



10.3 WORKER INSTRUCTIONS FOR USING THE IVR

Worker _____

Worker ID _____

Instructions to Check-in	
1	Dial 1-800-903-4676 from the client's touch-tone phone.
2	Enter your worker ID number followed by the pound (#) sign when prompted.
3	Press 1 for Check-in
4	You will then hear the name of the client you are there to serve. If it is correct, press 1. If KS AuthentiCare does not recognize the phone number you are calling from, you will be asked to enter the client's ID number (Medicaid number) followed by the pound (#) sign.
5	You will hear a list of services available for the client and be asked to choose the one you are there to perform by pressing the appropriate number on the phone key pad.
6	KS AuthentiCare will then repeat back your name, your agency's name, the client's name, and the service to be provided. If this is all correct, press 1. If the information is not correct press 2 and you will be able to correct the information before you finish the call
7	If the information is correct you will be told that the check-in was successful at (states the time). At this point you will be instructed to press 2 to end the call.
Instructions to Check-out	
1	Dial 1-800-903-4676 from the client's touch-tone phone.
2	Enter your worker ID number followed by the pound (#) sign when prompted.
3	Press 2 for Check-out
4	If you failed to check in, the IVR will read the client back to you or, if it does not recognize the phone number you are calling from, you will be asked to enter the client's ID number (Medicaid number) followed by the pound (#) sign. You will also be asked to select a service.
5	Some services will require the entry of activity codes. You will be prompted to enter the activity codes one at a time. After the entry of each code, press the pound (#) sign. KS AuthentiCare reads the activity code, asks you confirm it is correct and then asks you to enter another activity code if needed. Once you have entered all activity codes, press 8 to continue to the next step.



6	KS AuthentiCare will repeat back your name, your agency's name, the client's name and the service you provided. If this is all correct, press 1. If the information is not correct press 2 and you will be able to correct the information before you finish the call
7	If the information was correct you will be told that you have successfully filed your claims and the time and press 2 to end your call.

What do I do if . . .	
. . . I forget my worker ID or my client's Medicaid ID?	Call your supervisor who has both numbers on file.
. . . I check-in but forget to check-out?	Call your supervisor and let him know what client you were serving and the time you left the client's home.
. . . I forget to check-in?	If you are near the beginning of your visit, go ahead and do a check-in. Then let your supervisor know the check-in was phoned in late and what time you started providing care. If you don't remember until the end of your visit, go ahead and check-out when you leave. Let your supervisor know you forgot to check-in and what time you arrived at the client's home.
. . . I forget to check-in and check-out?	Call your supervisor and explain what happened.
. . . I am in the process of checking in and realize I have made a mistake?	KS AuthentiCare will let you change the information before you complete the check-in. You can go back by pressing 2 at the confirmation heard during Step 6 of the Check-in process or Step 6 of the Check-out process. Re-enter the correct information when prompted.
. . . I have already checked in and realize I made a mistake?	Go ahead and check out but call your supervisor and explain what happened.
. . . I have checked in and checked out and realize I have made a mistake?	Call your supervisor and explain what happened.
. . . the client does not have a touch-tone phone, refuses to let me use the phone, or the phone is out of order?	Call your supervisor and explain what happened.