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| **DEPARTMENT OF HEALTH SERVICES**Division of Medicaid ServicesF-03117 (12/2022) | **STATE OF WISCONSIN** |
| **IRIS ELECTRONIC VISIT VERIFICATION (EVV) SYSTEM OR POWER OUTAGE EXCEPTION NOTIFICATION** |
| **Wisconsin Department of Health Services (DHS) Policy:** When an electronic visit verification (EVV) system or power outage lasts longer than 24 hours and directly impacts a worker’s primary visit collection method (for example, mobile app, landline, or fixed verification device), DHS will allow an exception to EVV requirements. This exception applies to the state-provided EVV system (Sandata) as well as alternate EVV systems.This exception is intended for use in situations where an outage or system failure is widespread, impacting a significant portion of an agency’s service area or business (not one or two workers). Use of this exception is at a provider agency’s discretion. Providers may choose to manually enter missing EVV visit information once the system or power outage has been resolved.In the event of a system or power outage, IRIS provider agencies must notify the fiscal employer agent (FEA) to indicate they are utilizing the system or power outage exception to exempt the claim from EVV requirements when submitting their claim. **Instructions:** IRIS provider agencies that want to utilize the system or power outage exception to exempt a claim from EVV requirements must complete and submit this form to the applicable FEA. When submitting this form, IRIS provider agencies must also include any invoice that includes the date(s) of service to be exempted from EVV because of an extended system or power outage. |
| Provider Agency Name      |
| Date Outage Began | Time Outage Began |
|       |       |
| Date Outage Ended | Time Outage Ended |
|       |       |
| Description of Outage |
|       |
| Note: Provider agencies must be able to document proof of system failure or power outage upon request by DHS. Documentation should capture the date and time the outage began and ended, as well as the reason for the outage |