



Provider Memorandum

EVV Outage Policy

On behalf of WI DHS, Molina Healthcare of Wisconsin would like to share the following information.

The WI electronic visit verification (EVV) team would like to remind our payers of the power and EVV system outage policy, active as of May 1st, 2023. The policy is intended to support personal and supportive home care workers providing services with codes S5125, S5126, T1019, and T1020 in the event of an extended power or system outage.

Power Outage and EVV System Outage Policy

For dates of service on and after May 1st, 2023, provider agencies are not required to manually create EVV visits that occur during a power or system outage **that lasts more than 24 hours**. Provider agencies must be able to show proof of an outage upon request. The policy does not change existing EVV related policies or documentation requirements, including billing, record of care, or timesheets.

- A **power outage** is defined as a utility failure where electricity or telephone service is unexpectedly unavailable. Acceptable proof of a power outage may include documentation from the local utility company or from a publicly available database.
- An **EVV system outage** is defined as any widespread technological failure that prevents **multiple** workers from using the collection methods available with their EVV system. This policy applies both to Sandata and to alternate EVV systems. Sandata can provide documentation of system outages upon request. Provider agencies using alternate EVV should contact their Alternate EVV system vendor for proof of outages.

Billing for Visits During Outages

- **Fee-for-Service, BadgerCare Plus and Medicaid SSI HMOs, Family Care, and Family Care Partnership:** Providers submitting claims for visits that occurred during a widespread power or EVV system outage that lasted more than 24 hours are required to include the UC modifier on the detail line item for that visit. The UC modifier will allow the claim to bypass the EVV claim edits and be paid even though there is no corresponding EVV information associated to it.
- **IRIS:** IRIS provider agencies must submit the IRIS Electronic Visit Verification (EVV) System or Power Outage Exception Notification form, F-03117, to the fiscal employer agency (FEA) with any invoice that includes visits on DOS to be exempted from EVV because of an extended system or power outage. Participant-hired workers should communicate directly with their FEA if an outage lasting longer than 24 hours prevents them from collecting EVV information.

For participant-hired worker claims and applicable provider agency claims where EVV information was not recorded due to a power or system outage lasting more than 24 hours, FEAs will enter an E indicator in

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the Support Indicator field on the detail line item when submitting encounters to DHS. The E indicator will allow the claim to bypass EVV edits during claims and encounter processing.

If you have questions about how to actualize this policy, please reach out to your DHS oversight team.

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.

Availity Essentials - Molina's Provider Portal

Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more at availability.com/molinahealthcare.
