

Welcome to Electronic Visit Verification

Section 12006(a) of the Cures Act, signed into law on December 13, 2016, added section 1903(1) to the Social Security Act (the Act), which mandates that states require Electronic Visit Verification (EVV) use for Medicaid-funded personal care services (PCS) and home health care services (HHCS) for in-home visits by a provider. States are required to implement EVV for PCS by January 1, 2020 and for HHCS by January 1, 2023.

Deb's Corner

A note from WILS Executive Director

Dear Consumers,

We are excited to bring you new technology to manage your attendant work hours. We have worked long and hard to select and test this system. Please take some time to review the information in this mailing and keep it in a safe place for future reference.



The reason for the change is two-fold. First of all, it is a federal requirement that all agencies have an EVV system in place by January of 2020. In basic terms, this means no paper time sheets will be allowed at any agency. Second, we are replacing our current system to assure the highest quality of service for you, our valued consumers.

WILS staff will be available to help you every step of the way. We appreciate that you have chosen us as your partner in independent living.

Deb Hobson
Executive Director

A Word from your I.T. Team...

Change is coming and this change is for the better! Gone will be the busy signals and multiple attempts for attendants to log their visit with telephony. The new EVV system will allow attendants to clock in and out plus log tasks more efficiently than before. It also means goodbye to the white time sheets and that attendants will be paid weekly rather than bi-weekly. The following pages contain updated instructions for calling into the new EVV system to clock in/out as well as the dates and times of multiple in-person training opportunities near you. If you would like to hear sample call, visit <https://tinyurl.com/wilsevvtest> on your computer or mobile device. We are excited to bring you and your attendants an improved experience without disrupting the routine you have established.

Travis Snell
I.T. Director

Dennis Peirce
I.T. Systems Coordinator

New Electronic Visit Verification (EVV) Instructions

(formerly known as telephony)

To Clock In

1. Call **844-330-5800** from consumer's registered phone number
2. Enter your Access Code (formerly known as Employee Pin Number) followed by the # key.
3. "Press **1** to start a visit, **2** to end a visit or **5** to hang up this call. Press **1** to clock in.
4. "The visit started at..." Time is Stated. Make sure you call back to end your visit." "Thank you for choosing WILS."

To Clock Out

1. Call **844-330-5800** from consumer's registered phone number
2. Enter your Access Code (formerly known as Employee Pin Number) followed by the # key.
3. "Press **1** to start a visit, **2** to end a visit or **5** to hang up this call. Press **2** to clock out.
4. Please document what you performed for the following items: Wait for question to finish before pressing **1** or **2**.
 - Health... Enter **1** for Yes, **2** for No.
 - Housekeeping... Enter **1** for Yes, **2** for No.
 - Meals... Enter **1** for Yes, **2** for No.
 - Personal Care... Enter **1** for Yes, **2** for No.
 - Toileting... Enter **1** for Yes, **2** for No.
 - Transportation... Enter **1** for Yes, **2** for No.
5. "Enter **1** to review your codes, **2** to add a code, **3** to redo your codes, **4** to delete a code, **5** to modify your codes, or **6** to approve your codes"
6. "The visit started at..." Time is Stated. "The visit ended at..." Time is Stated. "Visit lasted for..." Visit duration is stated. Your documentation has been sent. "Thank you for choosing WILS."

TROUBLESHOOTING TIPS: WHAT DO I DO IF?

- **I forget/lose my Access Code (formerly known as Employee Pin Number).**
Contact your CDS case manager.
- **I forget to clock in or clock out:**
Both consumer and attendant need to contact the office to correct the missing information.
- **I realize I made a mistake during the call PRIOR to pressing 1 or 2 to clock in or clock out:**
Hang up phone and re-start; call does not count until you press 1 to clock in or press 2 to clock out
- **My consumer's EVV registered phone number is out of service or the number has changed:**
Contact your CDS case manager at WILS.
- **There is a busy signal when I call or line just rings:**
Hang up and call back to try again.
- **I realize I made a mistake while answering the Activity/Task questions:**
Both consumer and attendant need to contact the office to correct the missing information.
- **I would like to check my hours and clock in/out times & days:**
Access the Attendant Portal (portal.bluesummit.io) to review your hours and clock in/out times & days. Click the green **Enroll** button to choose your User Name and Password. The Agency ID is WILS. You will need your email address and SSN to complete the registration process. Once you have registered, click the red **Sign In** button to enter your username and password.

Electronic Visit Verification (EVV) Training Opportunities

Location	Date	Time	Other Options
Warsaw Office	October 4	9-11 am & 1-3 pm*	Consumers www.w-ils.org/consumer
Clinton (Henry County Library)	October 8	1-4 pm*	
Sedalia Office	October 11	9-11 am & 1-3 pm*	Attendants www.w-ils.org/attendant
Warrensburg Office	October 18	9-11 am & 1-3 pm*	
Odessa Office	October 25	9-11 am & 1-3 pm*	
*Staff available for drop-in training at the times above			Social Media Posts

Electronic Visit Verification (EVV) Payroll Cycle Schedule

START		END	DUE IN WILS OFFICE BY 2:00 PM	CHECKS ISSUED
10/19/19	thru	10/25/19	10/28/19	11/01/19
10/26/19	thru	11/01/19	11/04/19	11/08/19
11/02/19	thru	11/08/19	11/11/19	11/15/19
11/09/19	thru	11/15/19	11/18/19	11/22/19
11/16/19	thru	11/22/19	11/25/19	11/29/19
11/23/19	thru	11/29/19	12/02/19	12/06/19
11/30/19	thru	12/06/19	12/09/19	12/13/19
12/07/19	thru	12/13/19	12/16/19	12/20/19
12/14/19	thru	12/20/19	12/23/19	12/27/19
12/21/19	thru	12/27/19	12/30/19	01/03/20
12/28/19	thru	01/03/20	01/06/20	01/10/20
01/04/20	thru	01/10/20	01/13/20	01/17/20
01/11/20	thru	01/17/20	01/20/20	01/24/20

Missing shift forms must be turned in no later than 2:00 pm on Monday of the pay week. If you turn in missing shift forms after hours, please put it in the drop box at your local WILS office. PCAs are not eligible to work or be paid for any time an employer spends time in a Hospital/Rehab/Nursing Facility. Time worked for the Employer when they are not Medicaid active is not payable through the CDS program. You may NOT turn in your missing shift forms before time has been completed for that day. Should a pay date fall on a bank holiday, WILS will pay attendants the day before the pay date.



ELECTRONIC VISIT VERIFICATION | REQUIRED UPDATES | OCTOBER

RETURN SERVICE
REQUESTED

Non-Profit
U.S. Postage Paid
Warrensburg, MO
Permit #71

612 N. Ridgeway Drive
Warrensburg, MO
64093

