

# Electronic Visit Verification FAQs

From GT Independence



## What is EVV, anyway?

Electronic Visit Verification (EVV) is an electronic system that uses technologies to verify that authorized services were provided. Caregivers will be required to send information at the beginning and end of each visit to an EVV system, including:

- Who receives the service
- Who provides the service
- What service is provided
- Where service is provided
- Date of service
- Time in and out

## 1. What services require EVV and who is required to use EVV?

- Any Wisconsin caregiver providing Personal Care (PC) and/or Supportive Home Care (SHC) that does not live with the person receiving services, must use EVV to submit their time.
- EVV required service codes include T1019, T1020, S5125, and S5126. **Please note that S5130 is no longer a valid service code.** S5125 is now the correct code for SHC.

## 2. What is changing?

- Employers will need to make sure that all EVV required caregivers are using the Caregiver app by GT Independence to submit their time. Employers can approve time directly on the caregiver's app or on their GT Employer Portal Account.
- Caregivers that do not live with their employer are required to use EVV. They will need to use the Caregiver app by GT instead of submitting paper time sheets.
- Caregivers that live with their employer do not have to use EVV but are welcome to use the Caregiver app for its convenience and ease-of-use. Live-In caregivers must submit address verification documents, each year, to maintain EVV exempt status.

### 3. Why are caregivers now required to provide an email address?

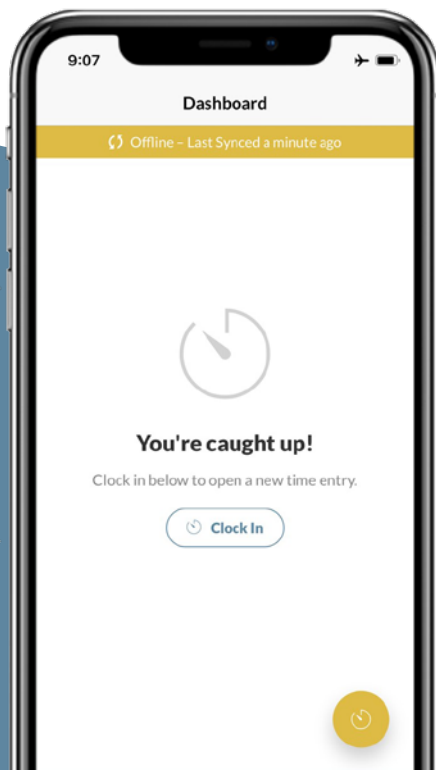
- A valid email address is now required to add a caregiver to the Wisconsin DHS EVV Database. All Wisconsin caregivers must be added to the EVV Database.

### 4. What is Sandata and why am I getting emails from them?

- Sandata is the Wisconsin State partner for EVV. Caregivers will get an email from Sandata when they are added to the EVV database. This email will tell the caregiver to use the Sandata Mobile Connect App to submit EVV time. **Do NOT do this. Caregivers with GT should never submit time to Sandata.**

### 5. I'm with GT Independence. How should I submit my EVV time?

- You should install and use the Caregiver app by GT Independence to submit your EVV time. The Caregiver app is free to download.



## Caregiver App

With the free Caregiver app by GT, you can log care hours from anywhere you start and end work. Your employer can also approve completed shifts from your app. The Caregiver app works with a smartphone and a tablet.



## 6. Where can I find more about the Caregiver app by GT Independence?

- Visit [gtindependence.com/app](https://gtindependence.com/app) for helpful information or call customer service at 1-877-659-4500.

## 7. Will I have still need to submit paper timesheets when I start using the Caregiver app by GT?

- No. The Caregiver app works for both EVV data as well as submitting claims for payment.

## 8. What if the caregiver doesn't have a smartphone or mobile device for the Caregiver app?

- The Caregiver app can also be installed on the employer's smartphone or mobile device, or a device that stays at the employer's home.

## 9. What if both the caregiver and employer don't have access to a mobile device for the Caregiver app?

- Being without a mobile device does not exempt one from submitting by EVV. A way must be found to submit time on the Caregiver app. We understand that a device might not be available or affordable by normal means. GT Independence is dedicated to helping find a solution.
- The first and best option is to try to obtain a smartphone through the **Wisconsin Lifeline Program**. Lifeline offers free phones as well as discounts on monthly services to Medicaid participants and those on other qualifying programs. Reach out to Lifeline at **608-267-3595** or visit [checklifeline.org/lifeline](https://checklifeline.org/lifeline) to see if you qualify for a smartphone and discount.
- If you are unable to obtain a phone through Lifeline or any other means, please reach out to GT at **877-659-4500** for additional assistance.

## 10. What training and instructions are available for the Caregiver app?

- Please select the links below for additional information. You are also welcome to reach out to GT directly at **877-659-4500** or email **CustomerService@GTIndependence.com** for EVV assistance.
  - **Caregiver App User Guide** (17-page PDF)
  - **Caregiver App Flyer** (2-page PDF)
  - **Why Caregiver? Video** (2 minutes)
  - **How to Create a Time Entry Tutorial Video** (2 minutes)

## 11. What other information and resources are available?

- Please select the following links for additional information and resources on the EVV by the DHS. If you have questions on EVV policy and would like to contact DHS directly, reach out to their Wisconsin EVV Customer Care Line at **833-931-2035** or **VDXC.ContactEVV@wisconsin.gov**.
  - **EVV Flyer** by DHC
  - **EVV Video** released by DHS
  - **EVV Policy Updates** by DHS

## GT Independence Is Here to Help

During this shift to EVV, we're here to support you. Visit **gtindependence.com/iris** to access this document. You can also call or email customer service with any questions.

 [gtindependence.com](https://gtindependence.com)

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**Call Us:** 877-659-4500 | **Email Us:** [customerservice@gtindependence.com](mailto:customerservice@gtindependence.com)