CONSUMER DIRECT CARE NETWORK

Clocking In and Out Using IVR

All time submitted via IVR must be approved by the Participant in the DirectMyCare web portal. If the Participant is unable to approve time via DirectMyCare they must call CDSD for approval.

Locating your User ID

1. Log in to CDSD's DirectMyCare Web Portal.
2. Select your name in the top right corner to view your profile.

3. Your Person ID is your User ID for the IVR.
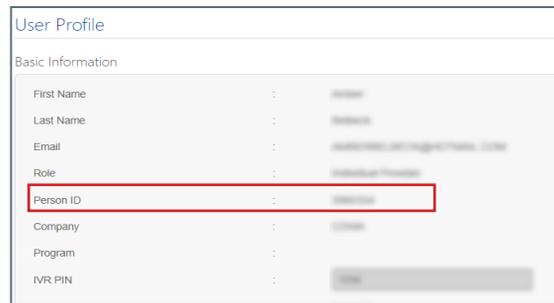
| **IVR:** | English: **877-532-8537** | Spanish: **855-581-0509** |

Clock In

1. At the start of your shift, use Participant's phone to call into the IVR system [above].
2. Enter your **User ID** followed by the **pound sign (#)**.
3. **Press 1** to record an entry.
4. Enter your **6-digit PIN.**
5. If applicable, listen to the prompts to select the Participant and/or the service.
6. Your start time is recorded.
7. The system will say "you have successfully started your shift, goodbye" and will hang up.
8. Begin providing care.

Clock Out

1. At the end of your shift use Participant's phone to call into the IVR system [above].
2. Enter your **User ID** followed by the **pound sign (#).**
3. **Press 1** to finish recording your entry.
4. Enter your **6-digit PIN.**
5. If applicable, follow the prompts to select completed service tasks. See Page 2 for a list of specific tasks.
6. Your end time is recorded.
7. The system will say "you have successfully ended your shift, goodbye" and will hang up.

Troubleshooting

User ID is Invalid

If the caller does not enter # sign after User ID, they will get a "User ID is invalid" message.

No Options Given to Record Time

If the IVR system does not recognize the phone number you are calling from, it will first ask for your User ID, then ask for your PIN. You will not hear options to record time or enter tasks. You will not be able to advance in the IVR system.

IVR System Says "No Client"

The options in the IVR system are as follows:
- "To record an entry press ONE" – this is for Caregivers who are starting an EVV compliant shift.
- "To record a fob entry press TWO" – this is for Caregivers who have written down a fob code and need to record an EVV compliant shift for applicable companies.
- To record a timesheet entry press THREE" – this is for Caregivers to record their time.

I Don't Remember My PIN

Make a call to the IVR number using the phone number on file with CDSD. Caller must use 6-digit PIN, followed by #. If forgotten, change your PIN by selecting * key after entering your User ID.

Task Lists

CC RC PC Community Integration	Press #1 for yes or #2 for no
CC RC Relationships	Press #1 for yes or #2 for no
CC RS Independent Living Skills	Press #1 for yes or #2 for no
CC RC Teaching	Press #1 for yes or #2 for no
CC Self-Determination	Press #1 for yes or #2 for no
CC Communication Skills	Press #1 for yes or #2 for no
CC Integrated Retirement	Press #1 for yes or #2 for no
CC Money Management	Press #1 for yes or #2 for no
PC RC Meal Prep Eating	Press #1 for yes or #2 for no
CC Travel Training	Press #1 for yes or #2 for no
RC Supervision	Press #1 for yes or #2 for no
CC RC PC SE Goals	Press #1 for yes or #2 for no
PC Dressing Hygiene	Press #1 for yes or #2 for no
PC Transfer or Mobility	Press #1 for yes or #2 for no
PC Toileting	Press #1 for yes or #2 for no
PC Household Management	Press #1 for yes or #2 for no
PC Health Management	Press #1 for yes or #2 for no
PC Communications Management	Press #1 for yes or #2 for no
CC RC PC Religious Observation	Press #1 for yes or #2 for no
PC Safety	Press #1 for yes or #2 for no
SE Employ Support	Press #1 for yes or #2 for no