

# IRIS Consultants and Electronic Visit Verification



# Objectives

This presentation focuses on how the participant works with participant-hired workers (PHWs), and the IRIS (I Respect, I Self-Direct) consultant's (IC) role in Electronic Visit Verification (EVV). It does not include participants who choose services from a provider agency.

It does not include situations in which the Fiscal Employer Agency (FEA) is using an alternate EVV vendor.

# Objectives

- Provide an overview of EVV
- Define FEA role in EVV
- Define ICs' role in EVV
- Define participants' role in EVV
- Define PHWs role in EVV
- Provide the training plan for PHWs
- Questions and answers



# Key Terminology

- MVV—Mobile Visit Verification
- TVV—Telephonic Visit Verification
- FVV—Fixed Visit Verification
- Sandata EVV Portal—Online tool used by FEAs and provider agencies to view and edit EVV data from the DHS-provided solution
- Aggregator—Online tool used by FEAs and DHS to view EVV data, including alternate EVV vendors
- Alternate EVV system—An EVV solution other than the one provided by DHS



# EVV Overview

# What is EVV?

- EVV is a system that uses technology to verify that authorized services were provided.
- Through EVV, PHWs providing self-directed personal care (SDPC) or routine supportive home care services (in 2021) send visit data to an EVV vendor at the beginning and end of each visit using MVV, TVV, or FVV.

# EVV Federal Requirement

- The federal 21st Century Cures Act requires all states to implement EVV for Medicaid-covered personal care.
- The Centers for Medicare & Medicaid Services (CMS) will fine state programs if they do not implement EVV.
- CMS determined live-in workers are not required to use EVV.
- CMS determined states can require EVV for services provided in the community.

# Benefits of Implementing EVV

The federal government has cited these benefits of implementing EVV:

- Ensure the health and welfare of individuals choosing to receive personal care in their home by ensuring service delivery.
- Improve payment accuracy by using technology to match the data on claims with the data in service documentation.
- Reduce fraud and abuse by requiring verification of service delivery before claims are paid.



# Federally Required EVV Data

## 6 KEY DATA POINTS



**Who receives service**



**Where service is provided**



**Who provides service**

**Date of service**



**What service is provided**

**Time in/  
Time out**



# Methods of Collecting EVV Data

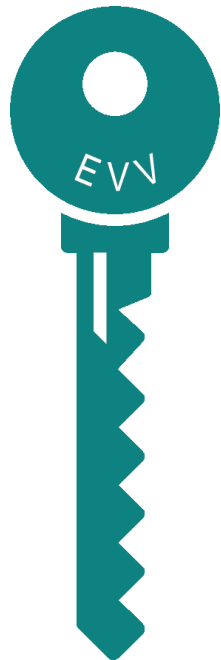
Technology Type	Internet at point of care?	Cell service at point of care?	Collects six key data points?
Mobile Visit Verification (MVV)	No	No	Yes
Telephonic Visit Verification (TVV)	No	No	Yes
Fixed Visit Verification (FVV) device	No	No	Yes

# Wisconsin's Guiding Principles

In Wisconsin, the Department of Health Services (DHS) is working to:

- Maintain service provision, including community integration.
- Support provider selection.
- Keep the participant's choice of employee.
- Ensure needed care is delivered.
- Ensure data is secure and compliant with the Health Insurance Portability and Accountability Act of 1996.
- Ensure EVV is minimally burdensome.

# IRIS Service Codes Requiring EVV



Service	Service Codes included for IRIS
Personal Care Services per 15 min.	T1019
Supportive Home Care per 15 min.	S5125 Starts January 2021 after waiver renewal
Supportive Home Care per day	S5126 Starts January 2021 after waiver renewal

# Soft Launch



**November 2, 2020**  
Soft Launch

The **soft launch** requires EVV use for Medicaid-covered personal care and routine supportive home care services:

- Employees will be required to use EVV during soft launch.
- FEAs will not deny timesheets due to absence of EVV data during soft launch.
- The soft launch will be a time to cooperatively overcome any initial hurdles.

