



Instructions for Using the IVR

Caregiver Name _____

Caregiver ID _____

Instructions to Clock-In

1	Dial 877-532-8537 from the Member'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 Member 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 Member 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 from the Member'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 Member and the service you provide.
4	Enter your 6-digit PIN number.
5	You will hear confirmation of the name of the Member, 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.
7	The system will say "you have successfully ended your shift, goodbye" and will hang up. Your end time has been recorded.

Troubleshooting

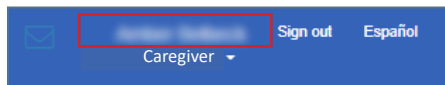
User ID is Invalid

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 "User Profile" page in the DirectMyCare web portal. The page displays "Basic Information" for the user. The fields listed are: First Name, Last Name, Email, Role, Person ID, Company, Program, and IVR PIN. A red box highlights the "Person ID" field, which contains a 6-digit number.

User Profile	
Basic Information	
First Name	: [REDACTED]
Last Name	: [REDACTED]
Email	: [REDACTED]
Role	: [REDACTED]
Person ID	: [REDACTED]
Company	: [REDACTED]
Program	: [REDACTED]
IVR PIN	: [REDACTED]

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 CDNV 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.