



# Electronic Visit Verification: Guidance for IRIS Consultants



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Electronic visit verification (EVV) is a brief step for a non-live-in worker when they check in and out of their shift to make sure participants get their personal care or supportive home care services. EVV does not change participant care.

EVV is required for self-directed personal care services and routine supportive home care services (services provided under service codes S5125, S5126, T1019, and T1020).

In IRIS (Include, Respect, I Self-Direct), only verified participant-hired live-in workers are excluded from using an EVV system. To verify workers who meet the EVV definition for live-in:

- Participants and their live-in participant-hired worker must complete the [IRIS Participant-Hired Worker Relationship Identification](#) form, F-01201A, and provide proof of residence.
- Participants must confirm that the fiscal employer agency (FEA) has received required supporting documentation before listing a participant-hired worker as a live-in worker on an authorization.
- IRIS consultants must submit a service authorization listing the confirmed live-in worker with a KX modifier.

Live-in participant-hired workers are not required to capture EVV information. All other participant-hired workers must use an EVV system to collect information about the visit. If they fail to do so, the participant could be disenrolled from IRIS. A participant-hired worker who does not meet the EVV requirement risks being terminated.

## Where to direct participants with questions about an EVV system

For questions about the Wisconsin-provided EVV system (Sandata) or EVV in general, participants can contact Wisconsin EVV Customer Care by calling 833-931-2035 Monday–Friday, 7 a.m.–6 p.m. Central time or by emailing [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov).

For questions specific to the FEA's chosen EVV system, refer participants to their FEA listed below.

GT Independence	<ul style="list-style-type: none"> <li>Website: <a href="http://www.gtindependence.com/state/wisconsin/wi-evv/">www.gtindependence.com/state/wisconsin/wi-evv/</a></li> <li>Phone: 877-659-4500</li> <li>Email: <a href="mailto:customerservice@gtindependence.com">customerservice@gtindependence.com</a></li> </ul>
iLIFE	<ul style="list-style-type: none"> <li>Website: <a href="http://www.ilife.org/evv/evv-information-and-training/">www.ilife.org/evv/evv-information-and-training/</a></li> <li>iLIFE EVV Customer Care: 855-511-6443</li> <li>Email: <a href="mailto:IRIS.EVV@iLIFE.org">IRIS.EVV@iLIFE.org</a></li> </ul>
Premier	<ul style="list-style-type: none"> <li>Website: <a href="http://www.premier-fms.com/evv-electronic-visit-verification/">www.premier-fms.com/evv-electronic-visit-verification/</a></li> <li>Phone: 855-224-5810</li> <li>Email: <a href="mailto:etimesheets@premier-fms.com">etimesheets@premier-fms.com</a></li> </ul>

The following resources are available for yourself, workers, and IRIS participants:

- Informational video (three minutes): [www.youtube.com/watch?v=rt29rXY\\_td8](https://www.youtube.com/watch?v=rt29rXY_td8)
- Member flyer: [www.dhs.wisconsin.gov/library/p-02730.htm](http://www.dhs.wisconsin.gov/library/p-02730.htm)
- IRIS EVV webpage: [www.dhs.wisconsin.gov/evv/iris-evv.htm](http://www.dhs.wisconsin.gov/evv/iris-evv.htm)
- IRIS participant flyer: [www.dhs.wisconsin.gov/library/p-03113.htm](http://www.dhs.wisconsin.gov/library/p-03113.htm)
- IRIS Contact sheet: [www.dhs.wisconsin.gov/publications/p03485.pdf](http://www.dhs.wisconsin.gov/publications/p03485.pdf)

## First monthly contact that the participant's workers are not using an EVV system with a minimum of 80 percent accuracy (EVV worker accuracy can be found in the FEA compliance report.)

### During the monthly contact:

Ensure the participant understands the EVV requirements and EVV's impact on their enrollment in the IRIS program:

- In the IRIS program, the participant is considered the employer. Because of that, they are responsible for making sure their workers follow IRIS policy. EVV is part of that policy.
- If their participant-hired workers are not using an EVV system to collect information about the visit, the participant could be disenrolled from IRIS as outlined in IRIS EVV policy. If disenrolled, participants will need to choose another program to receive their care; however, all Medicaid programs require use of an EVV system due to federal law.

