

Employee: Create a Shift (Punch) using Client/Employer's Landline

The employee must create an EVV-compliant punch on a landline phone. Phone EVV is an option for clients/employers who live in regions that have little or no access to a cellular or internet network but have landline phone access. This option allows the client/employer to receive service while meeting the requirements for EVV. Phone EVV is an IVR (interactive voice response) automated phone system meaning that the automated voice on the phone will ask questions and the user will enter responses by using the landline keypad. Phone EVV must be used with a landline and can be used for both real-time (at the time of service) or historical (after the service was completed) entries.

Real-Time Phone EVV Clock In

The following is an example of how to clock in using phone EVV for real-time punches. Please note that the questions or voice prompts at each organization may be different. The process takes three to five minutes to complete.

1. Arrive at the client/employer's home to begin the shift. Prior to starting, use the client/employer's **landline** phone to dial the phone number provided by the organization.
2. An automated voice will prompt for the **last four digits of the employee's social security number** on the landline keypad. If the organization offers multiple languages, select the preferred language prior to entering social security digits.
3. When prompted enter the **four-digit PIN** provided by Imagine Enterprises
4. When prompted enter **month and day of birth** (i.e., January 01 - enter 01 01)
5. When prompted **press 1** for hourly services
6. The system will read the name(s) of client associated with the landline phone number. **Press the number on the keypad associated with the client** (i.e., press 1 for John Smith).
7. **Press 1** for real time. The options will be to press 1 for hourly service or 2 for historical entries.
8. **Press the appropriate number** to confirm the service code (i.e., respite)
 - a. If more than one service code, the system will read all service codes available (i.e., press 1 for respite, press 2 for attendant care)
9. The system will read how many hours are left on the current authorization. To continue, **press 1**. Otherwise, **press 2** to end the call.
 - a. This is a configurable setting that is not used by all organizations
 - b. Move on to next step if no balance announced
10. Select **clock in EVV Location**
 - a. If the user is calling from the associated EVV phone number, this step will not be presented as the EVV location will be automatically selected.
 - b. If this is required by the organization, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client.

- c. If this is not required by the organization, "none" will be an available option.
11. **Press 1** to save the entry and clock in

Real-Time Phone EVV Clock Out

The process for clocking out will be similar to the process for clocking in. The process takes three to five minutes to complete.

1. At the end of the shift, use the client/employer's **landline** phone to dial the phone number provided by the organization.
2. An automated voice will prompt for the **last four digits of the employee's social security number** on the landline keypad. If the organization offers multiple languages, select the preferred language prior to entering social security digits.
3. When prompted enter the **four-digit PIN** provided by Imagine Enterprises
4. The system will alert that there is an open punch. When prompted **press 1** to confirm closing the punch.
5. Select **clock out EVV Location**
 - a. If the user is calling from the associated EVV phone number, this step will not be presented as the EVV location will be automatically selected.
 - b. If this is required by the organization, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client.
 - c. If this is not required by the organization, "none" will be an available option.
6. **Press 2** to disconnect (clock out has now occurred), or if needed, **press 1** to start a new shift (i.e., A real-time clock out was just completed, but a historical punch also needs to be entered. Stay on the line and complete both.).

Historical Phone EVV

Historical phone EVV allows employees to enter time after the shift has already happened. Because the shift is in the past, employees clock in and out during the same call. Historical phone EVV requires that the client/employer verify the historical time entry in the DCI web portal.

Historical time entries can happen for many reasons. The most common reason is that the employee forgot to clock in for a shift. Another reason may be that there were urgent care needs at the beginning of the shift and the employee had to attend to the client/employer before they were able to clock in.

Allow five to eight minutes to complete this process.

1. The client/employer or Employer Services Manager must be present for historical punches. Use the client/employer's **landline** phone to dial the phone number provided by the organization.
2. An automated voice will prompt for the **last four digits of the employee's social security number** on the landline keypad. If the organization offers multiple languages, select the preferred language prior to entering social security digits.
3. When prompted enter the **four-digit PIN** provided by Imagine Enterprises
4. When prompted **press 1** for hourly services
5. The system will read the name(s) of the client/employer associated with the landline phone number. **Press the number on the keypad associated with the client** (i.e., press 1 for John Smith).

6. **Press 2** for historical. The options will be to press 1 for hourly service or 2 for historical entries.
7. **Press the appropriate number** to confirm the service code (i.e., respite)
 - a. If more than one service code, the system will read all service codes available (i.e., press 1 for respite, press 2 for attendant care)
8. **Enter Date of Service** in **MMDDYYYY** format (i.e., August 1, 2021, is 08012021)
9. **Enter Clock-In Time** in **HHMM** format (i.e., 8:30 is 0830)
 - a. Press 1 for AM or 2 for PM
10. **Enter Clock-Out Time** in **HHMM** format (i.e., 4:45 is 0445)
 - a. Press 1 for AM or 2 for PM
11. Select **clock in EVV Location**
 - a. This is required, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client.
 - i. If the user is calling from the associated EVV phone number, this step will not be presented as the EVV location will be automatically selected.
12. Select **clock out EVV Location**
 - a. If this is required by the organization, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client/employer.
 - i. If the user is calling from the associated EVV phone number, this step will not be presented as the EVV location will be automatically selected.
 - b. If this is not required by the organization, "none" will be an available option.
13. The system will read back the punch details. **Press 1** to confirm.
14. Hand the landline phone to the client/employer to verify the historical entry
15. The client/employer will **press 1** when ready
16. They listen to the punch details and **press 1** to accept or **2** to reject
17. They enter their **PIN** to validate
18. The call will end automatically, and the historical punch is now recorded.