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## Electronic Visit Verification (EVV) Telephony User Guide

AuthentiCare® by First Data is Palco's first choice for meeting the federal mandate for EVV. EVV is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data: type of service, individual receiving services, individual providing service, location of the service and the time the service begins and ends. This user guide will walk you through the functionality and features of the Interactive Voice Recognition (IVR) or Telephony version of EVV which can be used via the participants landline home phone device. For more information on EVV visit our website at [www.palcofirst.com](http://www.palcofirst.com)

### Clocking In

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**Step 1:** Dial **1-800-320-0113** from the participants landline home phone device.

**Step 2:** Enter your **worker ID number** followed by the pound (#) sign when prompted.

**Step 3:** Press **1** for Check-in

**Step 4:** You will then hear the name of the client you are there to serve. If it is correct, press **1**. If AuthentiCare does not recognize the phone number you are calling from, you will be asked to enter the participant's ID number (Medicaid number) followed by the pound (#) sign.

**Step 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.

**Step 6:** 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.

**Step 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.

## Clocking Out

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**Step 1:** Dial **1-800-320-0113** from the participants landline home phone device.

**Step 2:** Enter your worker ID number followed by the pound (#) sign when prompted.

**Step 3:** Press **2** for Check-out

**Step 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.

**Step 5:** 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.

**Step 6:** 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.

## **Approving and Submitting Time**

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All employers and employees must be registered in Palco's online time portal called, **Connect**. During Enrollment, you will be issued credentials that you will use to log in. You will need to check your email for this information. At the end of every pay period, the worker must login to review the recorded EVV time and submit it to the employer. The employer will review and submit the final approval of the time in order for workers to be paid. Please review our **Connect for EVV User Guide** located on our website for instructions.

## **Frequently Asked Questions**

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### **What do I do if I forget my EVV worker ID or my participants ID number?**

The ID number you will use for EVV is the same six digit Palco ID number you were given at enrollment. If you forget it, you can contact Palco customer service and they can provide you this information- 1-866-710-0456. You can also login to Connect to get it.

### **What do I do if I forget to clock in or out?**

Edits and adjustments to shifts can be made in the Connect application. Please review the Connect for EVV user guide for instructions.

### **Can I use the participants cell phone to call in?**

No. The IVR/Telephony system can only be used via the participants landline device. If the worker has a smart phone, you may use EVV via the Authenticare Mobile Application. Visit our website or contact our customer service team for more information.



## **Other Questions? Contact Palco!**

**Phone: 1-866-710-0456**

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