

Electronic Visit Verification in IRIS

Important Information for IRIS Participants

Electronic visit verification (EVV) is a needed step for workers to do when they check in and out of a visit. EVV makes sure participants get the services they need. It will not change your care.

The Wisconsin Department of Health Services needs you and your participant-hired workers (except live-in workers) to follow this federal requirement so you can:

- Remain enrolled in IRIS.
- Continue to hire your workers directly.
- Keep the care you need.

Who has to use EVV?

EVV is required by the U.S. government in all Medicaid programs for personal care and supportive home care services. In IRIS (Include, Respect, I Self-Direct), only live-in workers do not have to use an EVV system.

You will no longer meet IRIS program requirements if your participant-hired workers are not using an EVV system as required by May 1, 2023. If you are not meeting program requirements, you will eventually be disenrolled from the IRIS program and your IRIS services will end. You can read more in the IRIS EVV Policy (P-03053) at www.dhs.wisconsin.gov/library/collection/p-03053. Workers will continue to be paid for hours worked up to the date of disenrollment.

If my worker lives with me, do they have to use EVV?

No, verified live-in workers do not have to use EVV. Your IRIS consultant can help you submit the paperwork needed for live-in workers. You can find more information about live-in workers in the IRIS EVV Policy (P-03053) at www.dhs.wisconsin.gov/library/collection/p-03053.

What is my role in EVV?

In the IRIS program, you, the participant, are your workers' employer. Because of that, you are responsible for making sure your workers follow IRIS policy. EVV is part of that policy. If your workers haven't started using an EVV system yet, they should start now.

How do I know if my workers are using an EVV system?

Talk with your workers when they arrive for their visit. Ask if they are using an EVV system to capture the required visit information. Remind them to check in and out of their visit using EVV.

Your IRIS consultant will share EVV information with you during each monthly contact. If your workers are not regularly using an EVV system, your IRIS consultant will let you know. They will help you follow IRIS policy.

How do I help my worker use EVV correctly?

- Ask if your worker checked in and out for every visit.
- If your worker made a mistake when entering information in the EVV system, remind them to use the fiscal employer agency's (FEA) correction process.
- Provide EVV training materials and resources. Your IRIS consultant can help you find these resources.
- Review EVV information from your FEA with your worker. This may include the FEA's website and mailings.
- Remind your worker to contact the FEA if they need EVV ID information.
- Talk with your IRIS consultant about how your worker is doing during your monthly contact. Your IRIS consultant will have this information ready to share at each meeting.

How will my IRIS consultant help?

When does it happen?	What happens?	What can you do?
First monthly contact that your worker is not using an EVV system as required	Your IRIS consultant will help you find training resources your worker needs and get you ready to talk to your worker about the seriousness of EVV and what is required.	<ul style="list-style-type: none"> Meet with your worker. Make sure they have the information they need. Tell them EVV is required in their job. Tell them you may lose IRIS enrollment if they don't use EVV.
Second monthly contact in a row that your worker is not using an EVV system as required	Your IRIS consultant will complete a participant risk agreement . This is a warning that your IRIS enrollment is at risk. Your consultant can help you understand your choices.	<p>You can ask your IRIS consultant about your choices. These might include:</p> <ul style="list-style-type: none"> Hiring a different worker. Firing a worker. Hiring a provider agency. Receiving personal care services through fee-for-service Medical Assistance Personal Care (also known as MAPC) instead of IRIS.
Third monthly contact in a row that your worker is not using an EVV system as required	Your IRIS consultant will ask what choice you made and what you will do next.	<p>You should finalize your decision. This might include:</p> <ul style="list-style-type: none"> Hiring a different worker. Firing a worker. Hiring a provider agency. Receiving personal care services through fee-for-service MAPC.
Fourth monthly contact in a row that your worker is not using an EVV system as required	Your IRIS consultant will disenroll you from IRIS. You will need to receive Medicaid long-term care services from a different program.	You can work with your local Aging and Disability Resource Center (ADRC) to find a different option for the care you need.

Where can I get help?

- Contact your FEA.
- Talk to your IRIS consultant during your monthly contact.
- Read more on the IRIS EVV website at www.dhs.wisconsin.gov/evv/iris-evv.htm.

FEA	Contact Information
GT Independence	<ul style="list-style-type: none"> Website: www.gtindependence.com/state/wisconsin/wi-evv/ Phone: 877-659-4500 Email: customerservice@gtindependence.com
iLIFE	<ul style="list-style-type: none"> Website: www.ilife.org/ iLIFE EVV Customer Care: 855-511-6443 Email: IRIS.EVV@iLIFE.org
Outreach	<ul style="list-style-type: none"> Website: www.acumenfiscalagent.com/wisconsin/ Phone: 877-901-5826 Email: outreach.wi@outreachfiscalagent.com
Premier	<ul style="list-style-type: none"> Website: www.premier-fms.com Phone: 855-224-5810 Email: etimesheets@premier-fms.com