

Who to Contact for Help With Electronic Visit Verification

Who do I contact?	What can they help me with?	What's their contact information?
Your fiscal employer agency (FEA)	<ul style="list-style-type: none"> Explain your role in electronic visit verification (EVV) and why it's required. Answer EVV system questions (For example, trouble with using an EVV system, logging a visit, password resets or EVV ID information, making corrections, fixing incorrect punches or errors). Let you know where to find EVV training and resources. Discuss which workers are required to use EVV. Provide EVV set-up information for non-live-in participant-hired workers. Answer worker questions about EVV. Answer payroll and timesheet questions. 	<p>Acumen/Outreach: acumenfiscalagent.com/state/wisconsin/</p> <ul style="list-style-type: none"> 877-901-5826 Email: outreach.wi@outreachfiscalagent.com Monday–Friday 8 a.m.–4:30 p.m. CT <p>GT Independence: gtindependence.com/state/wisconsin/wi-evv/</p> <ul style="list-style-type: none"> 877-659-4500 Email: customerservice@gtindependence.com Monday–Friday 7 a.m.–5 p.m. CT <p>iLIFE: ilife.org/evv/evv-information-and-training/</p> <ul style="list-style-type: none"> 855-511-6443 Email: IRIS.EVV@iLIFE.org Monday–Friday 8:30 a.m.–4:30 p.m. CT <p>Premier: premier-fms.com/evv/evv-resources/</p> <ul style="list-style-type: none"> 855-224-5810 Email: etimesheets@premier-fms.com Monday–Friday 8 a.m.–4:30 p.m. CT
Your IRIS Consultant	<ul style="list-style-type: none"> Explain your role in EVV and why it's required. Discuss EVV's impact on your enrollment in the IRIS program. Let you know which workers are required to use EVV. Share how your workers are doing with EVV. Let you know where to find EVV training and resources. Practice how to talk with workers about the seriousness of EVV, what is required, and your options if your worker doesn't capture visit information using EVV. Discuss the IRIS grace period with new IRIS participants. 	<p>Advocates4U:</p> <ul style="list-style-type: none"> 877-739-2203 Email: info@irisadvocates4u.org <p>First Person Care Consultants:</p> <ul style="list-style-type: none"> 414-336-2448 Email: info@firstperson.org <p>Lutheran Social Services Connections:</p> <ul style="list-style-type: none"> 844-520-1712 Email: connections@lsswis.org <p>Midstate Independent Living Choices, Inc.:</p> <ul style="list-style-type: none"> 800-382-8484 Email: milc@milc-inc.org <p>Progressive Community Services, Inc.:</p> <ul style="list-style-type: none"> Customer service: 833-487-8826 General: 608-848-8305 Email: information@pcsdane.org <p>TMG:</p> <ul style="list-style-type: none"> 844-864-8987 Email: info@tmgwisconsin.com
Wisconsin EVV Customer Care	<ul style="list-style-type: none"> Answer general questions about EVV and why it's required. Let you know which workers are required to use EVV. Share how your workers are doing with EVV. 	<p>Wisconsin EVV Customer Care:</p> <ul style="list-style-type: none"> 833-931-2035 Email: vdxc.contactevv@wisconsin.gov Monday–Friday 7 a.m.–6 p.m. CT
Your IRIS Ombudsman	Listen to your concerns, and help you solve problems that come up.	<p>Disability Rights Wisconsin (for participants ages 18-59):</p> <ul style="list-style-type: none"> 800-928-8778 TTY: 888-758-6049 Email: info@drwi.org <p>Board on Aging and Long-Term Care (for participants ages 60 and above):</p> <ul style="list-style-type: none"> 800-815-0015 Email: BOALTC@wisconsin.gov
IRIS Complaints and Grievances Hotline	Communicate unresolved issues to the Wisconsin Department of Health Services.	<p>IRIS Complaints and Grievances Hotline:</p> <ul style="list-style-type: none"> 888-203-8338 Email: dhsirisgrievances@wisconsin.gov

