



# Instructions for Using the IVR

Caregiver Name \_\_\_\_\_

Caregiver ID \_\_\_\_\_

Instructions to Clock-In	
1	Dial <b>877-532-8537</b> (English) or <b>855-581-0509</b> (Spanish) from the Participant'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 Participant 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 <b>your personal phone</b> to choose a PIN number.
5	You will hear the name of the Participant 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 <b>877-532-8537</b> (English) or <b>855-581-0509</b> (Spanish) from the Participant'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 Participant and the service you provide.
4	Enter your 6-digit PIN number.
5	You will hear confirmation of the name of the Participant, 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. See Page 3 for task list.
7	The system will say "you have successfully ended your shift, goodbye" and will hang up. Your end time has been recorded.

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# Troubleshooting

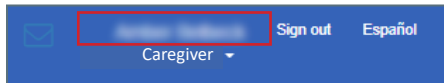
## User ID is Invalid

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 your User profile in the DirectMyCare web portal.

After you've logged in, select your name in the top right corner of the screen.



Your Person ID will be your User ID for IVR.

A screenshot of the DirectMyCare web portal user profile page. The page is titled "User Profile" and contains a "Basic Information" section. The "Basic Information" section lists various fields: First Name, Last Name, Email, Role, Person ID, Company, Program, and IVR PIN. A red box highlights the "Person ID" field.

User Profile		
Basic Information		
First Name	:	XXXX
Last Name	:	XXXX
Email	:	XXXXXXXXXX@XXXXXX.COM
Role	:	Individual Provider
Person ID	:	XXXXXX
Company	:	XXXX
Program	:	XXXX
IVR PIN	:	XXXXXX

## 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 the Member doesn't have current authorization or is ineligible for services, you will not hear them listed and you will not be able to clock in and record time for that Member.

## 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 CDVA has on file for you (the Member's phone cannot be used) and follow the prompts to set your 6-digit PIN.
- 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