

# 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"> <li>• Explain your role in electronic visit verification (EVV) and why it's required.</li> <li>• 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).</li> <li>• Let you know where to find EVV training and resources.</li> <li>• Discuss which workers are required to use EVV.</li> <li>• Provide EVV set-up information for non-live-in participant-hired workers.</li> <li>• Answer worker questions about EVV.</li> <li>• Answer payroll and timesheet questions.</li> </ul>	<p><b>GT Independence:</b> <a href="https://gtindependence.com/state/wisconsin/wi-evv/">gtindependence.com/state/wisconsin/wi-evv/</a></p> <ul style="list-style-type: none"> <li>• 877-659-4500</li> <li>• Email: <a href="mailto:customerservice@gtindependence.com">customerservice@gtindependence.com</a></li> <li>• Monday–Friday 7 a.m.–5 p.m. CT</li> </ul> <p><b>iLIFE:</b> <a href="https://ilife.org/evv/evv-information-and-training/">ilife.org/evv/evv-information-and-training/</a></p> <ul style="list-style-type: none"> <li>• 855-511-6443</li> <li>• Email: <a href="mailto:IRIS.EVV@iLIFE.org">IRIS.EVV@iLIFE.org</a></li> <li>• Monday–Friday 8:30 a.m.–4:30 p.m. CT</li> </ul> <p><b>Premier:</b> <a href="https://premier-fms.com/evv/evv-resources/">premier-fms.com/evv/evv-resources/</a></p> <ul style="list-style-type: none"> <li>• 855-224-5810</li> <li>• Email: <a href="mailto:etimesheets@premier-fms.com">etimesheets@premier-fms.com</a></li> <li>• Monday–Friday 8 a.m.–4:30 p.m. CT</li> </ul>
Your IRIS Consultant	<ul style="list-style-type: none"> <li>• Explain your role in EVV and why it's required.</li> <li>• Discuss EVV's impact on your enrollment in the IRIS program.</li> <li>• Let you know which workers are required to use EVV.</li> <li>• Share how your workers are doing with EVV.</li> <li>• Let you know where to find EVV training and resources.</li> <li>• 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.</li> <li>• Discuss the IRIS grace period with new IRIS participants.</li> </ul>	<p><b>Advocates4U:</b></p> <ul style="list-style-type: none"> <li>• 877-739-2203</li> <li>• Email: <a href="mailto:info@irisadvocates4u.org">info@irisadvocates4u.org</a></li> </ul> <p><b>First Person Care Consultants:</b></p> <ul style="list-style-type: none"> <li>• 414-336-2448</li> <li>• Email: <a href="mailto:info@firstperson.org">info@firstperson.org</a></li> </ul> <p><b>Lutheran Social Services Connections:</b></p> <ul style="list-style-type: none"> <li>• 844-520-1712</li> <li>• Email: <a href="mailto:connections@lsswis.org">connections@lsswis.org</a></li> </ul> <p><b>Midstate Independent Living Choices, Inc.:</b></p> <ul style="list-style-type: none"> <li>• 800-382-8484</li> <li>• Email: <a href="mailto:milc@milc-inc.org">milc@milc-inc.org</a></li> </ul> <p><b>Progressive Community Services, Inc.:</b></p> <ul style="list-style-type: none"> <li>• Customer service: 833-487-8826</li> <li>• General: 608-848-8305</li> <li>• Email: <a href="mailto:information@pcsdane.org">information@pcsdane.org</a></li> </ul> <p><b>TMG:</b></p> <ul style="list-style-type: none"> <li>• 844-864-8987</li> <li>• Email: <a href="mailto:info@tmgwisconsin.com">info@tmgwisconsin.com</a></li> </ul>
Wisconsin EVV Customer Care	<ul style="list-style-type: none"> <li>• Answer general questions about EVV and why it's required.</li> <li>• Let you know which workers are required to use EVV.</li> <li>• Share how your workers are doing with EVV.</li> </ul>	<p><b>Wisconsin EVV Customer Care:</b></p> <ul style="list-style-type: none"> <li>• 833-931-2035</li> <li>• Email: <a href="mailto:vdxc.contactevv@wisconsin.gov">vdxc.contactevv@wisconsin.gov</a></li> <li>• Monday–Friday 7 a.m.–6 p.m. CT</li> </ul>
Your IRIS Ombudsman	Listen to your concerns, and help you solve problems that come up.	<p><b>Disability Rights Wisconsin</b> (for participants ages 18-59):</p> <ul style="list-style-type: none"> <li>• 800-928-8778</li> <li>• TTY: 888-758-6049</li> <li>• Email: <a href="mailto:info@drwi.org">info@drwi.org</a></li> </ul> <p><b>Board on Aging and Long-Term Care</b> (for participants ages 60 and above):</p> <ul style="list-style-type: none"> <li>• 800-815-0015</li> <li>• Email: <a href="mailto:BOALTC@wisconsin.gov">BOALTC@wisconsin.gov</a></li> </ul>
IRIS Complaints and Grievances Hotline	Communicate unresolved issues to the Wisconsin Department of Health Services.	<p><b>IRIS Complaints and Grievances Hotline:</b></p> <ul style="list-style-type: none"> <li>• 888-203-8338</li> <li>• Email: <a href="mailto:dhsirisgrievances@wisconsin.gov">dhsirisgrievances@wisconsin.gov</a></li> </ul>

