



## GETTING STARTED WITH

# Interactive Voice Response

## AN ELECTRONIC VISIT VERIFICATION SYSTEM

**Interactive Voice Response (IVR)** supports **Attendant and Employer of Record (EOR) access** to Consumer Direct Care Network (CDCN) transaction systems via landline telephone. The Participant will need to register their landline telephone with CDCN for the Attendant to use this option. The IVR registration form is available on the CDCN website to certify the landline telephone number. You can view timesheets on the web portal within 15 minutes of submission via IVR.

The default Attendant CellTrak IVR PIN is 1234, unless a custom PIN has been set.  
You can change the default PIN by emailing [InfoCDVA@ConsumerDirectCare.com](mailto:InfoCDVA@ConsumerDirectCare.com) or calling 888.444.8182.

### System availability

- Automated voice response is available 24-hours per day
- Live support is available during CDCN customer service center operating hours: **Monday-Friday, 8am-6pm EST**

### Attendant EVV/IVR Steps

#### Starting a shift

1. Call **855.967.0581** (English) or **855.967.0582** (Spanish).
2. Enter the Attendant 7-digit Consumer Direct Care Network ID.
3. Enter your CellTrak IVR PIN (Default is 1234).
4. You will be prompted with a list of participants.
5. Select the participant to be served.
6. Select service type.
7. Confirm shift start.
8. Shift is started and the call is disconnected.

#### Ending a shift

1. Call **855.967.0581** (English) or **855.967.0582** (Spanish).
2. Enter the Attendant 7-digit Consumer Direct Care Network ID.
3. Enter your CellTrak IVR PIN.
4. System requests confirmation to end shift.
5. Confirm shift end.
6. Shift is ended and call is disconnected.

### EOR Approval Steps

#### Approve or reject shifts through web portal

1. Click on the **Sign In** button on the CDCN Portal.
2. Enter the email address and password and click sign in again.
3. Once logged in, you will be directed to a dashboard.
4. Click on the **Time Entry** button.
5. Select which Attendant to approve time for.
6. To approve one shift, click in a cell where time has been submitted. Review all information in the pane on the right side of the screen and if correct, click **Approve**.
7. To approve one row, click in the box next to the Attendant's name in the row. Click the **Approve** button to finish.
8. To approve the entire week click the checkbox in the top left corner of the grid, next to the word "Caregiver."
9. Attest that your entry is true and accurate.

#### Approve, adjust, or reject shifts through live support

1. Call **888.444.8182** during operating hours.
2. Follow the prompts and make selections.
3. Representative validates identity of caller.
4. Representative verifies submitted shifts with EOR.
5. Representative approves or rejects shifts as directed by EOR.
6. Representative will read an attestation statement to confirm shifts.