find out what game plans helped them succeed. These provider agencies empowered their workers by helping them understand the federal EVV requirement, the information they'll need to record visits, and the different technologies they can use.

Lesley Strong-Belcher, owner and founder of Strong HomeCare & Companions, summarized her experience setting expectations for EVV:

“EVV is part of our culture, not just a DHS requirement. This does take some extra work and resources, but now I am assured that I have staff that are delivering services for clients. EVV is helping us be successful.”

Other great advice we heard from providers included helping clients understand EVV, training workers, getting comfortable using the Sandata EVV Portal, and being ready to give reminders to workers who need a helping hand.

(Continued on next page.)

Wisconsin EVV Customer Care

833-931-2035 | vdxc.contactevv@wisconsin.gov

Monday–Friday | 7 a.m.–6 p.m. CT

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

This newsletter provides information about EVV in Wisconsin. The July 2021 ForwardHealth Update (2021-23), titled “[Electronic Visit Verification Policy and Hard Launch Timeline](#),” and the August 2021 ForwardHealth Update (2021-26), titled “[Electronic Visit Verification Hard Launch Preparation](#),” contain approved guidance.

Train

- Set agency-wide compliance goals and expectations, including EVV use for 100 percent of visits that require it.
- Focus on training staff and workers with information targeted specifically to their roles and daily activities.
- Use reports to find out where individual workers are succeeding and where they need help.
- Assess when staff would benefit from training as a group or one-on-one.
- Reinforce the EVV training with videos, handouts, and PowerPoints from DHS.
- Keep in mind that training staff to use EVV is an ongoing process that takes time. It takes at least three weeks of consistent use for a worker to get used to using EVV.

“ My employees know EVV is mandatory. It was that way from the start. It’s been viewed as hard launch the entire time.

Jamey Tuttle, Director of Services, Serenity Care Agency, LLC

Monitor EVV Visits

- Compare check-in and check-out times to other shift records to catch inconsistencies early.
- Check on visit data regularly in the Sandata EVV Portal to stay on top of exceptions, errors, and missing information.
- Monitor technology and visit issues closely and reach out to EVV Customer Care (for program-related questions or if using Sandata EVV system) or the alternate EVV vendor with any questions.
- Watch for software updates from Sandata or an alternate EVV vendor. Timely technology upgrades help provider agencies avoid technology hiccups.
- Dedicate staff to EVV administration, and add staff if necessary.

“ Provider agencies have to be supportive of their caregivers, and consistent follow-up is important for success.

Linda Bova, COO, Helping Hands Caregivers, LLC

Guide Workers

- Use the DHS template for [EVV Worker Visit cards](#) and ask employees to carry theirs to visits.
- Connect with workers often to manage issues as they come up. Bring up any recurring issues in regular meetings.
- Help them find the information they need to succeed.
- Set goals, recognize achievements, and provide encouragement to keep learning.

“ I have regular half-hour check-ins with staff where we talk about updates and set internal goals. We monitor how many visits were created, how many visits were corrected, and what we want our compliance rate to be.

Melissa Fredricks, Operations Support Manager, Homes for Independent Living

In the Field: Workers Are Team Players!

A coach is useless without a team to guide, and workers are that team. The provider agencies we interviewed shared some of the tips that have helped their caregivers make EVV a seamless part of every visit. The top advice they had for workers was:

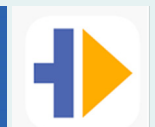
- Start learning to use your EVV system as soon as possible.
- Be patient. EVV is new and it often takes some time to learn new things.
- Stay organized and keep a routine for checking in and checking out using EVV.
- Use the temporary password before it expires to avoid getting locked out of the system.
- Set calendar reminders to notify you when your passwords will expire.
- Review the [worker videos](#) on the training webpage.
- Ask for help from your provider agency if you get stuck or have questions.

Fresh look!

You may have noticed a new logo in the Sandata Mobile Connect app.



Old



New