Ensure the participant knows how to talk to their workers about EVV and where to find EVV resources:

- Coach the participant to talk to their workers about the seriousness of EVV, what is required, and where to find EVV resources.
- Have resources readily available for the participant's FEA's EVV system.
- Confirm with the participant that their workers have the tools they need to log visits with an EVV system. This could include a landline, cell phone, tablet, or fixed visit verification (FVV) device depending on the EVV system used by the FEA.

Talk with the participant about how their workers are doing with EVV:

- Review the EVV compliance reporting information provided by the FEA, and share which workers have not been using an EVV system as required.
- If the participant's workers are not meeting EVV requirements next month, a risk agreement will be put in place. Make sure the participant understands that you will talk about this again next month.

Ask the participant questions such as:

- Do your workers know how to find EVV resources?
- Do your workers need any resources printed out?
- Do your workers know how to log visits in their EVV system?
- Do you have other questions about EVV?

Discuss the participant's plan if their workers do not use an EVV system as required:

- Will you end a worker's employment and hire a different worker?
- Will you decide to receive care in a different way (for example, through a provider agency that will hire your workers)?
- Will you choose to receive personal care from Medical Assistance Personal Care (MAPC) instead of IRIS?

After the visit:

- Document EVV conversations within the State's case management system.
- Communicate with iLIFE if the participant needs an FVV device.

## Second monthly contact in a row that participant's workers are not using an EVV system with a minimum of 80 percent accuracy (EVV worker accuracy can be found in the FEA compliance report.)

### During the monthly contact:

- Review the EVV compliance reporting information provided by the FEA, and share which workers have not been using an EVV system as required.
- Complete a risk agreement.
- Explain how the participant's enrollment in IRIS is at risk if EVV system use does not improve to at least 80 percent accuracy:
  - Once this documented situation has been resolved, the risk agreement can be ended.
  - The process will start over if a different situation arises.
- Remind participants that in the IRIS program, they are considered the employer. Because of that, they are responsible for making sure their workers follow IRIS policy. EVV is part of that policy.
- Remind the participant that if their participant-hired workers are not using an EVV system to collect information about the visit, the participant could be disenrolled from IRIS as outlined in IRIS EVV policy.
- Coach participants to talk to their workers about the seriousness of EVV, what is required, and where to find EVV resources.

Have resources readily available to share with the participant on the EVV system specific to the FEA they have chosen. Ask the participant questions such as:

- Do your workers know how to find these?
- Do they need any resources printed out?
- Do you have other questions about EVV?

Review available options to resolve EVV compliance concerns with the participant, such as:

- Firing a worker.
- Hiring a different worker.
- Switching to a provider agency to coordinate hiring your workers.
- Receiving personal care services through MAPC.
- Disenrolling from IRIS and receiving care through another program. All Medicaid programs require use of an EVV system due to federal law.

After the visit, document EVV conversations within the state's case management system.



## Third monthly contact in a row that the participant's workers are not using an EVV system with a minimum of 80 percent accuracy (EVV worker accuracy can be found in the FEA compliance report.)

During the monthly contact:

- Review the EVV compliance reporting information provided by the FEA, and share which workers have not been using an EVV system as required with the participant.
- Review the risk agreement created during the previous monthly contact. Confirm the participant's final decision on whether to hire a different participant-hired worker, use a provider agency, or switch to receiving personal care from MAPC instead of IRIS.
- Remind the participant that if their workers do not use an EVV system to at least 80 percent accuracy by the next month's meeting, they will be referred for involuntary disenrollment because their workers did not comply with IRIS EVV policy. If disenrolled, they will need to choose another program to receive their care. All Medicaid programs require use of an EVV system.
- Coach participants to talk to their workers about the seriousness of EVV and what is required.

Have resources readily available to share with the participant on the EVV system specific to the FEA they have chosen. Ask the participant questions such as:

- Do your workers know how to find the resources?
- Do they need any resources printed out?
- Do you have other questions about EVV?

After the visit, document EVV conversations within the state's case management system.



## Fourth monthly contact in a row that the participant's workers are not using an EVV system with a minimum of 80 percent accuracy (EVV worker accuracy can be found in the FEA compliance report.)

If the steps listed above have not resulted in a worker using EVV as required (at least 80 percent accuracy) and the participant:

**Has started the process** of hiring a provider agency or hiring a new participant-hired worker, continue to assist as needed through this change.

**Has not switched** to using a provider agency, receiving services through MAPC, or hiring a different participant-hired worker, inform them that you will be moving forward with the process for disenrollment at this time. Follow the standard involuntary disenrollment process. Inform the participant that they will need to work with their local Aging and Disability Resource Center to find a different option for the care they need.

