

Phone EVV Guide - <https://acumenfiscalagent.zendesk.com/hc/en-us/articles/360038482512-Phone-EVV-Guide>

Real-Time Phone EVV Clock In

The process takes three to five minutes to complete.

1. Employee arrives at the client's home to begin the shift.
 - a. All States & Programs Except NC Cap and WI: Sign in: Call (855) 807-9595 from the client's landline to start the shift
 - b. NC Cap and WI Only: Sign in: Call (844) 608-0047 from the client's landline to start the shift
2. An automated voice will prompt for the **last four digits of the employee's social security number** on the landline keypad
3. When prompted enter the employee's **four-digit PIN**
4. When prompted enter the employee's **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. Depending on program settings, the available balance may be announced. **Press 1** to continue.
10. Select **clock in EVV location**
 - a. If required by the program, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client.
 1. 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 not required by the program, "none" will be an available option.
11. **Press 1** to save the entry and clock in
12. The recording will read back the punch details and then disconnect

Real-Time Phone EVV Clock Out

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

1. At the end of the shift
 - a. All States & Programs Except NC Cap and WI: Sign in: Call (855) 807-9595 from the client's landline to end the shift
 - b. NC Cap and WI Only: Sign in: Call (844) 608-0047 from the client's landline to end the shift
2. An automated voice will prompt for the **last four digits of the employee's social security number** on the landline keypad
3. When prompted enter the employee's **four-digit PIN**
4. When prompted enter the employee's **month and day of birth** (i.e., January 01 - enter 01 01)
5. The system announces that there is an open punch. When prompted, **press 1** to confirm closing the punch.
6. Select **clock out EVV location**
 - a. If required by the program, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client.
 1. 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 not required by the program, "none" will be an available option.
7. If required by the program, the system will read each task/statement.
 - a. **Select 1** if the task was completed or **2** if the task was not completed (e.g., Laundry, press 1 for yes and 2 for no).

- b. Select at least one task/statement or the call will disconnect, and the process must be restarted.
8. The punch is now closed, and the employee is clocked out. **Press 2** to disconnect or **1** to open a new punch.

Historical Phone EVV Entry

Historical entries are used for a missed punch or punch correction. **Historical phone EVV requires that the client or employer verify the historical time entry and they must be present at the end of the process.** Allow five to eight minutes to complete this process.

1. The employee will
 - a. All States & Programs Except NC Cap and WI: Sign in: Call (855) 807-9595 from the client's landline to enter the shift
 - b. NC Cap and WI Only: Sign in: Call (844) 608-0047 from the client's landline to enter the shift
2. An automated voice will prompt for the **last four digits of the employee's social security number** on the landline keypad
3. When prompted enter the employee's **four-digit PIN**
4. When prompted enter the employee's **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 the client associated with the landline phone number. **Press the number on the keypad associated with the client** (e.g., press 1 for John Smith).
7. **Press 2** for historical. 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 (e.g., respite)
 - a. If more than one service code, the system will read all service codes available (e.g., press 1 for respite, press 2 for attendant care).
9. Depending on program settings, the available balance may be announced. **Press 1** to continue.
10. **Enter Date of Service** in **MMDDYYYY** format (e.g., August 1, 2024, is 08012024)
11. **Enter Clock-In Time** in **HHMM** format (e.g., 8:30 is 0830)
 - a. Press 1 for AM or 2 for PM
12. **Enter Clock-Out Time** in **HHMM** format (e.g., 4:45 is 0445)
 - a. Press 1 for AM or 2 for PM
13. Select **clock in EVV location**
 - a. If required by the program, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client.
 1. 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 not required by the program, "none" will be an available option.
14. Select **clock out EVV location**
 - a. If required by the program, a selection must be made ("none" will not be an option). The system will provide numbered options for EVV locations associated with the client.
 1. 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 not required by the program, "none" will be an available option.
15. If required by the program, the system will read each task/statement.
 - a. **Select 1** if the task was completed or **2** if the task was not completed (e.g., Laundry, press 1 for yes and 2 for no).
 - b. Select at least one task/statement or the call will disconnect, and the process must be restarted.
16. The system will read back punch details. **Press 1** to confirm or **2** to edit.

***Please note: The client or employer must be present for the following final steps:**

17. Hand the landline phone to the client or employer who presses 1 when ready
18. The client/employer reviews the punch details and presses 1 to accept or 2 to reject the entry
19. The client/employer will validate the call using the client PIN
20. The punch is created
21. The phone disconnects and the shift is recorded