

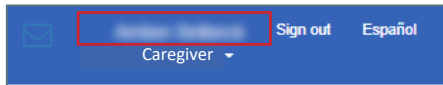


Clocking In and Out Using IVR

Caregivers will need to complete the IVR Registration form found on the CDVA website for each Participant. This time entry method must be used with a registered phone number belonging to the Participant where services are provided. All time submitted via IVR must be approved by the Participant in the DirectMyCare web portal. If the Participant is unable to approve time via DirectMyCare they must call CDVA for approval.

Locating your User ID

1. Log in to CDVA's [DirectMyCare Web Portal](#).
2. Select your name in the top right corner to view your profile.



3. Your Person ID is your User ID for the IVR.

User Profile	
Basic Information	
First Name	: [Redacted]
Last Name	: [Redacted]
Email	: [Redacted]
Role	: [Redacted]
Person ID	: [Redacted]
Company	: [Redacted]
Program	: [Redacted]
IVR PIN	: [Redacted]

IVR: English: **877-532-8537** Spanish: **855-581-0509**

Clock In

1. At the start of your shift, use Participant's phone to call into the IVR system [above].
2. Enter your **User ID** followed by the **pound sign (#)**.
3. **Press 1** to record an entry.
4. Enter your **6-digit PIN**.
5. If applicable, listen to the prompts to select the Participant and/or the service.
6. Your start time is recorded.
7. The system will say "you have successfully started your shift, goodbye" and will hang up.
8. Begin providing care.

Clock Out

1. At the end of your shift use Participant's phone to call into the IVR system [above].
2. Enter your **User ID** followed by the **pound sign (#)**.
3. **Press 1** to finish recording your entry.
4. Enter your **6-digit PIN**.
5. If applicable, follow the prompts to select completed service tasks. See Page 2 for a list of specific tasks.
6. Your end time is recorded.
7. The system will say "you have successfully ended your shift, goodbye" and will hang up.

Troubleshooting

User ID is Invalid

If the caller does not enter # sign after User ID, they will get a "User ID is invalid" message.

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.

IVR System Says "No Client"

The options in the IVR system are as follows:

- "To record an entry press ONE" – this is for Caregivers who are starting an EVV compliant shift.
- "To record a fob entry press TWO" – this is for Caregivers who have written down a fob code and need to record an EVV compliant shift.
- "To record a timesheet entry press THREE" – this is for Caregivers to record their time.

I Don't Remember My PIN

Caller must use 6-digit PIN, followed by #. If forgotten, change your PIN by selecting *key after entering your User ID.

Task Lists

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
Other	Press #1 for yes or #2 for no

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