## What to do if there is a Problem

Complete the following troubleshooting steps if you are unable to complete an EVV.

Step	Action
1	Ensure you are dialing the correct
L.	number.
2	If the number is correct, redial
2	and attempt to complete an EVV.
	If you are still unable to
	successfully complete an EVV,
	contact your Manager or Agency
	Representative. Failure to
3	complete an EVV for the Clock In
	and/or Out of a Visit will result in
	non-payment for the Visit or the
	retrieval of a signed, physical,
	timesheet.

# Manager Name

Duty #	Duty	Category
+		
·		



#### **Placing Phone EVV Calls: Instructions**



# **Agency** Name

**Easterseals New Jersey** 

#### Dial

English: 866-938-1774 Spanish: 866-938-1778

# Manager Phone Number

### **Calling Instructions**

То	Γο Clock In:		
	Step	Action	
		To place EVV, dial the number provided on the front of this pamphlet from the Member's home phone.	
	1	<b>Note:</b> 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.	
	2	Press 1 to Clock In when prompted.	
	3	Enter the <b>Assignment ID</b> (provided by your Agency).	
	4	Confirm the entry. <b>Note:</b> 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 severa attempts, the system stops you from placing an EVV <u>and</u> you must contact your Manager.	
	5	If the EVV is placed successfully, then the following automated message is heard: "Your call has been successfully registered"	

# Assignment ID

## **Calling Instructions**

Т	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 Assignment ID.	
	4	Confirm the entry. <b>Note:</b> Refer to the <b>Clock In</b> instructions if you are having trouble placing an EVV or entering the <b>Assignment ID</b> .	
	5	If the EVV is successfully placed, then the following automated message is heard: "Enter the 2-digit ID number for the first duty performed on the patient." Note: A Duty ID may be either 2 or 3 digits, depending on the Agency,	
	6	<ul> <li>Enter each Duty ID.</li> <li>If an invalid Duty ID is entered, then you are alerted and asked to enter the next Duty ID.</li> <li>If a valid Duty ID is entered, then you are asked to enter the next Duty ID.</li> <li>If the Member refused a Duty, then enter star (*) followed by the Duty ID to log a Refused Duty.</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</b> successfully. Goodbye."	

### **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
L	the Clock In/Out sections.
2	Clock In and Out only ONCE for the
2	Visit.
	When <u>Clocking Out</u> , enter the Primary
3	Member's Duties first, and then dial <b>00</b>
	(or <b>000</b> ).
4	Repeat step 3 for the Secondary
4	Member.
	Dial <b>00</b> (or <b>000</b> ) a second time for the
	system to complete the EVV and Clock
	out.
5	Note: 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.

#### Live-in Cases:

1Follow the call instructions outlined in the Clock In/Out sections.2Clock In when you first arrive at the Member's residence.3Each morning, Clock Out at the time designated by the Agency.When Clocking Out, you are prompted to enter the Duties for the day. Once	Step	Action
L       the Clock In/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.         When Clocking Out, you are prompted to enter the Duties for the day. Once	1	Follow the call instructions outlined in
2Clock In when you first arrive at the Member's residence.3Each morning, Clock Out at the time designated by the Agency.When Clocking Out, you are prompted to enter the Duties for the day. Once	T	the Clock In/Out sections.
2       Member's residence.         3       Each morning, Clock Out at the time designated by the Agency.         When Clocking Out, you are prompted to enter the Duties for the day. Once	2	Clock In when you first arrive at the
3 Each morning, <b>Clock Out</b> at the time designated by the Agency. When <b>Clocking Out</b> , you are prompted to enter the Duties for the day. Once		Member's residence.
<ul> <li>designated by the Agency.</li> <li>When Clocking Out, you are prompted to enter the Duties for the day. Once</li> </ul>	n	Each morning, Clock Out at the time
When <b>Clocking Out</b> , you are prompted to enter the Duties for the day. Once	5	designated by the Agency.
to enter the Duties for the day. Once		When Clocking Out, you are prompted
		to enter the Duties for the day. Once
4 completed, the system automatically	4	completed, the system automatically
places a new EVV for the following		places a new EVV for the following
shift.		shift.