

# 20/20 Vision for 11/02/20: Electronic Visit Verification

Self-Determination  
Conference  
October 2020



# What we're covering

Use this information if:

- You are an IRIS participant.
- Your fiscal employer agency is using the DHS-provided EVV system from Sandata.
- You have participant-hired workers who are **not** live-in workers.
- You use personal care services or routine supportive home care services.



# What we're covering (continued)

- What is Electronic Visit Verification (EVV)?
- What does a visit using EVV look like?
- What are my responsibilities as an employer?
- What does the Fiscal Employer Agency do in EVV?
- What does my IRIS consultant do in EVV?
- What will participant-hired workers need to know?
- How can I find out more?
- Your questions

# Terms you might hear

- MVV—Mobile Visit Verification
- TVV—Telephonic Visit Verification
- FVV—Fixed Visit Verification
- Sandata EVV Portal—Online tool used by fiscal employer agencies and provider agencies to view and correct EVV information





**What is EVV?**

# What is EVV?

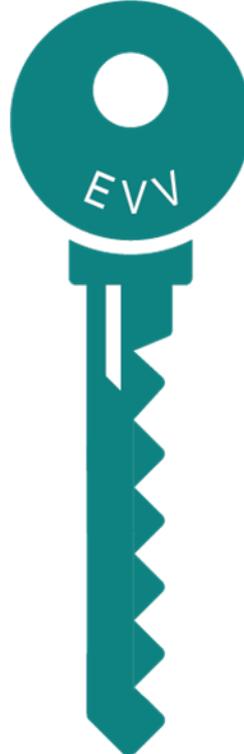
- The federal 21<sup>st</sup> Century Cures Act requires states to begin using EVV for Medicaid-funded personal care services.
- Wisconsin must follow this federal rule or have less funding for programs.
- EVV uses technology to make sure participants get their personal care or supportive home care services.
- This means there must be an electronic way to collect six required pieces of information about each personal care visit.

# What is EVV? (Cont.)

## 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**



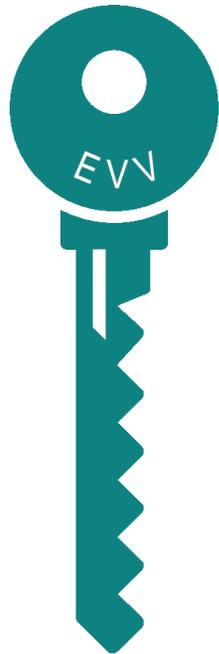
# Does EVV change my care?

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

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

# Who will need to use EVV?

- Participant-hired live-in workers will **not** need to use EVV.
- Other participant-hired workers providing the following services will need to use EVV:



Service	Service Codes included for IRIS
Personal Care Services per 15 min.	T1019 Starts November 2, 2020
Supportive Home Care per 15 min.	S5125 Starts January 1, 2021
Supportive Home Care per day	S5126 Starts January 1, 2021

# How is EVV information collected?

- The Wisconsin Department of Health Services provides the EVV solution from a company called Sandata.
- The worker checks in at the start of their shift, and out at the end of the shift
- EVV identifies the worker's location at the start and end of the shift only, when they check in and out.
- If you need help right away, the worker should provide the care and then check in with EVV.

