WORKER _____   **WORKER ID** _____

	Instructions to Check-in for IVR
1	Dial **1-800-422-3886** from the client's touch-tone phone.
2	Enter your 6 digit worker ID number followed by the pound (#) sign when prompted.
3	Press 1 for Check-in.
4	You will hear the prompts to enter the Mileage and the Travel Time if your provider has elected to collect this.
5	You will then hear the name of the client you are there to serve. Select the client by pressing the appropriate number on the phone key pad. If AuthentiCare does not recognize the phone number you are calling from, you will be prompted to enter the client ID number followed by the pound (#) sign.
6	You will hear a list of services that are authorized for the client selected. If the service is not found in that list, you will have an option to listen to the remaining services from the standard listing within the client's waiver. Choose the one you are there to perform by pressing the appropriate number on the phone key pad.
7	AuthentiCare will then repeat back your name, your agency's name, the client'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.
8	After confirming the information, you will be told that the check-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.
	Instructions to Check-out for IVR
1	Dial **1-800-422-3886** from the client's touch-tone phone.
2	Enter your 6 digit worker ID number followed by the pound (#) sign when prompted.
3	Press 2 for Check-out.
4	Note: If you failed to check-in, the IVR will read the client name(s) back to you, or, if it does not recognize the phone number you are calling from, you will be asked to enter the client's assigned ID number followed by the pound (#) sign. You will also be asked to select a service.
5	If the service performed requires Activity Codes, you will hear the prompts to enter an Activity Code. At least one Activity Code has to be entered before continuing.
6	If the service performed requires Observation Codes, you will hear the prompts to enter an Observation Code. At least one Observation Code has to be entered before continuing.
7	AuthentiCare will then repeat back your name, your agency's name, the client's name, and the service you provided. If this is correct, press 1. If the information is not correct press 2, and you will be able to correct the information to finish the call.
8	After confirming the information, you will be told that the check-out 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.

Note on list of services played back to the caller: If a Supervisory Visit is selected under the Worker Services list, when the corresponding worker calls into the IVR, the worker will hear the list of the services authorized for the client, followed by the Supervisory Visit corresponding to the client's waiver. If the service is still not found, the worker is given an option to hear the remaining services from the Provider's standard services list.