

Electronic Visit Verification in IRIS

Electronic visit verification (EVV) is a brief step for a worker when they check in and out for their shift. EVV is federally required in all Medicaid programs for personal care (T1019) and routine supportive home care (S5125, S5126) services. In IRIS (Include, Respect, I Self-Direct), only live-in workers are excluded from EVV use.

The Wisconsin Department of Health Services wants you and your participant-hired workers to follow this federal requirement so you can:

- Remain enrolled in IRIS.
- Continue to hire your workers directly.

Each month, after the start of hard launch, your IRIS consultant will let you know if your non-live-in workers are using EVV as required. If they are not, your IRIS consultant will assist you in following IRIS EVV policy.

After four months of not following IRIS EVV requirements, participants lose IRIS services. **If any of your workers aren't using EVV as required, this is what will happen:**

First month after hard launch that EVV is not used as required:

- Your IRIS consultant will remind you how to find the training resources your worker needs.
- The consultant can help coach you so you are ready to meet and talk with your worker.
 - Make sure they have the information they need to use EVV.
 - Tell them EVV is required in their job.

Second month in a row that EVV is not used as required:

- Your IRIS consultant will complete an EVV risk agreement. You will be notified that your IRIS enrollment is at risk.
- Your consultant can help you understand your choices, which might include:
 - Hiring a different worker
 - Firing a worker
 - Using a provider agency
 - Receiving personal care services through fee-for-service Medical Assistance Personal Care*

Third month in a row that EVV is not used as required:

- Your IRIS consultant will ask what choice you made and what you will do next.
- You should finalize your decision, which might include:
 - Hiring a different worker
 - Firing a worker
 - Using a provider agency
 - Receiving personal care services through fee-for-service Medical Assistance Personal Care*

First month after hard launch that EVV is not used as required:

- Your IRIS consultant will disenroll you from IRIS. You will need to enroll in a different Medicaid program.*
- You can work with your local Aging and Disability Resource Center to find a different option to get the care you need.*

* **All personal care and routine supportive home care paid by Medicaid require EVV. This does not change if you use a non-IRIS program.**

Where can I get help?

You can find more information about EVV:

- ✓ From your IRIS consultant
- ✓ From your fiscal employer agency:

Fiscal Employer Agency	Electronic Visit Verification Website and Customer Service
GT Independence	<ul style="list-style-type: none">• Website: https://gtindependence.com/resources-and-tools/app/• Phone: (877) 659-4500• Email: customerservice@gtindependence.com
iLIFE Financial Management Services	<ul style="list-style-type: none">• Website: https://www.ilifefinancialmanagement.com/EVV.htm• Phone: (888) 800-5599• Email: IRIS.EVV@ilifefms.com
Outreach Health	<ul style="list-style-type: none">• Website: https://outreachhealth.com/wi/• Phone: (877) 901-5827• Email: outreach.wi@outreachhealth.com
Premier Financial Management Services	<ul style="list-style-type: none">• Website: https://premier-fms.com• Phone: (855) 224-5810• Email: etimesheets@premier-fms.com

- ✓ On the Department of Health Services website at <https://www.dhs.wisconsin.gov/evv/iris-evv.htm>
- ✓ From the Department of Health Services' EVV Customer Care:
 - Email: vdxcontactevv@wisconsin.gov
 - Phone: 833-931-2035
 - Hours: Monday–Friday, 7 a.m.–6 p.m.
- ✓ In the IRIS EVV Policy, <https://www.dhs.wisconsin.gov/publications/p03053.pdf>