

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



## OVERVIEW

Caregivers that are unable to use the CareBridge Mobile Application, may use the **Interactive Voice Response (IVR)** option to Check-In and Check-Out of the scheduled visit. This method takes more time to complete, and they will need to use the member's *WDH approved phone number* to call the IVR line. Caregivers will need three different codes that must be entered each time they call in using IVR. A **Provider ID** number, an **IVR PIN** (which is the same number as the Provider ID,) and an **IVR Password**.

Caregivers will need to create an **8-digit IVR Password** the first time they use IVR. The IVR system will guide caregivers through a series of questions to complete the **Check-In, Observed Changes, (EVV) Care Plan, and Check-Out** processes.

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

The IVR Number is **1 (307) 227-2846**.

**Select** desired language.

Enter the **Provider ID** followed by **pound (#)**.

### STEP 2: ENTER PROVIDER ID FOLLOWED BY #

The caregiver will then be prompted to enter the **IVR PIN** (which is the same number as the Provider ID) followed by **pound (#)**.

### STEP 3: ENTER IVR PIN FOLLOWED BY #

\*If it is the caregiver's first time calling in, they will be prompted to enter their **Sign-Up code** - which is a **6-digit number** sent to them via text or email - followed by pound (#).

### STEP 4: ENTER SIGN-UP CODE\* FOLLOWED BY #

To sign into their account, caregivers should then **press 1** followed by **pound (#)**.

If it is their first time calling in, they will be prompted to create their **8-digit password** followed by **pound (#)**.



**STEP 5: ENTER IVR PASSWORD FOLLOWED BY #**

After entering the **8-digit Password** followed by **pound (#)**, they will then be prompted to confirm it (**press 1**) or change it (**press 2**).

After confirming the password, they will be prompted to Check-In.

**STEP 6: CHECK-IN AND/OR CREATE AN APPOINTMENT**

If the caregiver has appointments scheduled through the provider organization, they will hear today's schedule. They must then select the correct number for the appointment they need to check into. They can **hang up** at this point.

If the caregiver creates their own appointments through the mobile app, after they have confirmed your password and signed in, they will hear a message that they do not have any scheduled visits, then they will hear prompts for scheduling an appointment.

1. **Press 1** to create a new appointment.
2. Select the member the caregiver is serving. If the member has multiple PAs (authorizations), the caregiver must select the one they need for their appointment.
3. The caregiver will then be presented with four options:
  - a. **Press 1** to enter schedule start time and end time (to schedule an appointment for later). If they select this option, they must follow the prompts to enter the time of the appointment, and use 12-hour format with leading zeros added accordingly. (Example: 2:30 should be entered as 0230.) Select 1 for A.M. or 2 for P.M.
  - b. **Press 2** to **Check-In now** (to start the appointment immediately).
  - c. **Press 3** to return to the main menu.
  - d. **Press 4** to end the call.
4. If the caregiver scheduled an appointment for later, they can press the # (pound) key to confirm the appointment time.
5. If the caregiver selected 2 for **Check-In Now**, they can hang up and begin their service activities.

**Please note:** If the caregiver gets a message that the member has no current PAs (authorizations) they must call WDH.

**STEP 7: CHECK-OUT**

At the end of the visit, the caregiver must call **1 (307) 227-2846** again and follow the directions to Check-Out.

First, they will need to answer the Observed Changes and (EVV) Care Plan questions.



### STEP 8: EVV CARE PLAN QUESTIONS

The caregiver will be presented with three options:

1. To complete the member's EVV Care Plan, **Press 1**.
  - a. **Press 1** to mark a task **COMPLETED**.
  - b. **Press 2** to mark a task as **SKIPPED**.
  - c. **Press 3** to mark a task as **REFUSED**.
  - d. **Press 4** to repeat the task.
2. To review the member's EVV Care Plan, updated at (time), **Press 2**.
3. To complete member's EVV Care Plan and mark all tasks performed, **Press 3**.

### STEP 9: OBSERVED CHANGES QUESTIONS

Observed Changes questions will be listed after the caregiver answers the (EVV) Care Plan questions.

**Select the correct number** for each response, (**1** for Yes or **2** for No). If the caregiver needs to leave notes for an observed change, they must follow the prompts and record their notes.

Then the caregiver must follow the directions to Check-Out of the visit and **hang up** when complete.

### STILL NEED HELP?

Many questions can be addressed by the provider organization Portal administrator. These include things like:

- Username/password issues
- Appointments
- Scheduling
- Missed visits

For technical questions about the CareBridge solution and how it functions, the CareBridge Technical Support Team is happy to help. Caregivers or their administrators can contact us here: [wyevv@carebridgehealth.com](mailto:wyevv@carebridgehealth.com) or at **1 (855) 912-3301**.