

What To Do If There Is a Problem

Complete the following troubleshooting steps if you are unable to clock in or clock out using the member's home phone landline.

Step	Action
1	Verify that you are dialing the correct number.
2	If the number is correct, redial and attempt to complete an EVV.
3	If you are still unable to successfully clock in or clock out, contact your Manager or Agency Representative. Failing to clock in or out during a visit may result in nonpayment for the visit if further action is not taken.

Manager Name

Manager Phone Number

If the Agency requires you to report the Duties (Activities of Daily Living) you perform, enter Duty information in the following table for your reference when you clock out. Duty numbers and Categories are provided by the Agency.

Duty #	Duty	Category



Clocking In and Out Using the Home Phone Landline



Agency Name

Dial
English:
Spanish:

Calling Instructions

To Clock In:

Step	Action
1	To clock in, dial the number provided on the front of this pamphlet from the Member's home phone. <i>Note: If you are unable to use the Member's home phone, contact your Manager for further instructions on recording the visit.</i>
2	Press 1 to clock in when prompted.
3	Enter the Time & Attendance PIN (provided by your Agency).
4	Confirm the entry. <i>Note: If you enter your Time & Attendance PIN incorrectly, the system prompts you to reenter your credentials. If you fail to enter your Time & Attendance PIN after three attempts, the system stops you from continuing, <u>and</u> you must contact your Manager.</i>
5	If the EVV Clock In is successful, then the following automated message will play: "Your Call-In has been successfully registered."

Time & Attendance PIN

Calling Instructions

To Clock Out:

Step	Action
1	To clock out, dial the number provided on the front of this pamphlet from the Member's home phone.
2	Press 2 to clock out when prompted.
3	Enter your Time & Attendance PIN .
4	Confirm the entry. <i>Note: Refer to the Clock In instructions if you are having trouble placing an EVV call or entering the Time & Attendance PIN.</i>
5	If the EVV Clock Out is successful and recording Duties is required, the following automated message plays: "Enter the 2-digit ID number for the first duty (service) performed on the patient." <i>Note: A Duty ID may be either 2 or 3 digits, depending on the Agency.</i>
6	If required, enter each Duty ID . <ul style="list-style-type: none"> • If an invalid Duty ID is entered, then you are alerted and asked to enter the next Duty ID. • If a valid Duty ID is entered, then you are asked to enter the next Duty ID. • If the Member refused a Duty, then enter star (*) followed by the Duty ID to log a Refused Duty.
7	When all Duties have been entered or if recording Duties is not required, dial 00 (or 000) to complete the EVV call. Upon completion, the following message is heard: "Your Call-Out has been successfully registered. Goodbye."

Special Scenarios

Service to Two Members Cases:

For a successful EVV, complete the following steps when providing service for two Members at once.

Step	Action
1	Follow the call instructions outlined in the To Clock In and To Clock Out sections.
2	Clock in and clock out only once for the visit.
3	When clocking out , enter the primary Member's Duties first, if required, and then dial 00 (or 000).
4	Repeat step 3 for the Secondary Member.
5	Dial 00 (or 000) a second time to successfully clock out. <i>Note: Please contact your Manager if you are unsure of who the Primary Member is. Entering the wrong Member first results in an exception.</i>

Live-in Cases:

Step	Action
1	Follow the call instructions outlined in the To Clock In and To Clock Out sections.
2	Clock in when you first arrive at the Member's residence.
3	Each morning, clock out at the time designated by the Agency.
4	When clocking out , you are prompted to enter the Duties for the day, if required. Once completed, the system automatically places a new EVV for the following shift.