

Electronic visit verification

Effective May 1, 2023, the Department of Health Services (DHS) requires electronic visit verification (EVV) for Medicaid-covered personal care service. All personal care services are required to have a valid record on the EVV Visit File to qualify for reimbursement.

EVV Visit File required elements for claims processing:

1. Provider ID
2. Member ID
3. Procedure code
4. Date and time visit started
5. Date and time visit ended

Additional Anthem Blue Cross and Blue Shield (Anthem) required elements in the EVV Visit File:

1. Client Verified Times
2. Client Verified Service
3. Client Verified Tasks
4. Client Signature Available

Anthem does not recognize live-in workers at this time and therefore, does not recognize modifier KX.

Providers should ensure that a valid visit occurs prior to submitting any claims to the HMO.

Providers can access additional information:

[Electronic Visit Verification \(EVV\) | Wisconsin Department of Health Services](#)



Email is the quickest and most direct way to receive important information from Anthem Blue Cross and Blue Shield.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form ([anthem.ly/WImp](https://www.anthem.com/wi)).



<https://providers.anthem.com/wi>