



CONCEPTS OF INDEPENDENCE
CONCEPTS OF INDEPENDENT CHOICES



NEW CALL-IN AND CALL-OUT POLICY
STARTING - SATURDAY 10/3/20

September 21, 2020

As part of our new computer system upgrade, and to ensure compliance with Federal law, Concepts will be utilizing a new Time and Attendance Electronic Visit Verification (EVV) system. The EVV system requires your Personal Assistant (PA) to call in and out when they arrive and leave their shift.

For those already using the Santrax telephony system, it is just like before, except the system requires your PA to enter a **NEW ID number** (provided on the enclosed handout) **with a NEW phone number**. **They will no longer be using the old call-in number and their social security number.**

For those currently using paper timesheets, you will submit your last paper timesheet for the week ended October 2, 2020 and will begin to have your Personal Assistants use the call in system starting on October 3, 2020.

Therefore, effective Saturday October 3, 2020 your PAs will be required to use the new EVV system. They will use a new Phone number and PA Assignment ID Number when making these calls. **We have enclosed a customized handout for each of your PAs, with your name, your PAs name and their new Assignment ID #.** Please have each of your PAs carefully review this handout.

We also ask that you complete your Personal Assistants Schedule for the first week of 10/3 -10/9/20. We have enclosed an example and on the flip side you can complete your schedule. Please fax or email your schedule to the same number you send your paper timesheets.

The implementation of this new EVV system will be beneficial to all Consumers, Designated Representatives and your Personal Assistants. Adherence to this EVV policy is required by Federal law and, therefore, mandatory and will help to ensure a successful transition to the new system. If you have any questions, please call Concepts at 212-293-9999.

Sincerely,

Anthony G. Caputo
CEO