



10/25/2021

Dear

We are so honored that you've chosen WILS as your CDS provider. Thank you for putting your trust in us. We're here to support you in your independence journey and we know that an important part of that is keeping you updated along the way.

**Here is what is happening:**

This message is being sent to inform you that your attendant currently uses a short task list when ending visits for you. It has come to our attention that the Missouri Department of Social Services will soon require that a consumer's task list matches their plan of care. This means that the list could expand from the current 6 available tasks up to 25 possible tasks. **All consumers will need to use the new task list by November 1.**

**You may need to take action:**

- Ascend EVV - If your attendant is already using Ascend EVV, the only change will be that the list of tasks available will increase. They may need to scroll further down the screen to ensure you select all tasks which apply to the visit.
- EVV telephone - If your attendant uses EVV telephone, there will be a new phone number to accommodate the new expanded task list. Going forward, they will call 833-480-2101. The new system functions similarly to the old system; however, they will need to enter a numeric task code for each task. For example, Bathing + Clean Bath + Laundry (Home) = 502\*506\*513# Please see the enclosed EVV flyer for full task list and instructions.
- **Please complete the signature portion of the enclosed EVV Payroll Policy and return it to WILS by November 30, 2021!**

**WILS is available to offer support:**

If this extended task list sounds time consuming, now might be a great time to switch to our Ascend EVV app. It makes the process much faster. You have the option of using it on either the consumer's or attendant's phone. This app uses the phone's GPS rather than the landline phone to establish location. If you are interested in this option, please feel free to contact our I.T. Systems Coordinator at 1-855-WILS WAY (945-7929) extension 109 to schedule a tutorial to install the app and complete registration.

Ever in Your Service,

Your WILS Team