

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



## OVERVIEW

If you are unable to use the CareBridge Mobile Application, you can use the **Interactive Voice Response (IVR)** system to Check-In and Check-Out of the scheduled visit. You will need to use approved member phone to call the **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 password**, 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** survey, **Care Plan** questions, and **Check-Out** processes.

### STEP 1: CALL THE CAREGIVER IVR NUMBER FROM AN APPROVED MEMBER PHONE NUMBER

The caregiver IVR Number is (501) 443-4065

You will be prompted to enter your **Provider ID**.

### STEP 2: ENTER YOUR PROVIDER ID

You will then be prompted to enter your **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** and check in to your account.

\*If it is your first time calling in, you will be prompted to create your 8-digit **password**. Enter that **password**. You will then be prompted to confirm it (**press 1**) or change it (**press 2**).

### STEP 5: ENTER YOUR IVR PASSWORD

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** 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.

If you set ad-hoc appointments, you will hear a message that you do not have any scheduled visits, then you will hear prompts for scheduling an appointment.

1. **Press 1** to create a new appointment
2. You will need to enter your **Member's ID** number or **name**. To enter the name, select one number letter to spell name, then hit the **# (pound)** key.
3. Select the **Member** you are serving
4. Follow the prompts to enter the **time** of the appointment
5. Press the **# (pound)** key to confirm the appointment time
6. **Hang up** and begin visit activities

\*Note: if you get a message that the Member has no current authorizations you will need to call PASSE.

## STEP 7: CHECK-OUT

At the end of your visit, **call (501) 443-4065** 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

## STILL NEED HELP?

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

Your agency will be able to help you in troubleshooting and fixing 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 Standard Time.