**Preparing New CSL Providers for Electronic Visit Verification (EVV)**

Dear Valued Provider,

Thank you for contracting with Inclusa for Community Supported Living (CSL)! We are excited to have you in our network and partner with you to support Inclusa Member success.

As a Medicaid funded program – we are required to follow Electronic Visit Verification (EVV) policy as outlined by the Wisconsin Department of Health Services (DHS) when CSL hands-on cares are provided. Please review the following details to assist you with future authorized services.

**DHS Hands-on Care Definition**

EVV is required when hands-on CSL and Supportive Home Care (SHC) is provided. Such as:

* Assistance with getting in/out of bed
* Toileting, including use and care of bedpan, urinal, commode, or toilet
* Assistance with bathing
* Assistance with feeding
* Administering medication (defined as in-person, hands on, assistance to an individual to safely take their medication)
* Assistance with grooming (teeth, mouth, denture, and hair care)
* Assistance with dressing and undressing
* Care of eyeglasses and hearing aids
* Assistance with mobility and ambulation, including use of walker, cane, or crutches
* Simple transfers, including bed-to-chair or wheelchair and reverse
* Skin care, excluding wound care

EVV is not required if supervision, cueing, or prompting of a member is the *only* service provided.

**Contract Details**

**If you have indicated the ability to provide hands-on care per the DHS definition**, thentwo service codes have been added to your contract:

* Service Code S5126-UA to authorize days when hands-on care is provided
* Service Code S5136-UC to authorize days when hands-on care is not provided

**If you have indicated your organization will not provide any hands-on care**, then only service code S5136-UC has been added to your contract. However, it will be beneficial for you to be aware of the EVV-related items on Inclusa’s CSL Assessment as described below.

**CSL Assessment Tool**

* **The “EVV Review” tab is where the anticipated hands-on care is identified** **and calculated**. The calculation will support what is authorized under service code S5126-UA.
* **If no hands-on care is provided**, then this tab may remain blank and only service code S5136-UC will be authorized.

**Assessment & Authorization Process**

* 1. In collaboration with the Member and Inclusa Care Management Team, CSL providers will complete Inclusa’s CSL Assessment Tool, per standard process guidelines.
  2. **EVV Step – Complete the “EVV Review” tab, if hands-on care is identified, indicate the hands-on care days frequency via the appropriate dropdowns within the CSL Assessment Tool.** 
     + - If no hands-on care is being provided, then this may remain blank and only service code S5136-UC will be authorized.
  3. Once a rate is established, a Rate Agreement Letter will go to the CSL provider per standard process guidelines; the same rate will be applied to both hands-on and non-hands-on care authorizations.
  4. Inclusa will authorize services based on the rate agreement, the hands-on care frequency identified on the CSL Assessment Tool, and any non-hands-on care days.

**CSL Provider Learning**

For additional resources on the CSL Assessment and Authorization process – two online learning modules are available through Inclusa’s Provider Learning Management System (LMS):

* [CSL EVV Referral & Assessment Overview](https://providerlearning.inclusa.org/courses/playcourse.action?course=79397256)
* [CSL EVV Authorization Claims](https://providerlearning.inclusa.org/courses/playcourse.action?course=79397242)

**To View Learning Modules**

1. Sign in to [Inclusa’s Provider LMS](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fproviderlearning.inclusa.org%2F&data=05%7C01%7CMichelle.Bella%40inclusa.org%7C2ca4ea91d31d49354d1508dbf060424e%7C5788c51f54a347b881a949fbe26f48cc%7C0%7C0%7C638368069013929622%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=x8SSQF5G6dTOwYHVH%2FQ3LXO93rFv49vFONKzM6pA%2BCI%3D&reserved=0)
   1. You will need to create a username and password on your first visit. See the [Provider LMS User Guide](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.inclusa.org%2Fwp-content%2Fuploads%2FProvider-LMS-Guide.pdf&data=05%7C01%7CMichelle.Bella%40inclusa.org%7C2ca4ea91d31d49354d1508dbf060424e%7C5788c51f54a347b881a949fbe26f48cc%7C0%7C0%7C638368069013937275%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=VWlW%2Bhjh0rfiyjvhGrZMInWRBvfDjsVdQtPUg5Do2%2Fg%3D&reserved=0) for information on navigating the LMS or creating a login.
2. Once signed in, either one of the following options will direct you to the specific EVV learning modules:
   1. **(Option A)** Select the link to the learning module below or copy and paste the link into your open browser/URL address bar to be directed to the identified module.
      * **CSL EVV Referral & Assessment Overview**: https://providerlearning.inclusa.org/courses/playcourse.action?course=79397256
      * **CSL EVV Authorization Claims**: https://providerlearning.inclusa.org/courses/playcourse.action?course=79397242
   2. **(Option B)** From the LMS Home Page,
      1. Select “Click Here to Access Training Videos” to be taken to the Course Catalog.
      2. From the Course Catalog, click on the “Categories” dropdown and select “EVV.”
      3. Both module options will appear for you to choose from.

