

March 31st, 2023



Provider Memorandum

One Month Left - Medicaid Electronic Visit Verification (EVV) Requirement

The Wisconsin Department of Health Services (DHS) released a new ForwardHealth Update for electronic visit verification (EVV), setting a hard-launch date of **May 1st, 2023**. This Update announces the EVV hard launch date and policy: ForwardHealth Update 2022-43, "[Personal Care Services Electronic Visit Verification Hard Launch Announcement](#)".

If a personal care service is completed, but there is no EVV on file, the claim will deny for dates of services May 1st, 2023 and after.

For assistance related to EVV, you can reach out to ForwardHealth and DHS EVV Customer Care at (833) 931-2035 or VDXC.ContactEVV@wisconsin.gov.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHWIProviderNetworkManagement@MolinaHealthcare.Com or visit MolinaHealthcare.com.

Register Now for Availity, Molina Healthcare's Inc. (Molina) Provider Portal

Learn how Molina is working with Availity at availity.com/molinahealthcare.