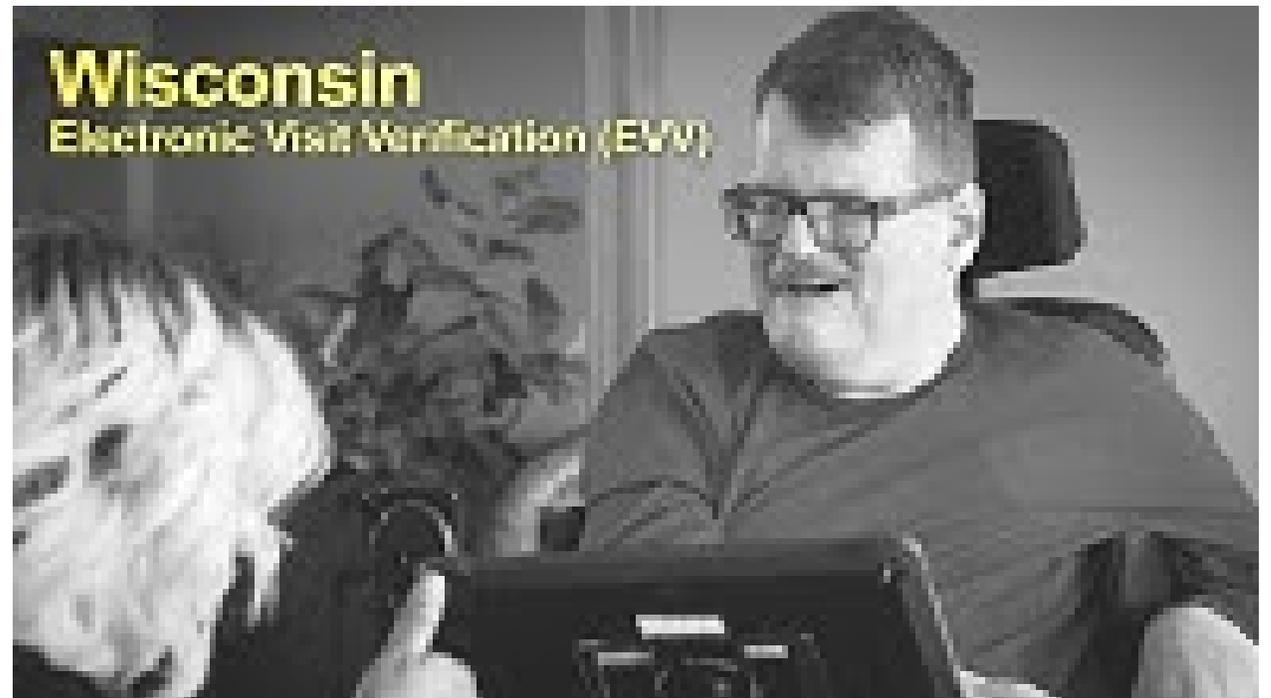
# Does EVV need internet or wi-fi?

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

# How does EVV work?

This informational video introduces EVV:

[https://www.youtube.com/watch?v=rt29rXY\\_td8&feature=emb\\_logo](https://www.youtube.com/watch?v=rt29rXY_td8&feature=emb_logo)



# When does this happen?



**November 2, 2020**  
Soft Launch

EVV starts 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.
- Participant-hired workers for personal care services will start using EVV on November 2, 2020.
- Participant-hired workers for routine supportive home care services will start using EVV on January 1, 2021.

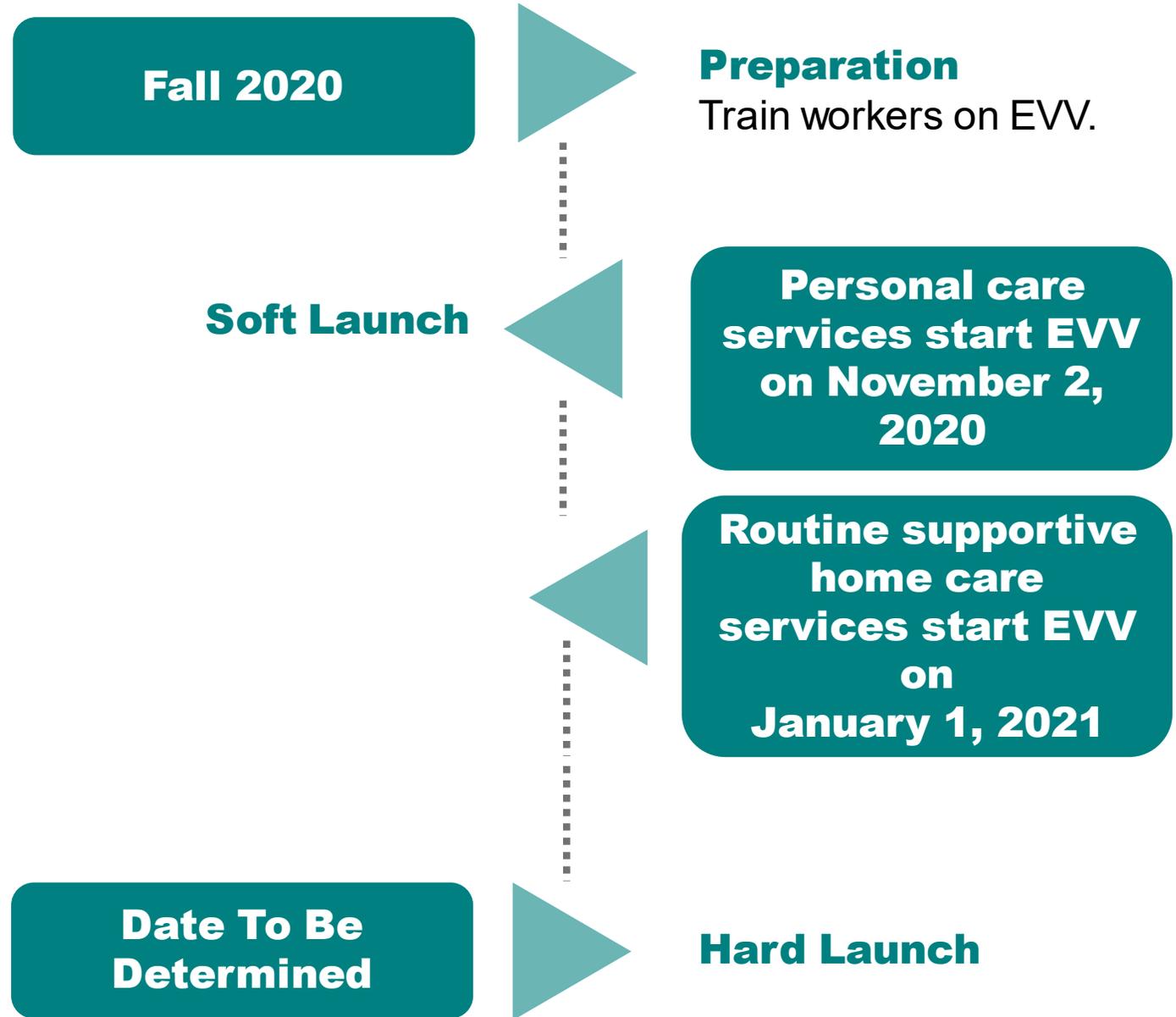
# When does this happen? (Continued)



