



IRIS and Electronic Visit Verification

An Addition to the Participant Education Manual and Participant Handbook



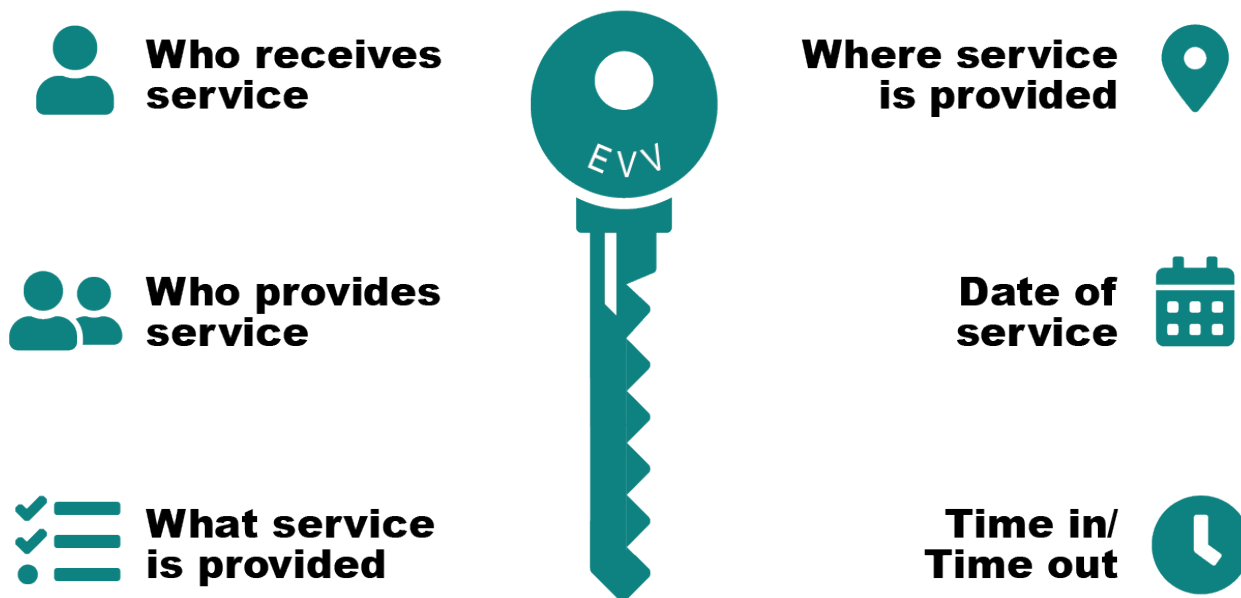
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What is electronic visit verification?

The federal 21st Century Cures Act requires states to begin using electronic visit verification (EVV) for Medicaid-funded personal care services. This means there must be an electronic way to collect six required pieces of information about each personal care and routine supportive home care visit.

6 KEY DATA POINTS



All states have to follow this law. Wisconsin must follow this federal rule or have less funding for programs.

The required use of this system does not mean that you are doing anything wrong or that you are in trouble. It is to ensure that your care needs are being met.

IRIS participants who choose services from a provider agency will not need to train workers for EVV. The provider agency will manage the EVV requirements. These participants do not need to take any action.

The Wisconsin Department of Health Services values you and the services you are receiving. EVV will not change your care. You will:

- Keep your services.
- Keep your choice of worker.
- Keep the care you need.

Who will need to use EVV?

Visits that include personal care services and routine supportive home care services are required to use EVV. In IRIS (Include, Respect, I Self-Direct), participant-hired live-in workers are not required to use EVV. If a participant's worker lives with them, that worker will not have to use EVV.

You may have a live-in worker as well as other participant-hired workers. The other participant-hired workers (those who do not live with the participant) **will** need to use EVV. As the employer, you will need to make sure these workers are trained to use EVV.

Non-live-in participant-hired workers providing the following services will need to use EVV:

- Personal care services per 15 minutes (T1019)
- Routine supportive home care per 15 minutes (S5125)
- Routine supportive home care per day (S5126)

How is EVV information collected?



The Department of Health Services provides one possible EVV solution. Your fiscal employer agency may choose to use this system, or they can use an alternate EVV system.

