

UnitedHealthcare Community Plan of Wisconsin electronic visit verification requirements

Quick reference guide

Starting Jan. 1, 2024, as a participating UnitedHealthcare Community Plan of Wisconsin health care professionals you'll be required to use electronic visit verification (EVV) for covered home health and personal care services.



Home health care services requiring EVV

You're required to use EVV for the following home health care service codes:

- 92507
- 97139
- 97799
- 99504
- 99600
- S9123 and S9124
- T1001
- T1021
- T1502

You can find additional information in the Wisconsin Department of Health (DHS) ForwardHealth Update newsletter's 2023-40, [Home Health Care Services Electronic Visit Verification Soft Launch Announcement](#). DHS requires health care professionals providing home health and personal care services to use EVV to avoid claim denials and exclusion from future capitation rate setting.



Personal care services requiring EVV

You'll also use EVV for the personal care services you provide using the code 99509. See the DHS ForwardHealth Update 2023-41 newsletter's, [Nurse Supervisory Visit Service Code 99509 Will Require Use of an Electronic Visit Verification System](#) announcement for more information

Note: EVV is required by federal law. All states require EVV use to maintain full Medicaid funding.



Resources

For training and information, see the [UnitedHealthcare Electronic Visit Verification \(EVV\): Claims Edits](#) guide.

Questions? We're here to help.

Chat with a live advocate from the [UnitedHealthcare Provider Portal](#), 7 a.m.–7 p.m. CT. You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.