



Setting Your IVR Pin

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

Locating your Person ID

You can find your Person ID in the [DirectMyCare Web Portal](#).

1. After logging in, select your name in the upper right-hand corner of the screen.(Fig. 01)
2. Your Person ID is located in the "Basic Information" section. (Fig. 02)

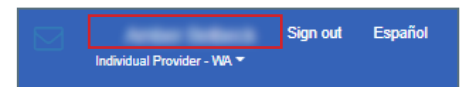


Fig. 01

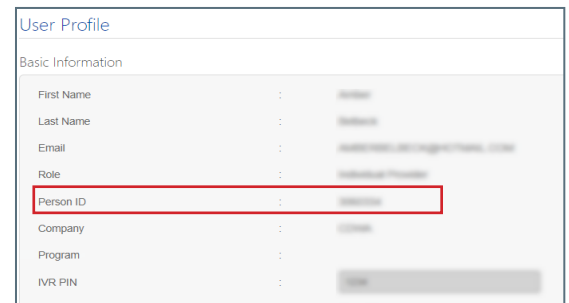


Fig. 02

IVR: English: **877.532.8537** Spanish: **855.581.0509**

NOTE: When Creating/Changing your PIN, use the phone number CDNV has on file. Do not use the Member's phone.

Creating your PIN

1. Using your phone number, call into the IVR system [above].
2. When prompted, enter your **User ID** followed by the **pound sign (#)**.
 - If # is not entered, system will say "invalid entry."
3. When prompted, choose a **six-digit PIN**
4. The system will read your PIN back to you:
 - Press 1 to keep and use this PIN.
 - Press 2 to create a new PIN.

Changing your PIN

1. Using your phone number, call into the IVR system [above].
2. When prompted, enter your **User ID** followed by the **pound sign (#)**.
 - If # is not entered, system will say "invalid entry."
3. When prompted, press ***** to change your PIN.
4. Choose your **new six-digit PIN**.
5. The system will read your PIN back to you:
 - Press 1 to keep and use this PIN.
 - Press 2 to create a new PIN.