

Electronic Visit Verification (EVV)

Choosing the EVV Option That's Right for You

Electronic Visit Verification, or EVV, is now required in Wisconsin! As your fiscal employer agent, iLIFE wants to make sure that you are prepared for this change. EVV is a way to record the date, time, and place workers provide services to their clients and can be done in three different ways.

Please answer the questions below to find out which EVV option we think will work best for you.

Choosing an EVV Option

| EVV Option | Description | Best Recommended |
|--|---|--|
| Mobile Visit Verification (MVV) | Sandata Mobile Connect is the software application being used for electronic visit verification. The employee will be able to check-in and check-out for their visits for the services provided during that time. The mobile visit verification is currently the preferred and recommended option for EVV. It is available on both iOS and Android devices. | For employees who have smartphones or tablets. For employers who have smartphones or tablets that the employees can use to clock in and out of EVV. |
| Telephonic Visit Verification (TVV) | Telephonic Visit Verification uses the client's landline to submit the employee's hours. The employee will call iLIFE's toll-free TVV phone number to start and end their day. TVV is recommended if using the mobile visit verification is not an accessible option. | For employers who have a traditional phone/landline. |
| Fixed Visit Verification (FVV) | Fixed Visit Verification uses a small device that stays at the client's home. The device provides a 6-digit verification number for the check-in and check-out times. The employee will then have to call iLIFE's toll-free TVV phone number and enter the 6-digit codes to submit their times. Please note FVV is only available if EVV and TVV is not an accessible option and is considered the last resort. | When the other two EVV options are not possible |

Please Note: Live-in workers are not required to participate in EVV. For the purposes of EVV, a live-in worker is a worker who permanently resides in the same residence as the member or participant receiving services. Proof of shared residence is required. Please refer to the EVV exemption FAQ on the [iLIFE EVV FAQ page](#) for next steps.

Next Steps

- Make sure you submit your email address* and live-in status to iLIFE, using the links below, to receive an EVV ID.
***Email must be unique to a single worker. It cannot be shared by multiple workers.**
- Check the iLIFE EVV website, as well as the DHS EVV website, for updates and announcements.
- **IRIS:** Please contact your IRIS Consultant to help determine which option is best for you.
- **Family Care:** Contact iLIFE at 888-490-3966 or at FC.EVV@iLIFEfms.com to help determine which option is best for you.
- For any other questions, please contact Wisconsin EVV Customer Care at 833-931-2035.

iLIFE EVV Website & Forms: www.iLIFE.org/EVV/
DHS EVV Website: www.dhs.wisconsin.gov/evv/index.htm