

Electronic Visit Verification

Unlocking EVV Podcast #4 Transcript

Sheila: Hello, my name is Sheila Itzen, I'm a Wisconsin Provider Training Representative, and I'll be your host today. I'd like to welcome you to our Wisconsin podcast series, "*Unlocking EVV*". Joining us is Wisconsin EVV subject matter expert Amy Chartier, IRIS (Include, Respect, I Self-Direct) Policy Manager with the Department of Medicaid Services. Amy, would you share with us a little bit about your role with the electronic visit verification (or EVV) project?

Amy: *Thanks so much Sheila; I am glad to be here with you. I've been involved with the EVV project since 2019, and I've helped with the implementation of EVV specific to the IRIS program.*

Sheila: We are so glad that you could join us today. We've introduced these podcasts as another platform to respond to questions about EVV. We understand that folks may have questions about EVV requirements and how it fits into their IRIS plan of care. For this IRIS-specific podcast, we've invited Amy to help us better understand the world of electronic visit verification.

Amy: *Well, this is a new program, and it can feel pretty overwhelming. I'm happy to have a chance to answer questions about EVV and how it works.*

Sheila: As I mentioned, today's podcast is dedicated to how EVV works with IRIS participants. Amy, let's start with an understanding of what EVV is.

Amy: *Sure, EVV is an electronic system that uses technologies to confirm that the authorized services were actually provided. It's required when Medicaid pays for personal care and routine supportive home care services.*

Through EVV, a workers providing personal care services or routine supportive home care services sends visit data to the EVV vendor, at the beginning and end of each of their shifts. Workers can use a mobile phone or tablet application, a landline phone, or a fixed verification device in the participant's home to capture EVV information.

Sheila: What kind of EVV information is gathered for a visit?

Amy: *The federal requirement is to collect six key data points:*

- *Who is receiving the service*
- *Who is providing the service*
- *What service is provided*
- *Where the service is provided*
- *The date the service was provided*
- *And the worker's time in and time out*

It's also helpful to know EVV identifies the worker's location at the start and end of their shift. EVV will not track the participant or their worker throughout that shift.

Sheila: Amy, some have wondered how this new requirement may affect their care. Can you respond to that?

Amy: *Yes. EVV does not change the participant's services. The participant will keep their service, their choice of worker and the services they need, EVV is a brief step for the workers at the beginning and the end of each of their shifts.*

Sheila: In the IRIS program, which services require EVV?

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Amy: *EVV is required for our self-directed personal care and routine supportive home care services. It's also required when a participant chooses to use an agency for personal care services. In IRIS, the following service codes are required for EVV.*

- *T1019, Personal care services, per 15 minutes.*
- *S5125, Routine supportive home care services, per 15 minutes.*
- *And S5126, Routine supportive home care services; per day.*

And, it's important to know that routine supportive home care services and self-directed personal care services that bill in a 15-minute increment only require the workers to check in and check out at the beginning and end of their shift.

Sheila: Thank you for providing that overview. Are there differences in how EVV works within the IRIS program?

Amy: *Yes, the key difference with EVV is how the IRIS worker is hired.*

Sheila: Okay, let's review those differences by starting with IRIS participants who use a provider agency for their services. What do they need to know?

Amy: *IRIS participants can choose to hire their own worker or choose to hire a provider agency. When the participant hires a provider agency, the agency is responsible for training their workers to use EVV. Participants who work with a provider agency do not need to do anything new to be compliant with EVV. That's all taken care of by the provider agency.*

Sheila: And, what responsibilities do participants who hire their own workers have?

Amy: *Participant-hired workers who don't live with the participant and provide self-directed personal care or routine supportive home care services will need to use EVV. Participants will need to make sure their non-live-in participant-hired workers understand and follow EVV requirements.*

Sheila: Mmm. So what does that mean specifically?

Amy: *That would include making sure their workers are trained and that they clock in and out of each shift using EVV. The fiscal employer agency should let both the participant and the worker know where they can go for those training materials and more information.*

Sheila: If a participant-hired worker lives with the participant, are they required to use EVV?

Amy: *No, participant-hired workers who live with the participant will not need to use EVV.*

Sheila: Amy, what's a simple definition of a live-in worker?

Amy: *So, this would be a worker who either permanently lives in the same residence with the participant or a worker who is a relative and lives in an attached two-residence dwelling with the participant.*

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Sheila: Okay, let's see if I understand this. An example of a live-in would be an adult brother who lives on one side of a duplex to support his sister who lives on the other side of the duplex.

Amy: You got it, Sheila!

Sheila: Great! I also understand there is a relationship form that identifies a live-in worker with IRIS. Is that same form being used?

Amy: *The relationship form is still being used, but we have updated it. The updated [IRIS Participant-Hired Worker Relationship Identification form, F-01201A](#) is available on the DHS IRIS website under Forms. We're asking participants to use the updated form for any authorizations after March 1, 2021. The form and accompanying documents need to be submitted to the participant's fiscal employer agency.*

Sheila: Amy, this has been a lot of great information. May I ask a few more questions?

Amy: *Absolutely, Sheila.*

Sheila: Thank you. A question we often hear is how do I know who my IRIS fiscal employer agency is?

Amy: *Your fiscal employer agency is the agency who pays your IRIS workers. There are four fiscal employer agencies. They include iLife, GT Independence, Outreach, and Premier.*

Sheila: We've heard some concerns about workers being paid. How can a participant ensure that their workers will still be paid?

Amy: *The most important thing participants can take away is to continue using the current time reporting requirements. EVV does not change or replace the current time reporting systems.*

Sheila: Okay, I have one more question. Where can IRIS participants and workers learn more or get help with EVV?

Amy: *There are several great resources. The DHS EVV website has an [EVV training page](#) and a [page specific to IRIS](#). You can also reach out to your IRIS consultant, fiscal employer agency, or the Department of Health Services EVV Customer Care team.*

Sheila: Amy, we really appreciate your time and thank you for sharing all of this information with us. Before we end today's podcast, do you have any last thoughts to share with us?

Amy: *Yes. DHS is committed to maintaining services and providing the needed care. This is always our top priority. We continue to work closely with our IRIS consultant agencies and our fiscal employer agencies, and they join us in this commitment. EVV is a federal requirement that had to be started by January 1, 2021. If we missed that deadline, we would have lost significant federal funding. We know that EVV requires extra steps for workers and participants, but we believe that EVV will help protect our participants and make*

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sure they're getting the care they need.

Sheila: Again, thank you for being here with us today.

Amy: *Thanks so much for having me.*

Sheila: For all that joined our podcast today, we will continue to share insights and information to successfully implement EVV in Wisconsin. For more information, visit our website - [dhs.Wisconsin.gov/EVV](https://dhs.wisconsin.gov/EVV).

Thank you for joining us today and learning more about the Wisconsin EVV program.

“Together we are the key that will unlock EVV.”