# Hard Launch

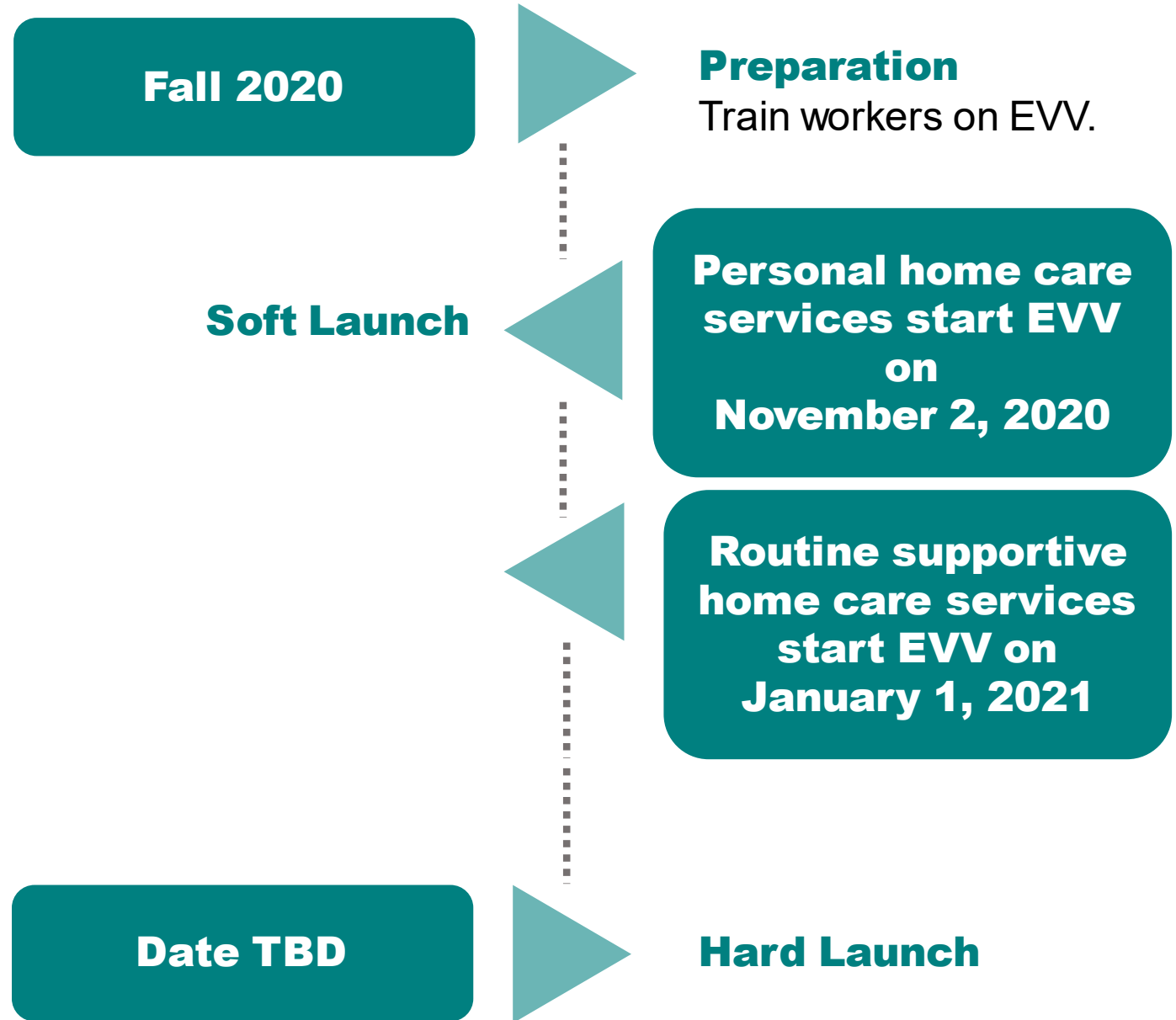


**Date To Be Determined**  
Hard Launch

The **hard launch** also requires personal care service and routine supportive home care timesheets to have a matching EVV record.

**IRIS** policy regarding hard launch will be provided at a later date.

# EVV Timeline





# FEA Role in EVV



# FEA Role in EVV

Similar to other FEA responsibilities:

- Process timesheets
- Process payroll
- Provide communication link to ICAs through the State case management system (Wisconsin's Self-Directed IT System (WISITS)) work requests

# FEA Role in EVV (Cont)

Additional responsibilities related to EVV:

- Enter PHWs to ForwardHealth Portal
- Verify live-in worker identification
- Give participants EVV check-in information for their PHWs' use
- Use Sandata EVV Portal to verify visits
- Communicate missing EVV information to participant/IC
- Link timesheet to verified visit in EVV
- Request FVV devices from Sandata, as needed



# IC Role in EVV

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Similar to other IC responsibilities:

