Hello,

Consumer Direct Care Network (CDCN) is excited to announce that our Interactive Voice Response (IVR) system is now live! What is IVR? It is a speech driven phone menu which provides access to current pay information and more. CDCN’s IVR provides you, and your attendants, safe and secure current pay information including the remaining hours on your service authorization.

You and your attendant’s default Personal Identification Number (PIN) is: **1234**

If you would like to access the IVR, please follow these steps:

1. Call our Customer Service number: 1-888-444-8182
2. Key in your 7 digit CDCN ID (the ID that you enter on timesheets)
3. When prompted, key in your 4 digit PIN (1234).

You may change your default PIN to a four digit PIN of your choosing. If you have lost your PIN or would like to change your PIN, please call us. A Customer Service Representative will help you set a new PIN.

Please see below for a list of Consumer and Attendant’s CDCN IDs:

There is more than one way to securely access your pay reports. The same information can also be gathered on our web portal. Please visit the CDCN website to access the web portal.

Sincerely,

The Consumer Direct Care Network Team