



**Worker** \_\_\_\_\_

**Worker ID** \_\_\_\_\_

<b>Instructions to Check-In for IVR</b>	
1	Dial <b>(800) 468-4029</b> from the client's touch-tone phone.
2	Enter your 6-digit worker ID number followed by the pound (#) sign when prompted.
3	Press 1 for Check-in.
4	You will hear the prompts to enter the Mileage and the Travel Time if your provider has elected to collect this.
5	You will then hear the name of the client you are there to serve. Select the client by pressing the appropriate number on the phone key pad. If AuthentiCare does not recognize the phone number you are calling from, you will be prompted to enter the Client Medicaid ID number followed by the pound (#) sign.
6	You will hear a list of services that are authorized for the client selected. Choose the one you are there to perform by pressing the appropriate number on the telephone key pad. If the service is not found in that list, you will have an option to listen to the remaining services offered by your provider agency.
7	AuthentiCare will then repeat back your name, your agency's name, the client's name, and the service to be provided. If this is correct, press 1. If the information is not correct press 2, and you will be able to correct the information before you finish the call.
8	After confirming the information, you will be told that the Check-In was successful at (the IVR will state the time). At this point you will be instructed to press 2 to end the call or you can just hang up.
<b>Instructions to Check-Out for IVR</b>	
1	Dial <b>(800) 468-4029</b> from the client's touch-tone phone.
2	Enter your 6-digit worker ID number followed by the pound (#) sign when prompted.
3	Press 2 for Check-Out.
4	Note: If you failed to Check-in, the IVR will read the client name(s) back to you, or, if it does not recognize the phone number you are calling from, you will be asked to enter the Client Medicaid ID number followed by the pound (#) sign. You will also be asked to select a service.
5	If the service performed requires Activity Codes, you will hear the prompts to enter an Activity Code. At least one Activity Code has to be entered before continuing.
6	If the service performed requires Observation Codes, you will hear the prompts to enter an Observation Code. At least one Observation Code has to be entered before continuing.
7	AuthentiCare will then repeat back your name, your agency's name, the client's name, and the service you provided. If this is correct, press 1. If the information is not correct press 2.
8	If the service performed requires Client Attestation, you will be prompted to hand the phone to the client.
9	If available, the client will press 1 once they are handed the phone. The client will be prompted to record their First Name, Last Name and Client Medicaid ID to attest to a summary of the services provided.
10	After the client provides attestation, they will be told that the Check-Out was successful at (the IVR will state the time) and will be prompted to end the call or they can just hang up.

**Check-In Example: Dial (800) 468-4029 from the client's touch-tone phone.**

Phrase	Action
Welcome to AuthentiCare Nevada.	
Enter your Worker ID followed by the pound sign.	Enter 6-digit Worker ID, then #
To Check-In, press 1. To Check-Out, press 2. To select language preference, press 8.	Press 1
Please enter your Client ID followed by the pound sign. (If necessary)	Enter Client Medicaid ID, then #
If the service is... <Service Name #1> ...press 1... <Service Name #2> ...press 2... etc. If the service is not listed, press 8.	Select Service
If you are... <Worker Name> ...and your work for... <Provider Name> ...and you are providing... <Service Name> ...for... <Client Name> ...press 1. If this is not correct, press 2.	Press 1
Your Check-In was successful at <Time>. To return to the Main Menu press 1. To end this call press 2.	Press 2
Thank you for calling AuthentiCare Nevada. Goodbye.	

**Check-Out Example: Dial (800) 468-4029 from the client's touch-tone phone.**

Phrase	Action
Welcome to AuthentiCare Nevada.	
Enter your Worker ID followed by the pound sign.	Enter 6-digit Worker ID, then #
To Check-In, press 1. To Check-Out, press 2. To select language preference, press 8.	Press 2
Please enter your Client ID followed by the pound sign. (if necessary)	Enter Client Medicaid ID, then #
Please enter your Activity Code followed by the pound sign.	Enter Activity Code, then #
<Activity Code Name> ...press 1 if this is correct. Press 2 to re-enter.	Press 1
Please enter your Activity Code followed by the pound sign. To continue without entering an Activity Code press pound.	Press #
Please enter your Observations followed by the pound sign.	Enter Observation Code, then #
<Observation Name> ...press 1 if this is correct. Press 2 to re-enter.	Press 1
Please enter your Observations followed by the pound sign. If you are finished entering Observations, press the pound sign.	Press #
If you are... <Worker Name> ...and you work for... <Provider Name> ...and you are providing... <Service Name> ...for... <Client Name> ...press 1. If this is not correct, press 2.	Press 1
This service needs client attestation to verify the accuracy of services provided. If client is available, press 1. If client is not available, press 2.	Press 1
Please hand the phone to the client and ask them to press 1 when ready.	Press 1 (for Client entry)
After the beep, please say your First Name, Last Name and Client Medicaid ID. For example, Mary Smith 0123456789. <Beep>	Speak First Name, Last Name and Client Medicaid ID
To replay your message, press 1. To re-record your message, press 2. To discard your message, press 3 or press the pound key to leave your message and continue.	Press #
Thank you. Your voice has been successfully recorded.	
If you are <Client Name> ...and you agree that... <Worker Name> ...has provided <Service Name> ...to you from Check-In time <Time> ...to Check-Out time... <Time> ...press 1. If you do not agree press 2.	Press 1
Your Check-Out was successful at <Time>. To return to the main menu, press 1. To end this call, press 2.	Press 2
Thank you for calling AuthentiCare Nevada. Goodbye.	