



## Calling Instructions

### To Clock In:

Step	Action
1	To place EVV, dial the number provided on the front of this pamphlet from the Member's home phone. <b>Note:</b> <i>If you are unable to use the Member's home phone, contact your Manager to see if there are other approved EVV phone numbers on record for the Member.</i>
2	Press <b>1</b> to <b>Clock In</b> when prompted.
3	Enter the <b>Assignment ID</b> (provided by your Agency).
4	Confirm the entry. <b>Note:</b> <i>If you enter your <b>Assignment ID</b> incorrectly, the system prompts you to reenter your credentials. If you fail to enter your <b>Assignment ID</b> after several attempts, the system stops you from placing an EVV <u>and</u> you must contact your Manager.</i>
5	If the EVV is placed successfully, then the following automated message is heard: <b>"Your call has been successfully registered"</b>

### Assignment ID

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## Calling Instructions

### To Clock Out:

Step	Action
1	To place EVV, dial the number provided on the front of this pamphlet from the Member's home phone.
2	Press <b>2</b> to <b>Clock Out</b> when prompted.
3	Enter your <b>Assignment ID</b> .
4	Confirm the entry. <b>Note:</b> <i>Refer to the <b>Clock In</b> instructions if you are having trouble placing an EVV or entering the <b>Assignment ID</b>.</i>
5	If the EVV is successfully placed, then the following automated message is heard: <b>"Enter the 2-digit ID number for the first duty performed on the patient."</b> <b>Note:</b> <i>A <b>Duty ID</b> may be either 2 or 3 digits, depending on the Agency,</i>
6	Enter each <b>Duty ID</b> . <ul style="list-style-type: none"> <li>• If an invalid <b>Duty ID</b> is entered, then you are alerted and asked to enter the next <b>Duty ID</b>.</li> <li>• If a valid <b>Duty ID</b> is entered, then you are asked to enter the next <b>Duty ID</b>.</li> <li>• If the Member refused a Duty, then enter star (*) followed by the <b>Duty ID</b> to log a <b>Refused Duty</b>.</li> </ul>
7	When all Duties have been entered, dial <b>00</b> (or <b>000</b> ) to complete the EVV. Upon completion, the following is heard: <b>"Your Call-Out has been registered successfully. Goodbye."</b>

## Special Scenarios

### Mutual 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 <b>Clock In/Out</b> sections.
2	Clock In and Out only <b>ONCE</b> for the Visit.
3	When <b>Clocking Out</b> , enter the <b>Primary</b> Member's Duties first, and then dial <b>00</b> (or <b>000</b> ).
4	Repeat step 3 for the <b>Secondary</b> Member.
5	Dial <b>00</b> (or <b>000</b> ) a second time for the system to complete the EVV and Clock out. <b>Note:</b> <i>Please contact your Manager if you are unsure of who the <b>Primary</b> Member is. Entering the wrong Member first results in a bad EVV.</i>

### Live-in Cases:

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