



Wisconsin's Self-Directed Supports Program

December 15, 2010

Single IRIS phone number and email starting January 1, 2011

Beginning on January 1, 2011 it will be simpler to contact IRIS. One telephone number will put you in contact with both the IRIS Consultant Agency and the IRIS Financial Services Agency. All IRIS-related questions, comments and concerns will now be answered through the single telephone number of 1-888-515-4747, or by email at info@Wisconsin-IRIS.com. A single IRIS website, www.Wisconsin-IRIS.com will be available early in 2011. The State's IRIS website will continue to provide links to this site (<http://www.dhs.wisconsin.gov/bdds/IRIS/index.htm>).

The IRIS telephone lines are staffed weekdays from 8:00 am – 4:30 pm, and the after-hours service is still available. During regular business hours, your call will be answered and, when possible, transferred to the person you need to speak with. The new telephone system improves response time and reduces the need to leave a voice message.

Participant hired worker timesheets, vendor invoices, worker paperwork participant tax forms and/or guardianship papers should continue to be faxed to the same facsimile telephone number 414- 937-2034.

Starting in 2011, IRIS will conduct annual Functional Screens and Functional Screen updates

A change is being made in how your annual Functional Screen is completed. This screen verifies your continued functional eligibility for IRIS. Starting in January 2011 with Milwaukee County, and continuing into 2011 by adding a few counties each month, IRIS staff will conduct your annual Long-Term Care Functional Screen with you instead of your local Aging/Disability Resource Center. IRIS will send you a letter notifying you of this change before it happens in your county. Until you receive this notice, you should continue to have your local Aging and Disability Resource Center complete your annual Functional Screen and Functional Screen updates. Your financial eligibility continues to be verified annually by your local Income Maintenance Office. You may call the IRIS Service Center at 1-888-515-4747 if you have any questions on this topic.

Room and Board may not be paid with IRIS funds

While IRIS allows for flexibility and creative approaches in how you wish to meet your long-term care goals, there are some limits on what IRIS funds may purchase. The Federal government recently provided IRIS with a set of rules to follow so that IRIS

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does not pay for goods and services considered to be room and board. Instead, individuals personal funds are expected to pay for room and board. The rules from the Federal government include:

- Cost of monthly cable or satellite television is a room and board expense and may not be purchased with IRIS funds.
- Cost of a landline telephone service is considered a room and board expense and may not be purchased with IRIS funds **unless** it is needed to support a personal emergency response system (such as LifeLine Service).
- Cost of heating and electrical services is considered a room and board expense and may not be purchased with IRIS funds

Internal Revenue Service changes mileage rate effective January 1, 2011

The maximum mileage rate changes effective January 1, 2011 from \$.50 to \$.51 per mile. If your approved IRIS plan includes transportation mileage payments, this rate may be increased up to the maximum new rate effective January 1, 2011. Either mileage or payment for the actual operating and maintenance expenses for vehicles owned or leased may be billed, not both.

If your IRIS Support and Service Plan is affected by any of the items noted in this update, your IRIS Consultant will work with you to make sure your plan remains in good standing.

Holiday office hours

The IRIS offices will be closed on the following days in observance of the holidays:

- Thursday, December 23
- Friday, December 24
- Thursday, December 30 (IRIS Consultant Agency only)
- Friday, December 31

After-hours phone services will be available in case of an emergency. Please contact IRIS at 1-888-515-4747 or info@Wisconsin-IRIS.com if you have any questions about the information listed in this update.