

How To Use the IVR System to Clock in & Out

Caregiver Name _____

Caregiver ID _____

Instructions to Clock-In

1	Dial 877-532-8537 from the Member's touch-tone phone.
2	Enter your user ID followed by the pound (#) sign when prompted. If you don't know your user ID, you can find it by going to your profile in the DirectMyCare web portal.
3	If prompted, press 1 to record an entry. You will hear prompts to record other types of time entries if they apply to your Member and the service you provide.
4	Enter your 6-digit PIN number. If you don't have a PIN number yet, hang up and call back from your personal phone to choose a PIN number.
5	You will hear the name of the Member you are there to serve. If applicable, select the service you are there to perform by pressing the appropriate number on the telephone key pad.
6	The system will say "you have successfully started your shift, goodbye" and will hang up. Your start time has been recorded. Begin providing care.

Instructions to Clock-Out

1	Dial 877-532-8537 from the Member's touch-tone phone.
2	Enter your user ID followed by the pound (#) sign when prompted. If you don't know your user ID, you can find it by going to your profile in the DirectMyCare web portal.
3	If prompted, press 1 to record an entry. You will hear prompts to record other types of time entries if they apply to your Member and the service you provide.
4	Enter your 6-digit PIN number.
5	You will hear confirmation of the name of the Member, the service performed, and the start time of the shift.
6	If applicable, select the tasks you performed during your shift by pressing 1 for yes and 2 for no as they are listed.
7	The system will say "you have successfully ended your shift, goodbye" and will hang up. Your end time has been recorded.

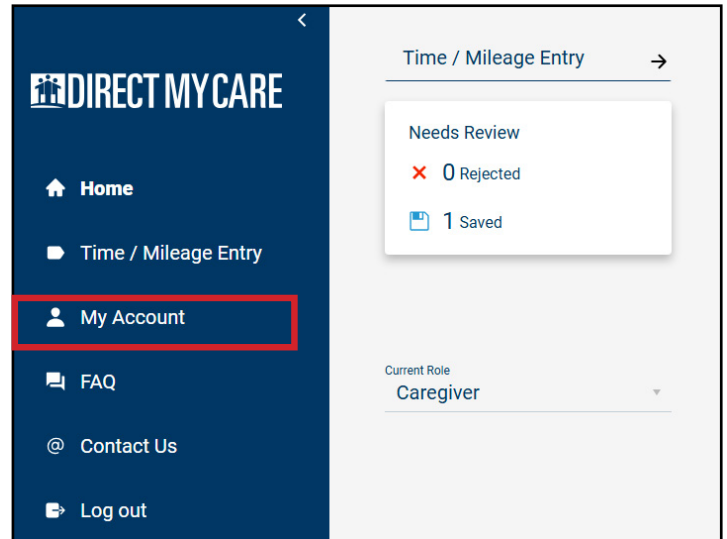
Troubleshooting

User ID is Invalid

If you do not enter # sign after User ID, you will get a “User ID is invalid” message.

I Don't Know My User ID

You can find your User ID by going to **My Account** in the DirectMyCare web portal. Then select **My Profile**. Your Person ID will be your User ID for IVR.



No Options Given to Record Time

If the IVR system does not recognize the phone number you are calling from, it will first ask for your User ID, then ask for your PIN. You will not hear options to record time/fob/timesheet. You will not be able to advance in the IVR system.

Don't Hear Member's Name Listed

If there is not a current authorization or eligibility for services, you will not be able to clock in and record time for the individual.

I Don't Remember/Don't Have My PIN

You must choose a 6-digit PIN before using IVR for the first time.

- To set up your PIN, call into the IVR using the phone we have on file for you and follow the prompts to set your 6-digit PIN.
- Change your PIN by selecting *key after entering your User ID.

Task List

Complete/Partial Bath	Press #1 for yes or #2 for no
Dress/Undress	Press #1 for yes or #2 for no
Assist with Toileting	Press #1 for yes or #2 for no
Transferring	Press #1 for yes or #2 for no
Personal Grooming	Press #1 for yes or #2 for no
Assist with Eating/Feeding	Press #1 for yes or #2 for no
Ambulation	Press #1 for yes or #2 for no
Turn/Change Position	Press #1 for yes or #2 for no
Vital Signs	Press #1 for yes or #2 for no
Assist with Self-Administration of Medication	Press #1 for yes or #2 for no
Bowel/Bladder	Press #1 for yes or #2 for no
Wound Care	Press #1 for yes or #2 for no
Range of Motion	Press #1 for yes or #2 for no
Supervision	Press #1 for yes or #2 for no
Prepare Breakfast	Press #1 for yes or #2 for no
Prepare Lunch	Press #1 for yes or #2 for no
Prepare Dinner	Press #1 for yes or #2 for no
Clean Kitchen/Wash Dishes	Press #1 for yes or #2 for no
Make/Change Bed Line	Press #1 for yes or #2 for no
Clean Areas Used by Individual	Press #1 for yes or #2 for no
Listing Supplies/Shopping	Press #1 for yes or #2 for no
Individual's Laundry	Press #1 for yes or #2 for no
Medical Appointments	Press #1 for yes or #2 for no
Work/School/Social	Press #1 for yes or #2 for no