



**IMAGINE**  
**ENTERPRISES**

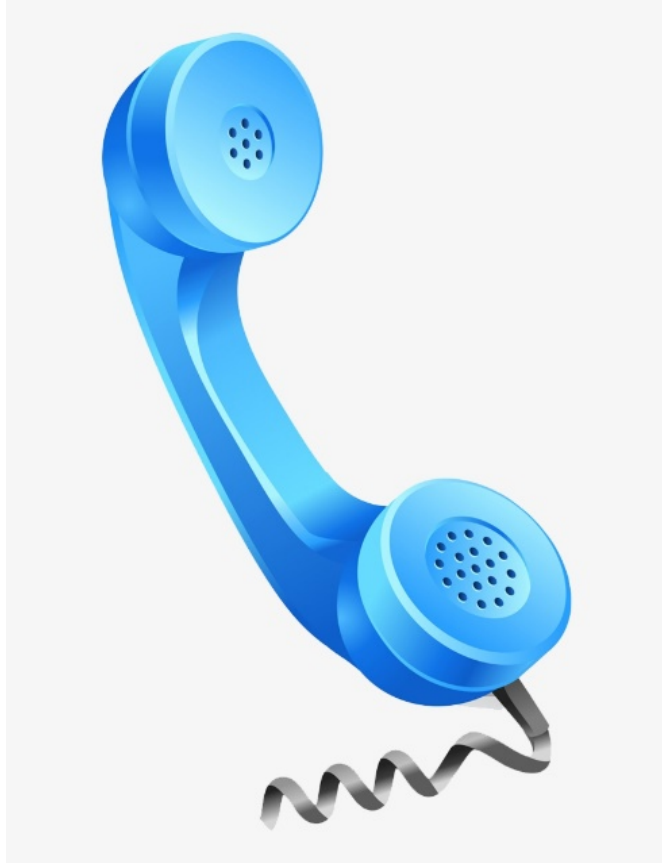
# EMPLOYEE EVV TRAINING

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Interactive Voice Response (IVR) Instructions

# OVERVIEW OF IVR

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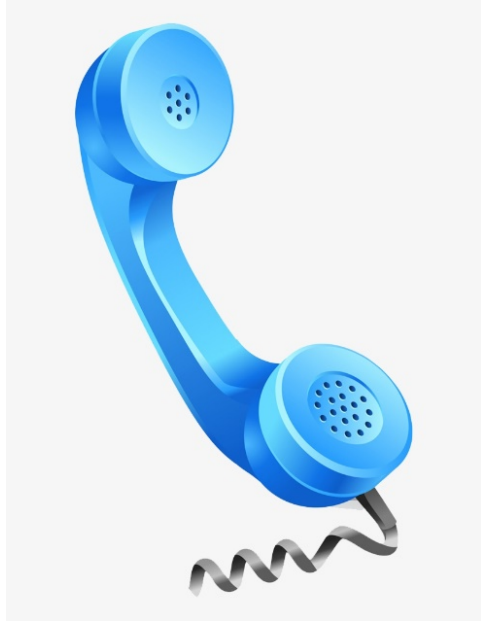


**(800) 468-0197**

- *Interactive Voice Response*
- Landline Phone Procedure

# OVERVIEW OF IVR

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## (800) 468-0197

The Interactive Voice Response (IVR) system lets CDS employees record services provided to the member by dialing from the member's home when service begins, and once again when service is completed.

- CDS employees must use the member's home phone landline
- CDS employees must not use their cell phones to call the IVR
- Paper timesheets will still be **required** when using IVR

# Interactive Voice Response System (IVR) Demo

To complete a successful Clock In, you will need:

- AuthentiCare Service Attendant ID \_\_\_\_\_
- AuthentiCare Member ID \_\_\_\_\_



## Instructions to Clock In for IVR

1. Dial (800) 468-0197 from the member's phone.  
*"Welcome to AuthentiCare Texas."*
2. *"Please enter your Service Attendant ID followed by the pound sign."*
3. *"To clock in, press 1. To clock out, press 2. To select language preference, press 8."*  
Press 1 for clock in.
4. *"Are you at the Member's home? If this is correct, press 1. Otherwise, press 2."*  
Press 1. If 2 is selected you will hear other services locations to choose from such as community, family home, neighborhood and other.  
  
If you are not calling from Member's registered phone number the system will prompt you for Member ID.
5. *"Please Enter your Member ID followed by the pound sign"* then confirm the correct member name  
*"If you are calling for a service performed for (Member's Name) press 1. Otherwise, press 2."*  
Press 1. If 2 is selected you will be prompted to enter the Member ID.
6. *"If the service is <SERVICE NAME> press 1, <SERVICE NAME> press 2, etc."*  
You will hear a list of services that are authorized for the member selected. Choose the one you are there to perform by pressing the appropriate number on the telephone key pad.
7. *"If you are finished selecting services press 1, if you want to add an additional service for this Member press 2."*
8. *"If you are <SERVICE ATTENDANT NAME> and you work for <PROVIDER NAME> and you are providing <SERVICE NAME> for <MEMBER NAME> press 1. If this is not correct, press 2."*  
AuthentiCare will repeat back your name, the program provider name, the member'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. Pressing 2 will take you back to step 3.
9. *"Your clock in was successful at <TIME>. To return to the main menu, press 1. To end this call press 2. Thank you for calling AuthentiCare Texas. Goodbye."*  
After confirming the information, you will be told that the clock 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.



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THANK YOU!

For additional information, please visit:

[imagineenterprises.org/cds/evvtraining](https://imagineenterprises.org/cds/evvtraining)

Or if you have questions, you may email us at:

[cds@imagine-enterprises.org](mailto:cds@imagine-enterprises.org)