

## Calling Instructions

**866-406-8419**

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### To Clock In:

1. To place EVV, dial the number provided on the front of this pamphlet from the Member's home phone.

**Note:** If you are unable to use the Member's home phone, contact your manager to see if there are other approved EVV phone numbers on record for the Member.

2. When prompted, press **1** to **Clock In**.
3. Enter your **Assignment ID** (provided by your Agency).
4. Confirm the entry.

**Note:** If you enter your **Assignment ID** incorrectly, the system will prompt you to reenter your credentials. If you fail to enter your **Assignment ID** after several attempts, the system will stop you from placing an EVV. If this happens, you will need to contact your Manager.

5. If the EVV was placed successfully, you will hear the following automated message:  
**"Your call has been successfully registered"**

### Assignment ID

## Calling Instructions

**866-406-8419**

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### To Clock Out:

1. To place EVV, dial the number provided on the front of this pamphlet from the Member's home phone.

2. When prompted, press **2** to **Clock Out**

3. Enter your **Assignment ID**.

4. Confirm the entry.

**Note:** If you are having trouble placing an EVV or entering your **Assignment ID**, refer back to the **Clock In** page.

5. If the EVV was placed successfully, you will hear the following automated message:

**"Enter the 2-digit ID number for the first duty performed on the patient"**

**Note:** Depending on the Agency, a **Duty ID** may be either 2 or 3 digits.

6. Enter each **Duty ID**.

- a. If you enter an invalid **Duty ID**, you will be told so and asked to enter the next **Duty ID**.

- b. If you enter a valid **Duty ID**, you will be asked to enter the next **Duty ID**.

- c. If the Member refused a Duty, enter star (\*) followed by the **Duty ID** to log a **Refused Duty**

7. When all Duties have been entered, dial 00 (or 000) to complete the EVV. You should hear the following:

**"Your Call-Out has been registered successfully. Goodbye."**

## Special Scenarios

### Mutual Cases:

When providing service for two Members at once, please follow the steps below to successfully place EVVs:

1. Follow the calling instructions outlined in the **Clock In/Out** sections.
2. You will only **Clock In** and **Out Once** for the Visit.
3. When **Clocking Out**, enter the **Primary Member's Duties** first, and then dial 00, or 000.
4. Repeat step 3 for the **Secondary Member**.
5. Once you dial 00, or 000, a second time, the system will complete the EVV and **Clock** you out.

**Note:** If you are unsure of who the **Primary Member** is, contact your Manager. Entering the wrong Member first will result in a bad EVV.

### Live-in Cases:

1. Follow the calling instructions outlined in the **Clock In/Out** sections.
2. **Clock In** when you first arrive at the Member's residence.
3. Each evening, **Clock Out** at the time designated by the Agency.
4. When **Clocking Out**, you will be prompted to enter the Duties for the day. Once completed, the system will automatically place a new EVV for the following shift.

**What to do if there is a Problem:**

Duty #      Duty      Category



**Placing Phone EVV Calls: Instructions**

If you are unable to complete an EVV, please complete the following troubleshooting steps:

1. Check to ensure you are dialing the correct number.
2. If the number is correct, redial and attempt to complete an EVV.
3. If you're still unable to successfully complete an EVV, please contact your Manager or a representative at the Agency. Failure to complete an EVV for the Clock In and/or Out of a Visit will result in non-payment for the Visit or the retrieval of a signed, physical, timesheet.

**Agency Name:**

**TRPIL Community Services**

**Manager Name:**

**Manager Phone Number:**

**724-223-5115**