

Electronic Visit Verification (EVV) Provider Billing Facts

I. EVV codes:

A. Personal Care Services:

1. T1019: per 15 minutes.
2. T1020: per day.

B. Supportive Home Care Services:

1. S5125: per 15 minutes.
2. S5126: per day.

II. EVV units:

A. T1019 and S5125:

1. Bill one unit per 15 minutes.
2. Use normal rounding rules provided by ForwardHealth (fig. 1).

B. T1020 and S5126: bill one unit per calendar date (per claim line).

III. Dates of service:

A. Each line must contain one date.

B. Date ranges should not be billed.

C. Overnight stays: bill each date on separate claim lines with the appropriate number of units per day.

IV. EVV codes with modifiers that bypass EVV editing:

A. KX modifiers for live-in caregivers.

1. Providers must bill the KX modifier on the claim to bypass the EVV editing rules.
2. If the KX modifier is not billed on a claim, WPS will search for a matching EVV visit key.

B. S5125 U3 and T1019 U3 for transportation services.

1. Providers must bill the U3 modifier on the claim to bypass the EVV editing rules.
2. If the U3 modifier is not billed on a claim, WPS will search for a matching EVV visit key.

V. Multiple caregivers providing services on the same date:

A. No live-in caregiver: when submitting claims for the same date, Tax ID, service code and authorization, providers must bundle the services on one claim line to avoid duplicate claim denials.

B. Multiple caregivers and a live-in caregiver for the same date of service:

1. EDI or paper claim forms: providers must separate services on multiple claims lines.

- a. One line must contain all services performed for the date **without** the KX modifier.
- b. The next line must contain the live-in caregiver's service units **including** the KX modifier.

2. Excel spreadsheet claims: providers must separate services on multiple claims lines within the same spreadsheet.

- a. One line must contain all services performed for the date **without** the KX modifier.
- b. The next line must contain the live-in caregiver's service units **including** the KX modifier.

Figure 1

Units of Service

Personal Care and Travel Time

For personal care and travel time, one unit of service is equal to 15 minutes. When calculating the number of units that should be billed, total the number of person care hours or travel time hours for that date of service (DOS) and round up or down according to the following table.

Accumulated time	Unit(s) billed
1-22 minutes	1.0
23-37 minutes	2.0
38-52 minutes	3.0
53-67 minutes	4.0
68-82 minutes	5.0
83-97 minutes	6.0
98-112 minutes	7.0
113-127 minutes	8.0
etc.	9.0+

VI. WPS EVV denial reason codes:

- A. EVV soft launch editing messages are applied beginning with dates of service Nov. 2, 2020 through a date to be determined.
 - 1. *FAV: Future EVV claims billed with a date range will not be accepted. Services should be billed as single lines.*
 - 2. *FAW: No EVV visit key found. An EVV visit key is required to pay services. Future EVV claims without a matching visit key will not be accepted.*
 - 3. *FAX: In the future this claim will not be paid. The units billed for this date of service exceed the number of remaining EVV visit key units.*
 - 4. *FAZ: In the future, this claim will not be paid. There are no remaining EVV visit key units for this date of service.*
- B. EVV hard launch denial editing will be applied beginning with a date to be determined. Claims will deny for these reasons:
 - 1. *FA1: EVV claims with a date range are not accepted. Resubmit claim as single line items per date of service.*
 - 2. *FA2: No EVV visit key found; EVV claims without a matching visit key are not payable.*
 - 3. *FA3: The number of units billed for this date of service exceed the number of remaining EVV visit key units.*
 - 4. *FA4: There are no remaining EVV visit key units for this date of service.*
- C. Claims denied in full are required to be billed as a new claim after the EVV visit key has been adjusted or the claim adjusted to match the EVV visit key.
- D. Prior to submitting a corrected claim, the EVV visit key should be verified to ensure all units, dates, and codes are updated to cover the corrected claim information to reduce the number of corrected claims returned unprocessed.

VII. EVV visit key, SanData system and other related EVV questions:

- A. The Wisconsin Department of Health Services (DHS) offers Wisconsin Electronic Visit Verification Customer Care. Trained customer service representatives provide specialized assistance for the EVV program.
- B. Provider agencies, members, participants, workers, and program payers can call **833-931-2035** or email VDXC.ContactEVV@Wisconsin.gov for help with technical and program-related questions. Wisconsin EVV Customer Care hours are Monday–Friday, 8 a.m.–5 p.m.

