

Home Health and Nurse Supervisory EVV Soft Launch Information for January 1, 2024

On **January 1, 2024**, the Wisconsin Department of Health Services (DHS) will implement the soft launch requirements for Electronic Visit Verification (EVV) for home health care services (HHCS) and nurse supervisory visits using the following service codes:

- Personal Care Nurse Supervisory Visit (T1019 and T1020)
 - Service Code 99509 – Home visit for assistance with activities of daily living and personal care
- Private Duty Nursing (Independent Nurses and Agency Nurses)
 - Service Code 99504 – Home visit for mechanical ventilation care
 - Service Code S9123 – Non-vent private duty nursing care in home, by Registered Nurse (RN)
 - Service Code S9124 – Non-vent private duty nursing care in home, by Licensed practical nurse (LPN)
- Non-Private Duty Nursing (Independent Nurses and Agency Nurses)
 - Service Code 99600 – Unlisted home visit service or procedure
 - Service Code T1001 – Nursing assessment/evaluation
 - Service Code T1502 – Administration of oral, intramuscular, and/or subcutaneous medication
 - Service Code T1021 – Home health aide or Certified Nursing Assistant (CNA)
- Therapy
 - Service Code 92507 – Treatment of speech, language, voice, communication, and/or auditory processing disorder
 - Service Code 97139 – Unlisted therapeutic procedure – Occupational Therapy
 - Service Code 97799 – Unlisted physical medicine/rehab service or procedure – Physical Therapy

For a full listing of all service codes identified for EVV, visit: <https://www.dhs.wisconsin.gov/evv/service-codes.htm>

Soft launch is the time to learn and use the EVV system without affecting payments! Below are a few resources and supports to assist providers in preparing for EVV.

Resources

- [ForwardHealth Update 2023-40](#): an announcement from DHS providing extensive details related to EVV and Home Health services.
- [ForwardHealth Update 2021-41](#): an announcement from DHS providing extensive details related to EVV and Nurse Supervisory Visit Service Code 99509.
- [New to EVV Flyer](#): a great introduction to the required system, outlining steps to get started.

- [What is EVV Flyer](#): a brief overview of the system and where to learn more.
- [Wisconsin Electronic Visit Verification](#): a brief video focusing on the basics of EVV.
- [EVV Fundamentals](#): a 30-minute training video about EVV and where to find resources.
- [DHS EVV Training Page](#): a resource page on how to train workers and agency administrators.
- [DHS EVV Website](#): a singular location to access these and all EVV related resources.

Supports

Inclusa is here to support providers with any contract or authorization specific questions as it relates to your contracted services.

- Contact Provider Relations at 877-622-6700 (select option 2, then option 3) or ProviderRelations@inclusa.org to discuss contract or service-related information.
- Contact Inclusa's Home Health Authorizations & Claims Support Team at ACS-SHC-SDS-HomeHealth@inclusa.org or 888-544-9353 (select option 7) to discuss authorization or billing related information.

Wisconsin EVV Customer Care is available to provide support throughout the soft launch transition as it relates to the EVV vendor system. Customer Care is accessible by email at vdxcontactevv@wisconsin.gov or by phone (in English, Hmong, and Spanish, among other languages) at 833-931-2035 Monday–Friday, 7 a.m.–6 p.m. CT.

Sign up for the [DHS email list](#) to receive updates and notifications on training opportunities, policy information, and other important details regarding EVV in Wisconsin.