This brief informational video introduces EVV.

https://www.youtube.com/watch?v=rt29rXY_td8&feature=emb_logo

Department of Health Services' System

Your participant-hired workers will use EVV to check in and out at the start and end of their visit. They may do this with a free mobile phone app, a landline, or a small digital device that you place in your home. None of these technologies requires Wi-Fi or cell service at your home. **If your fiscal employer agency is using a different EVV system, please see the “Alternate EVV System” section. Their technology options may be different.**

EVV identifies the worker's location at the start and end of the shift only. EVV will not follow or track you or your worker. EVV will only show where the worker is when they start and end their shift.

If you need help right away, the participant-hired worker should provide the care and then check in with EVV.

If you have questions, please contact EVV Customer Care at 833-931-2035 or vdxc.contactevv@wisconsin.gov.

Alternate EVV System

If your fiscal employer agency is using an alternate EVV system, they will let you know how it will work. They will also let you know about training opportunities for you and your participant-hired workers. If you have questions, please contact your fiscal employer agency. EVV Customer Care can help you find the proper contact information if you are unsure.

What are my responsibilities as an employer?

As an employer, you will need to make sure your participant-hired workers follow the rules. That includes making sure they check in and out of each visit with EVV.

What responsibilities are the same with EVV?	What responsibilities change with EVV?
<ul style="list-style-type: none">• Hire and train participant-hired workers.• Make sure participant-hired workers have good work habits.• Communicate payroll and worker updates to your fiscal employer agency.• Review and sign timecards.• Submit required paperwork for participant-hired workers.	<ul style="list-style-type: none">• Ensure participant-hired workers get EVV training.• Ensure EVV check in and out is completed by participant-hired workers at the beginning and end of each visit.• Send any EVV check in and out corrections to your fiscal employer agency in the same way as timecards.

EVV started November 2, 2020. This is the start of the “soft launch” of EVV. The soft launch offers time and support for IRIS participants, workers, and others to learn the new process. Everyone can build good habits during this time.

You should make sure your participant-hired workers use EVV.

Your participant-hired workers will need to have access to either a smart phone or tablet or your landline phone to check in and out. The cost of these items, and any data or landline charges, is not reimbursable. If a smart phone, tablet, or landline phone is not available, you should work with your IRIS consultant. They may help you request a Fixed Visit Verification device.

The Department of Health Services will begin a “hard launch” of EVV at a later date. The IRIS program will announce more about this later.

Will my participant-hired workers still be paid?

Yes. The most important step you can take to make sure your participant-hired workers get paid is to submit their time the way your fiscal employer agency requires.

How will workers be trained?

If your fiscal employer agency is using the Department of Health Services' EVV system, there are online resources for you to share with participant-hired workers. Topics include:

- How workers can check in and check out
- How to document corrections to check-in and check-out information
- How these corrections are submitted to your fiscal employer agency

You are responsible for ensuring workers are trained on how to use EVV. They can use the online resources, including videos and instructions, to learn on their own. These resources can also be printed out and mailed. Your IRIS consultant can help you locate the training materials if needed.

If your fiscal employer agency is using an alternate EVV system, they will provide you with training resources.

What will participant-hired workers need to know?

Participant-hired workers who are NOT live-ins need to know how to:

- Check in and out using the free Mobile Visit Verification app.
- Check in and out using Telephone Visit Verification and a landline phone.
- Check in and out using Fixed Visit Verification with a small device.
- Document an inaccurate check in or check out.

What will my live-in worker need to do?

Participant-hired live-in workers are not required to use EVV. In order to be excluded from EVV, these live-in workers will need to show proof that they live with you. They should provide this information when they are hired and at the time of your annual plan renewal. Your IRIS consultant can help you with the IRIS Participant-Hired Worker Relationship Identification form, [F-01201A](#), for this.

How can I find out more?

Your IRIS consultant is one resource for EVV. You can also find information on the Department of Health Services website at <https://www.dhs.wisconsin.gov/evv/iris-evv.htm>.

For all other questions, you can contact Wisconsin EVV Customer Care:

Phone: 833-931-2035

Email: VDXC.ContactEVV@Wisconsin.gov

Hours: 7 a.m.–6 p.m. CST, Monday through Friday