

April 14th, 2023



Provider Memorandum

Medicaid Electronic Visit Verification (EVV) Q&A Session

Bring your questions about electronic visit verification (EVV) and the Sandata EVV system to our DHS' Q&A session, Key Conversations. There, you will join experts from the Wisconsin Department of Health Services (DHS), Wisconsin EVV Customer Care, and Sandata.

- Next session: **April 17, 2023, 1–2 p.m.**
- Online Zoom link: <https://dhs.wi.zoomgov.com/j/1601125213>
- Call in: 669-254-5252, Webinar ID* 160 112 5213

Key Conversations are informal, monthly drop-in sessions for anyone who has questions about EVV. No new policy or technical processes will be announced in these sessions.

If you have any questions, please reach out to **Wisconsin EVV Customer Care** at 833-931-2035 or vdxc.contactevv@wisconsin.gov.

Reminder

For dates of service on and after **May 1, 2023**, DHS will begin imposing financial and programmatic consequences when EVV information is not captured for required personal care and supportive home care services (service codes T1019, T1020, S5125, and S5126).

Consequences include claim denial, exclusion from future capitation rate setting development, and possible IRIS (Include, Respect, I Self-Direct) participant disenrollment. The beginning of these consequences is known as hard launch. For more information, review [ForwardHealth Update No. 2022-48](#).

Questions?

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

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