



Clock In – Regular Instructions – All Cases

Clock Out – Regular Instructions

EVV Phone Call: Instructions



Consumer Name:

PA Name:

(Assignment ID) PA ID #:

1. Dial the phone number (see front of this handout) using the Consumer’s telephone, based on the desired language.

1. Dial the phone number (see front of this handout) using the Consumer’s telephone, based on the desired language.

2. When prompted, press 1 to Clock In.

2. When prompted, press 2 to Clock Out.

3. Enter your Assignment ID# (PA ID# provided by Concepts – in the front of this handout).

3. Enter your Assignment ID (PA ID#).

4. Confirm the entry.
1 – Correct
0 – Re-Enter

Note: If you enter your PA ID# incorrectly, the system will prompt you to re-enter your ID.

4. Confirm the entry.
1 – Correct
0 – Re-Enter
Note: If you enter your PA ID# incorrectly, the system will prompt you to re-enter your ID.

Dial:

English: 888-615-7170,

866-913-0089

Spanish: 866-913-0074

Russian: 866-913-0075

Creole: 866-913-0083

Polish: 866-913-0088

5. If the EVV was placed successfully, you will hear the following automated message:

5. When prompted to enter Duty ID, dial “0”.
6. If the EVV was placed successfully, you will hear the following automated message:

“Your call has been successfully registered”

“Your Call-Out has been registered successfully. Goodbye.”

Clock In and Clock Out - Live-in Cases

1. Follow the “Clocking In – Regular Instructions – All Cases” (see front of this handout) to Start a shift the day of arrival.

2. Each subsequent morning, follow the “Clocking Out – Regular Instructions” to End a shift at the scheduled time.

3. Step 2 above will complete the shift started on Day 1 and the call will be copied to start a consecutive shift on Day2 - there is no need to call IN on Day 2.

4. Consecutive Shifts – beyond Day 2: When the out call is completed, the system will automatically start the new shift (if the worker “Calling Out” is in the schedule for a consecutive day) – there is no need to call IN for a consecutive shift.

5. If there is a new worker taking over for the Live-In case, the shift will need to be started by that new worker with an “IN” call - after the OUT call from the previous worker is received (See Step 1 – above).

Clock In and Clock Out - Mutual Cases

1. Follow the “Clocking In – Regular Instructions – All Cases” (see front of this handout) to Start a shift.

2. Follow the “Clocking Out – Regular Instructions” to End a shift

3. You will clock in and out Once for both members (at the start and end of the shift).

4. When Clocking Out, enter “0” when prompted for the duties for the first person.

5. When prompted for the duties again enter “0” for the second person. The system will then complete the EVV Clock out.

Clock In and Clock Out - Shared/Linked Cases

If there is NO break in the shift – and the “Visit is WITHOUT Interruption”

1. Follow the “Clocking In – Regular Instructions – All Cases” (see front of this handout) to Start a shift.

2. Follow the “Clocking Out – Regular Instructions” to End a shift

3. You will clock in and out Once for both members (at the start and end of the shift).

4. When Clocking Out, enter “0” when prompted for the duties for the first person.

5. When prompted for the duties again enter “0” for the second person. The system will then complete the EVV Clock out.

If there IS A BREAK in the shift – and the “Visit is WITH Interruption”

You will have to call in and out for the first shift (as per Steps 1 to 5 above) and then call in and out again for the second shift (as per Steps 1 to 5 above).