

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. <i>Note: 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 1 to Clock In when prompted.
3	Enter the Employee ID (provided by your Agency).
4	Confirm the entry. <i>Note: If you enter your Employee ID incorrectly, the system prompts you to reenter your credentials. If you fail to enter your Employee ID after several attempts, the system stops you from placing an EVV and you must contact your Manager.</i>
5	If the EVV is placed successfully, then the following automated message is heard: "Your call has been successfully registered"

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 2 to Clock Out when prompted.
3	Enter your Employee ID .
4	Confirm the entry. <i>Note: Refer to the Clock In instructions if you are having trouble placing an EVV or entering the Employee ID.</i>
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." <i>Note: A Duty ID may be either 2 or 3 digits, depending on the Agency,</i>
6	Enter each Duty ID . <ul style="list-style-type: none"> If an invalid Duty ID is entered, then you are alerted and asked to enter the next Duty ID. If a valid Duty ID is entered, then you are asked to enter the next Duty ID. If the Member refused a Duty, then enter star (*) followed by the Duty ID to log a Refused Duty.
7	When all Duties have been entered, dial 00 (or 000) to complete the EVV. Upon completion, the following is heard: "Your Call-Out has been registered 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 the Clock In/Out sections.
2	Clock In and Out only ONCE for the Visit.
3	When Clocking Out , enter the Primary Member's Duties first, and then dial 00 (or 000).
4	Repeat step 3 for the Secondary Member.
5	Dial 00 (or 000) a second time for the system to complete the EVV and Clock out. <i>Note: Please contact your Manager if you are unsure of who the Primary 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 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.
4	When Clocking Out , you are prompted to enter the Duties for the day. Once completed, the system automatically places a new EVV for the following shift.