- Ensure participant has information and resources to follow through on responsibilities
- Provide communication link to FEAs through the State case management system (WISITS) work requests
- Support participant program compliance
- Support participant in their role as employer
- Assist with onboarding paperwork

# IC Role in EVV (Cont)

Additional responsibilities related to EVV:

- Address questions about EVV
- Direct participants to EVV resources
- Follow up with compliance specific to EVV
- Transmit live-in worker validation to FEA
- Evaluate need for FVV device
  - Contact FEA for any FVV needs (see next slide)

# IC Role in EVV (Cont)

FVV devices may be requested from the FEA as a method of last resort if services are anticipated to be authorized for more than 60 days and:

- The participant does not have a landline (or fixed VoIP) home phone.
- The PHW does not have a smart phone or tablet device that would support the Sandata Mobile Connect (SMC) app for MVV data collection.
- The participant does not have a smart phone or tablet device that would support the SMC app for MVV data collection.
- The participant has a smart phone or tablet, but it is not available for EVV.



# Participant Role in EVV

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Similar to other participant responsibilities:

- Ensure services are provided as listed in Individual Support and Service Plan (ISSP), including choice of caregiver
- Hire and train workers
- Review and sign timesheets
- Ensure timesheets are submitted (paper or electronic)
- Address worker performance issues
- Communicate payroll and worker updates to FEA



# Participant Role in EVV (Cont)

Additional responsibilities related to EVV:

- Provide PHW email address to FEA
- Ensure EVV training for PHW
- Ensure PHW has check in information
- Communicate valid landline (or fixed VoIP) numbers to FEA, if using TVW
- Ensure check in/out is completed by worker for each shift
- Send EVV check in/out corrections to FEA in the same manner as timesheets
- Gather live-in validation information



# PHW Role in EVV

# PHW Role in EVV

Similar to other PHW responsibilities:

- Ensure appropriate care
- Develop in/out routines for shift
- Continue timesheets and other employee responsibilities
- Maintain same payroll routine

# PHW Role in EVV (Cont)

Additional responsibilities related to EVV:

- Access EVV training materials
- Add in check in/out steps
- Communicate with participant if corrections are needed



# Training and PHWs

# EVV Training

- ICs ensure participants (or their legal representatives) can access the training information their PHWs will need. Choices include:
  - Handouts to print or link to online
  - Presentations to print or link to online
  - Links to online videos
- Participants, as employers, train their PHWs using these resources.
  - Further resources for participants being developed.

# EVV Training (Cont)

ICs can help determine:

- What check in/out method(s) will work for the participant's and PHWs' needs?
- Are print or online materials needed?
- Did the FEA provide the needed information for checking in/out?
- Does the FEA have a preferred form for participants or PHWs to report corrections needed?
- For live-in PHWs, is appropriate validation of live-in status available?

# Training Resources

- EVV webpage at <https://www.dhs.wisconsin.gov/evv/index.htm>
  - Policy
  - Informational video
  - Informational flyer
  - Training Resources: <https://www.dhs.wisconsin.gov/evv/training.htm>
- IRIS and EVV: An Addition to the Participant Education Manual and Participant Handbook,  
<https://www.dhs.wisconsin.gov/publications/p02741.pdf>



# Training Resources (Cont)

- View demonstration videos:
  - MVV starting a visit
  - MVV completing a visit
  - TVV call in
  - TVV call out
  - FVV check in/out
  - Group visit: when more than one participant is receiving services from a worker at the same location and in the same timeframe

# Training Resources (Cont)

- The ForwardHealth Update containing EVV policy was published on July 22, 2020.

<https://www.forwardhealth.wi.gov/kw/pdf/2020-31.pdf>

- The ForwardHealth Update containing EVV training was published on July 22, 2020.

<https://www.forwardhealth.wi.gov/kw/pdf/2020-32.pdf>

# Resources

- EVV Customer Care at 833-931-2035
  - Monday–Friday, 7 a.m. – 6 p.m.
- Email support at [VDXC.ContactEVV@wisconsin.gov](mailto:VDXC.ContactEVV@wisconsin.gov)

# Questions

Email live webinar questions and comments to:

[dhsevv@dhs.wisconsin.gov](mailto:dhsevv@dhs.wisconsin.gov)

Ongoing, please use Wisconsin EVV Customer Care:

[VDXC.ContactEVV@wisconsin.gov](mailto:VDXC.ContactEVV@wisconsin.gov)





**Thank  
You**