

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



OVERVIEW

If you are unable to use the CareBridge Mobile Application, you can use the Interactive Voice Response (IVR) to Check-In and Check-Out of the scheduled visit. This method takes more time to complete, and you will need to use an agency 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** number, and an **IVR Password**.

Caregivers will need to create an 8-digit IVR Password the first time they use IVR. Please remember that *you will need all three of these codes to use the IVR system*. The IVR system will guide 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 **1 (984) 368-4082**.

Select your language.

You will then be prompted to enter your **Provider ID** followed by **pound (#)**.

STEP 2: ENTER YOUR PROVIDER ID FOLLOWED BY

You will then be prompted to enter your **IVR PIN** followed by **pound (#)**.

STEP 3: ENTER YOUR IVR PIN FOLLOWED BY

*If it is your first time calling in, you will be prompted to enter your **Sign-Up code** - which is a six-digit number sent to you via text or email - followed by **pound (#)**.

STEP 4: ENTER YOUR SIGN-UP CODE* FOLLOWED BY

To sign into your account you should then **press 1** followed by **pound (#)**. If it is your first time calling in, you will be prompted to create your **8-digit password** followed by **pound (#)**.

STEP 5: ENTER YOUR IVR PASSWORD FOLLOWED BY

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

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



STEP 6: CHECK-IN

If you have scheduled appointments, you will hear a list of today's appointments. **Select the correct number** to check into your desired appointment. You can **hang up** at this point.

STEP 7: CHECK-OUT

At the end of your visit, call **1 (984) 368 4082** again and follow the directions to **Check-Out**. First, you will need to answer the **Observed Changes** and **Care Plan** questions.

STEP 8: CARE PLAN QUESTIONS

You will be presented with three options:

1. To complete the member's **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 **Care Plan**, updated at (time), **Press 2**.
3. To complete member's **Care Plan** and **Mark all Tasks Performed, Press 3**.

STEP 9: OBSERVED CHANGES QUESTIONS

Observed Changes questions will be listed after you answer the **Care Plan** questions.

Select the correct number for each response, (**1** for Yes or **2** for No). If you need to leave notes for **Observed Changes**, please follow the prompts and record your notes.

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

STILL NEED HELP?

If this guide does not answer your questions, please contact your Provider Agency - this is your first level of support.

Your Provider Agency will be able to help you troubleshoot and fix most of the technical issues that may occur when using the application. If the issue needs to be sent to the CareBridge support team, your Agency will be able to work with us at CareBridge to quickly diagnose and resolve most issues. CareBridge Support is available from 7 AM to 5 PM Central Time.