

July 31<sup>st</sup>, 2023



## Provider Memorandum

### DHS Update on EVV & Further Expansion

The Wisconsin Department of Health Services (DHS) is preparing its plan for electronic visit verification (EVV) for home health care service codes (92507, 97139, 97799, 99504, 99600, S9123, S9124, T1001, T1021, T1502). Personal care service code 99509 will also require the use of an EVV system at that time.

DHS communicates important information through email. Please take two actions by **Wednesday, August 9th** so you don't miss essential messages about EVV.

#### Action 1

Make sure your most current information is listed in the ForwardHealth Portal.

Provider administrators should go to [ForwardHealth Portal \(wi.gov\)](http://ForwardHealthPortal.wi.gov) and log in to their secure ForwardHealth Portal account. From there, follow these steps to update their information:

1. Select **Providers** tab at the top of the page
2. Find **Home Page** to the right
3. Select **Demographic Maintenance**
4. Select Mailing Address
5. Update your email address/contact name

#### Action 2

Provider administrators and other staff interested in receiving updates about EVV should also [sign up](#) to receive emails from DHS about EVV as they become available.

Reach out to Wisconsin EVV Customer Care for any EVV questions. Contact them at [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov) or 833-931-2035 Monday-Friday, 7 a.m.—6 p.m. CT.

#### Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at [MHWIProviderNetworkManagement@MolinaHealthcare.com](mailto:MHWIProviderNetworkManagement@MolinaHealthcare.com) or visit [MolinaHealthcare.com](http://MolinaHealthcare.com).

#### Register Now for Availity, Molina Healthcare's Inc. (Molina) Provider Portal

Learn how Molina is working with Availity at [availity.com/molinahealthcare](http://availity.com/molinahealthcare).