

## Calling Instructions

### To Clock In:

Step	Action
1	To place EVV, dial the number provided on the front of this pamphlet from the Member's home phone. <i>Note: If you are unable to use the Member's home phone, contact your Manager to see if there are additional EVV-approved phone numbers on record.</i>
2	Press <b>1</b> to <b>Clock In</b> when prompted.
3	Enter the <b>Assignment ID</b> (provided by your Agency) and confirm the entry.
4	If the EVV is placed successfully, then the system issues an automated confirmation message.

### To Clock Out:

Step	Action
1	To place EVV, dial the number provided on the front of this pamphlet from the Member's home phone.
2	Press <b>2</b> to <b>Clock Out</b> when prompted.
3	Enter your <b>Assignment ID</b> and confirm the entry.
4	If EVV is successfully placed, then the system issues the following automated message: <b>"Enter the 2-digit ID number for the first duty performed on the Patient."</b> <i>Note: A Duty ID may be either 2 or 3 digits.</i>
5	Enter each <b>Duty ID</b> . If a Duty is refused, enter "*" before the <b>Duty ID</b> .
6	When all Duties have been entered, dial <b>00</b> (or <b>000</b> ) to complete the EVV.
7	Upon completion, the system issues an automated confirmation message.

## FOB Instructions

### To Clock In:

Step	Action
1	Press the power button on the FOB to receive your 8-digit <b>Passcode</b> . Write this number down.
2	Dial your Agency's HHAeXchange number from any phone.
3	When prompted, press <b>3</b> to indicate a <b>"FOB Device"</b> confirmation.
4	Press <b>1</b> to indicate <b>FOB Clock In</b> .
5	Enter your <b>Assignment ID</b> (provided by your Agency) and confirm the entry.
6	Enter the 6-digit <b>Device ID</b> (found on the FOB device).
7	Enter the 8-digit <b>Passcode</b> .
8	If the EVV is placed successfully, then the system issues an automated confirmation message.

### To Clock Out:

Step	Action
1	Repeat Steps 1-7 of the Clock-in (above). Press <b>2</b> on <u>Step 4</u> to indicate <b>FOB Clock Out</b> .
2	If EVV is successfully placed, then the system issues the following automated message: <b>"Enter the 2-digit ID number for the first duty performed on the Patient."</b> <i>Note: A Duty ID may be either 2 or 3 digits.</i>
3	Enter each <b>Duty ID</b> . If a Duty is refused, enter "*" before the <b>Duty ID</b> .
4	When all Duties have been entered, dial <b>00</b> (or <b>000</b> ) to complete the EVV.
5	Upon completion, the system issues an automated confirmation message.

## Special Scenarios

### Mutual Cases:

Complete the following steps when providing service for two Members at once:

Step	Action
1	Follow the instructions outlined in the <b>Calling Instructions</b> section for phone; <b>FOB Instructions</b> section for FOB.
2	Clock In and Out only <b>ONCE</b> for the Visit.
3	When <b>Clocking Out</b> , enter the <b>Primary Member's Duties</b> first, and then dial <b>00</b> (or <b>000</b> ).
4	Repeat step 3 for the <b>Secondary Member</b> .
5	Dial <b>00</b> (or <b>000</b> ) a second time for the system to complete the EVV and Clock out. <i>Note: Please contact your Manager if you are unsure of who the <b>Primary Member</b> is. Entering the wrong Member first results in a bad EVV.</i>

### Live-in Cases:

Step	Action
1	Follow the instructions outlined in the <b>Calling Instructions</b> section for phone; <b>FOB Instructions</b> section for FOB.
2	<b>Clock In</b> when you first arrive at the Member's residence.
3	Each morning, <b>Clock Out</b> at the time designated by the Agency.
4	When <b>Clocking Out</b> , you are prompted to enter the Duties for the day. Once completed, the system automatically places a new EVV for the following shift.