Instructions for Using the IVR

Caregiver Name _____   **Caregiver ID** _____

Instructions to Clock-In

1	Dial **877-532-8537** (English) or **855-581-0509** (Spanish) from the Client'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 Client 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 Client 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

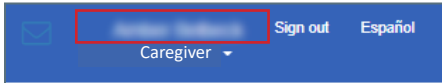|	
1	Dial **877-532-8537** (English) or **855-581-0509** (Spanish) from the Client's touch-tone phone.
2	Enter your user ID followed by the pound (#) sign when prompted. If you don't know your user ID, you can find it by going to your profile in the DirectMyCare web portal.
3	If prompted, press 1 to record an entry. You will hear prompts to record other types of time entries if they apply to your Client and the service you provide.
4	Enter your 6-digit PIN number.
5	You will hear confirmation of the name of the Client, the service performed, and the start time of the shift.
6	You will be prompted to indicate whether or not the Client's condition changed as well as the Client's reponse to care. Next, 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 screeen.

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 Client's Name Listed

If the Client 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 Client.

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 CDAK has on file for you (the Client'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.

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Personal Care/Chore/Respite Tasks	Habilitative Tasks/Teaching Strategies
1. No Change in Condition	1. No Change in Condition
1. Yes, Change: Note in Comments	1. Yes, Change: Note in Comments
2. Response to Care: Good	2. Response to Care: Good
2. Response to Care: Average	2. Response to Care: Average
2. Response to Care: Poor	2. Response to Care: Poor
Bathing	Coached/Instructed
Community Activity - Respite	Day Hab in Home
Dressing	Encouraged/Praised
Eating/Feeding	Explored/Practiced/Role Played
Laundry	Observed/Monitored
Light Housework	Redirected/Intervened
Meal Preparation	Used Adaptive Aids
Medical Escort	
Medication Assistance & Reminders	
Oxygen Maintenance	
Personal Care	
Personal Hygiene	
Positioning	
PROM Exercises	
Shopping	
Supervision & Cueing	
Support & Supervision	
Toileting	
Transferring	
Used Adaptive Aids	
Walking/Mobility	
Walking/Mobility Medical Appointment	
Wound Care	