

Interactive Voice Response (IVR) Instructions

To complete a successful Clock In, you will need:

- AuthentiCare Service Attendant ID _____
- AuthentiCare Member ID _____



Instructions to Clock In for IVR

1. Dial **(800) 468-0197** from the member's home phone landline.
"Welcome to AuthentiCare Texas."
2. *"Please enter your Service Attendant ID followed by the pound sign."*
3. *"To clock in, press 1. To clock out, press 2. To select language preference, press 8."*
Press 1 to clock in.
4. *"Are you at the Member's home? If this is correct, press 1. Otherwise, press 2."* Press 1.

If you are not calling from Member's registered phone number the system will prompt you for Member ID.
5. *"Please Enter your Member ID followed by the pound sign"* then confirm the correct member name
"If you are calling for a service performed for (Member's Name) press 1. Otherwise, press 2."
Press 1. If 2 is selected you will prompted to enter the Member ID.
6. *"If the service is <SERVICE NAME> press 1, <SERVICE NAME> press 2, etc."*
You will hear a list of services that are authorized for the member selected. Choose the one you are there to perform by pressing the appropriate number on the telephone key pad.
7. *"If you are finished selecting services press 1, if you want to add an additional service for this Member press 2."*
8. *"If you are <SERVICE ATTENDANT NAME> and you work for <PROVIDER NAME> and you are providing <SERVICE NAME> for <MEMBER NAME> press 1. If this is not correct, press 2."*
AuthentiCare will repeat back your name, the program provider or financial services management agency's (FMSA) name, the member'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. Pressing 2 will take you back to step 3.
9. *"Your clock in was successful at <TIME>. To return to the main menu, press 1. To end this call press 2. Thank you for calling AuthentiCare Texas. Goodbye."*
After confirming the information, you will be told that the clock 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.

To complete a successful Clock Out you will need:

- AuthentiCare Service Attendant ID _____
- AuthentiCare Member ID _____



Instructions to Clock Out for IVR

1. Dial **(800) 468-0197** from the member's home phone landline.
"Welcome to AuthentiCare Texas."
2. *"Please enter your Service Attendant ID followed by the pound sign."*
3. *"To clock in, press 1. To clock out, press 2. To select language preference, press 8."*
Press 2 for clock out.
4. *"Please Enter your Member ID followed by the pound sign"* then confirm the correct member name
"If you are calling for a service performed for (Member's Name) press 1. Otherwise, press 2."
Press 1. If 2 is selected you will prompted to enter the Member ID.
5. *"Have you performed non-EVV services? If yes, press 1. If no, press 2."*
If 1 is selected, the system will prompt for the total duration of the non-EVV services. Duration must be entered in hours and minutes. For example, if the non-EVV total duration is 3 hours and 45 minutes, you must enter 0-3-4-5.
6. *"If you are <SERVICE ATTENDANT NAME> and you work for <PROVIDER NAME> and you are providing <SERVICE NAME> for <MEMBER NAME> press 1. If this is not correct, press 2."*
7. ** This step applies only if multiple services are performed in single visit:*
The system will prompt for *"Was an equal amount of time spent performing each service? If yes, press 1. Otherwise, press 2."*
If 1 is selected, AuthentiCare will split the time equally between the services. Proceed to step 9.
If 2 is selected, you can enter duration for each EVV service performed. Proceed to step 8.
8. *"Please enter the duration of time you performed (EVV Service Name) in hours and minutes followed by the pound sign. For example if the duration was 45 minutes you would enter 0045."*

"You have entered (time in minutes). If this is correct press 1. Otherwise, press 2."

*Step 8 will repeat until time is entered for every EVV service selected at clock in.
9. *"Your clock out was successful at <TIME>. To return to the main menu, press 1. To end this call press 2. Thank you for calling AuthentiCare Texas. Goodbye"*