

Telephonic Visit Verification (**TVV**) also called **IVR**, is a way to record your time worked. At the start and end of your shift, you will use a phone to let the timesheet system know you've started working (clock-in) and at the end of your shift that you're finished (clock-out). This system uses the word Employee to describe the Caregiver and the word Consumer, to describe the person that receives services.

Let's go through the steps for a clock-in:

1. Call the toll-free number from a phone while at the Consumer's home.
2. Press "1" to clock-in.
3. Enter your six-digit **Employee ID**. The system will read the ID back to you, you will confirm the ID by pressing "1".
4. Enter the six-digit **Consumer ID**. The system will read the ID back to you, you will confirm the ID by pressing "1".
5. The system will announce "Thank you for clocking in. Call back when you are ready to clock out. Goodbye."
6. Your clock-in is complete.

Let's go through the steps for a clock-out:

1. Call the toll-free number from a phone while at the Consumer's home.
2. Press "2" to clock-out.
3. Enter your six-digit **Employee ID**. The system will read the ID back to you, you will confirm the ID by pressing "1".
4. Enter the six-digit **Consumer ID**. The system will read the ID back to you, you will confirm the ID by pressing "1".
5. Enter the **Service Code ID**. The system will read the ID back to you, you will confirm the ID by pressing "1".
6. The system will announce "Thank you for clocking out. Goodbye."
7. Your clock-out is complete.

That's it! The system is made to be easy to use and should take you less than a minute at the start and end of each shift you work.

Here is a place for you to write in the information you will need when making a clock-in and clock-out. The Consumer you work for or the FMS Provider that helps the Consumer will give you the information you need.

Information You Need	My Information
TVV/IVR Phone Number	
My Employee ID	
Consumer ID(s)	
Service Code ID(s)	