# INTERACTIVE VOICE RESPONSE (IVR) CHECK-IN AND CHECK-OUT GUIDE

**CAREBRIDGE**

## OVERVIEW

If you are unable to use the CareBridge Mobile Application, you can use the Interactive Voice Response (IVR) option to Check-In and Check- Out of the scheduled visit. You will need to use the Member's home phone to call the toll-free IVR phone number. Your Provider Agency gave you this number in your training. Be sure you have your Provider ID and IVR PIN from your Agency as well as your 8-digit IVR Passcode, which you create the first time you use IVR. You will need all three of these to use the IVR system.

The IVR system will walk you through a series of questions to complete the Check-In, Observed Changes, Care Plan, and Check-Out processes.

### STEP 1: CALL THE IVR NUMBER FROM MEMBER'S PHONE

The IVR number is **(515) 489-4787**

You will be prompted to enter your Provider ID.

### STEP 2: ENTER YOUR PROVIDER ID

You will then be prompted to enter your IVR Sign Up code.

### STEP 3: ENTER YOUR SIGN UP CODE

Enter the 6-digit Sign Up code that was sent to you in a text message.

You will then be prompted to enter your IVR PIN.

### STEP 4: ENTER YOUR IVR PIN

You will then be prompted to enter your IVR password.

### STEP 5: ENTER YOUR IVR PASSWORD

After you enter your **password**, you will be prompted to Check-In.

### STEP 6: CHECK-IN

You will hear a list of today's appointments. Select the **correct number** for the appointment you need to check into. You can **hang up** at this point.

When you call back to check out, you will answer questions about Observed Changes and Care Plan activities.

**STEP 7: CHECK-OUT**

At the end of your visit, call **(515) 489-4787** again, and follow the directions to Check-Out.

First you will need to answer the Observed Changes and Care Plan questions.

**STEP 8: OBSERVED CHANGES QUESTIONS**

The IVR will begin asking the Observed Changes questions.

Select the **correct number** for each response.

**STEP 9: CARE PLAN QUESTIONS**

Care Plan activities will be listed after you answer the Observed Changes questions. Select the **correct number** for each response.

Follow the directions to Check-Out of the visit and **hang up** when complete.