**Date To Be Determined**  
Hard Launch

More information about the hard launch will be provided at a later date.

# When does this happen?





**What are my  
responsibilities  
as an employer?**

# Participant Role in EVV

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
- Submit timesheets (paper or electronic)
- Address worker performance issues
- Communicate payroll and worker updates to the fiscal employer agency

# Participant Role in EVV (Cont.)

Additional responsibilities related to EVV:

- Ensure participant-hired workers are trained on how to access EVV
- Ensure participant-hired workers have check in information
- Ensure participant-hired workers have provided the fiscal employer agency with their email address
- Communicate valid landline numbers to fiscal employer agency, if using TVV
- Ensure check in/out is completed by worker for each shift
- Send EVV check in/out corrections to fiscal employer agency in the same manner as timesheets



**What does the  
Fiscal Employer  
Agency do in  
EVV?**

# FEA Role in EVV

Similar to other fiscal employer agency responsibilities:

- Process timesheets
- Process payroll
- Communicate with the IRIS consultants

# FEA Role in EVV (Cont.)

Additional responsibilities related to EVV:

- Enter participant-hired workers to the system
- Provide participants with EVV check-in information their participant-hired workers will use
- Communicate missing EVV information to participant and IRIS consultant



**What does the  
IRIS consultant  
do in EVV?**

# ICA Role in EVV

Similar to other IRIS consultant responsibilities:

- Ensure participant has information and resources to follow through on responsibilities
- Support participant to be consistent with program expectations
- Communicate with fiscal employer agencies
- Support participant in their role as employer
- Assist with onboarding paperwork

# ICA 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
- Evaluate need for FVV device
  - Contact fiscal employer agency for any FVV needs



**What will  
participant-  
hired workers  
need to know?**

# PHWs' Role in EVV

Similar to other participant-hired workers responsibilities:

- Provide services as contracted
- Develop in/out routines for shift
- Continue timesheets and other employee responsibilities
- Maintain same payroll routine

# PHWs' Role in EVV (Cont.)

Additional responsibilities related to EVV:

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

# EVV Training

- IRIS consultants ensure participants (or their legal representatives) can access the training information their participant-hired workers 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 participant-hired workers using these resources.

# EVV Training (Cont)

IRIS consultants can help determine:

- What check in/out method(s) will work for the participant's and participant-hired workers' needs?
- Are print or online materials needed?
- Does the fiscal employer agency have a preferred form for participants or participant-hired workers to report corrections needed?
- Did the fiscal employer agency provide the needed information for checking in/out?



**How can I find out more?**

# Resources

- IRIS EVV webpage  
<https://www.dhs.wisconsin.gov/evv/iris-evv.htm>
- IRIS and EVV: An Addition to the Participant Education Manual and Participant Handbook,  
<https://www.dhs.wisconsin.gov/publications/p02741.pdf>



# Resources (Cont.)

- 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)

# Your questions





**Thank  
You**