

Telephonic Visit Verification TVV (IVR)



**IVR is sometimes
used instead of EVV.**

evvie



**With IVR Employees
or Caregivers
clock in & out of shifts
with a phone call.**

evvie



Employers can use
IVR to approve
shifts too!

evvie

**The phone number will
be provided by the
Participant's
FMS Provider or Agency.**



evvie

- The FMS Provider will also provide you with:

Your Employee ID number

Consumer/Participant ID number(s)

Service Code IDs

ADL Codes

evvie

**Press “1” to clock -in
or
Press “2” to clock-out**



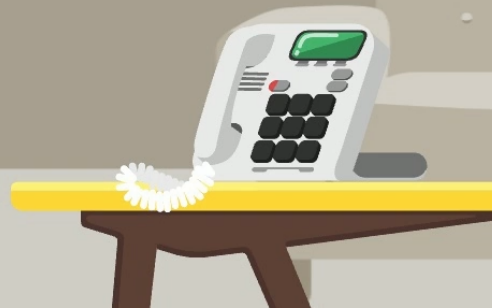
evvie

**Enter the six-digit
Employee ID**



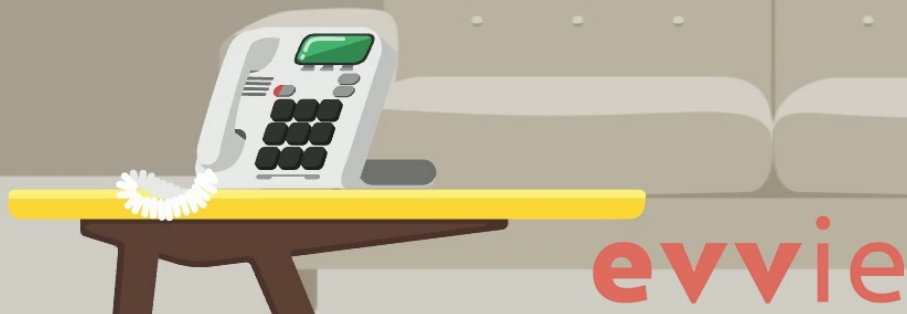
evvie

**Add leading zeroes if
your ID is less than
six-digits**



evvie

**Enter the six-digit
Participant/
Consumer ID**



- **If the call is a clock in, the system will say “thank you” and give a reminder to clock out at the end of the shift.**

If the call is a clock out, the system ask for the Service Code ID and ADL codes to be entered.

ADL codes are provided by the FMS provider.

Multiple ADL codes can be entered. However, the last ADL code entered must be “000” as this tells the system that all ADL codes have been entered.

The system will say “thank you for clocking out” and will hang up automatically.



SAMPLE CALL-IN MESSAGE

When calling to clock “IN” a shift by phone, you will receive an automative voice attendant of the following step-by-step instructions:

Welcome to the evvie electronic
visit verification system.

Please press 1 to clock-in
press 2 to clock-out
or press 3 for employer
shift review and approval



Please enter your six-digit Employee ID
IDs under six-digits require leading zeroes.

You have entered 121121
if this is correct press 1.
Otherwise, please
press 0 to re-enter.



Please enter your six-digit Consumer ID.
IDs under six-digits require leading zeroes.

You have entered 080262
if this is correct press 1.
Otherwise, please
press 0 to re-enter.



Thank you for clocking in.

Please call back when you
are ready to clock-out.

Goodbye.





SAMPLE CALL-OUT MESSAGE

When calling to clock “OUT” a shift by phone, you will receive an automative voice attendant of the following step-by-step instructions:

Welcome to the evvie electronic
visit verification system.

Please press 1 to clock-in
press 2 to clock-out.
Or press 3 for Employer
shift review and approval.



Please enter your six-digit Employee ID
IDs under six-digits require leading zeroes.

You have entered 121121
if this is correct press 1.
Otherwise, please
press 0 to re-enter.



Please enter your six-digit Consumer ID.
IDs under six-digits require leading zeroes.

You have entered 080262
if this is correct press 1.
Otherwise, please
press 0 to re-enter.



Please enter your Service Code ID

You have entered 01
if this is correct press 1.

Otherwise, please
press 0 to re-enter.



- Enter ADL code



You have entered 011.

If this is correct press 1
otherwise, please
press 0 to re-enter.



- Enter next ADL code



You have entered 012.

If this is correct press 1
otherwise, please
press 0 to re-enter.



evvie

- Enter next ADL code



Thank you for clock out.

Goodbye.



TO REVIEW

On a clock-in call, you will enter:

Your six-digit Employee ID

The six-digit Participant/Consumer/Member ID

evvie

On a clock-out call, you will enter:

Your six-digit Employee ID

The six-digit Consumer/Participant ID

A Service Code ID

Any ADL Codes

- ending with ADL code “000”

evvie