**Provider LMS Items to Note**

* We encourage you to share these resources with all staff you feel appropriate. Providers are welcome to have multiple staff accounts/logins.
* All courses available on our Provider LMS are free and accessible through any online connection. Additional resources include training modules and videos, activity worksheets, clinical practice guidance, and so much more!

**EVV Resources**

To help prepare applicable CSL providers for EVV, please review the below resources, reminders, and supports specific to service code S5126-UA.

* [New to EVV Flyer](https://dhs.wisconsin.gov/publications/p03078.pdf): a great introduction to the required system, outlining steps to get started.
* [What is EVV Flyer](https://dhs.wisconsin.gov/publications/p02730.pdf): a brief overview of the system and where to learn more.
* [Wisconsin Electronic Visit Verification](https://www.youtube.com/watch?v=rt29rXY_td8): a brief video focusing on the basics of EVV.
* [EVV Fundamentals](https://vimeo.com/766615771): a 30-minute training video about EVV and where to find resources.
* [DHS EVV Training](https://dhs.wisconsin.gov/evv/training.htm) Page: a resource page on how to train workers and agency administrators.
* [DHS EVV Website](https://dhs.wisconsin.gov/evv/index.htm): a singular location to access these and all EVV related resources.
* [EVV Provider Billing Facts:](https://www.wpshealth.com/resources/files/36499_electronic-visit-verification-provider-billing-facts.pdf) a resource from Wisconsin Physicians Service (WPS), Inclusa’s claims processor, providing guidance to support the claims and billing process.

**Important Reminders**

**EVV Visit Key Needed**: Workers providing hands-on care under service code S5126-UA are required to check in/out using an EVV system. Service Code S5126-UA is a daily code, therefore requiring only one punch in and one punch out each day hands-on services are provided. **Claims without an EVV Visit Key will be denied**. The EVV Flyers above provide further details regarding the EVV Visit Key.

**No Date Span Billing**: Claims for service code S5126-UA must be submitted separately for each date of service. **Claims submitted using date span billing will be denied**. As this is likely very new for many CSL providers, the WPS [*EVV Provider Billing Facts*](https://www.wpshealth.com/resources/files/36499_electronic-visit-verification-provider-billing-facts.pdf) provides further details and helpful tips regarding claims and billing.

**Date Span Example:** A member received services on 14 dates in the month of May. Date span billing is when a date span of 5/1/2023–5/31/2023 is submitted for total units (days) and total charges. Instead, submit each day separately with units and charges on 14 individual claim lines.

**EVV Supports**

**Wisconsin EVV Customer Care** is available to provide support throughout the process. Through this support you can set up an individualized session with an EVV Specialist and get answers specific to your organization. Customer Care is accessible by email at [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov) or phone at 833-931-2035 Monday–Friday, 7 a.m.–6 p.m. CT.

While it is up to you as the provider to maintain compliance – as your partner in managed care, Inclusa is here to help you along the way! If you have questions or if you would like to be proactive about the challenges you are experiencing, please contact the Program Manager assigned to your agency, or email [ProviderRelations@inclusa.org](mailto:ProviderRelations@inclusa.org).

**Questions**

* To learn more about the 21st Century Cures Act and EVV, explore frequently asked questions and available trainings, or sign up to receive emails regarding EVV forums and announcements, visit: <https://www.dhs.wisconsin.gov/evv/providers.htm>.
* If you have questions about the service codes on your contract, please reach out to your local Inclusa Program Manager, or contact Provider Relations at 877-622-6700 (select option 2, then option 3) or [ProviderRelations@inclusa.org](mailto:ProviderRelations@inclusa.org).
* For questions regarding CSL authorizations or billing, contact Inclusa’s Authorizations & Claims Support Team at [ACS-Residential-CSL-NH@inclusa.org](mailto:ACS-Residential-CSL-NH@inclusa.org) or 888-544-9353, Option 6.

Thank you for your partnership and support of Inclusa members!

Best Regards,

|  |  |
| --- | --- |
| A logo with text and a circle  Description automatically generated | **Inclusa Provider Relations**  2801 Hoover Road, Unit 3, Stevens Point, WI 54481  Toll Free: 877-622-6700  | Fax: 608-785-5336  [ProviderRelations@inclusa.org](mailto:ProviderRelations@inclusa.org) | [www.inclusa.org](https://nam12.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.inclusa.org%2F&data=05%7C01%7CSusan.Glenzinski%40inclusa.org%7Ceb7f38bcfe1d40f7b04b08db15e3c7a0%7C5788c51f54a347b881a949fbe26f48cc%7C0%7C0%7C638127840531916372%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=%2FQ96t5K15sMK3qVaTbwaOMEGU2NFlaCYTlkLZ1YJu%2B8%3D&reserved=0)   \*for toll free, select option 2, then option 3 for Provider Relations |