Applies To:
• Fiserv AuthentiCare EVV Solution
• New Mexico Self Directed Community Benefits(SDCB) **Workers**
• Using an **IVR** (Interactive Voice Response) Method for checking-in/out.

For Support, Please Reach out to:

• **Workers**: Contact your Employer of Record for training and technical assistance
• **Employers of Record**: Contact your Support Broker for login credentials, training and technical assistance.

• **Support Brokers**:
  • Training/Credentials: Contact Adaunnis Dodson ([Adaunnis.Dodson@Fiserv.com](mailto:Adaunnis.Dodson@Fiserv.com))
  • Technical Assistance Phone: **1-800-441-4667, Option 6**
  • Technical Assistance Email: [authenticare.support@firstdata.com](mailto:authenticare.support@firstdata.com)
  • 6:00 AM – 6:00 PM MST, M-F
New Mexico SDCB: EVV IVR Telephony Guide for Workers

CHECK-IN

Step 1: Dial 1-800-222-2943

Step 2: Enter the Worker ID, followed by the # sign.

Step 3: Press 1 for check-in.

Step 4: Enter the Member ID, followed by the # sign.

Step 5: Verify the Member’s name by pressing 1 if what the IVR stated is correct, or 2 if it is not correct.

Step 6: The IVR will recite the details which were selected during check-in and this check-out.

Step 7: Listen and verify that if it is correct by selecting the appropriate prompts.

Step 8: The IVR will state the time of the successful check-out.
New Mexico SDCB: EVV IVR Telephony Guide for Workers
CHECK-OUT

Step 1: Dial 1-800-222-2943

Step 2: Enter the **Worker ID** followed by the # sign.

Step 3: Press 2 for check-out

Step 4: Enter the **Member ID**

Step 5: **Verify** the Member’s name by pressing 1 if what the IVR stated is correct, or 2 if it is not correct.

Step 6: **Listen** for the service that needs to be provided and press the prompt associated with that service

Step 7: The IVR will recite the details which were selected. Listen and verify that if it is correct by selecting the appropriate prompts

Step 8: The IVR will state the time of the successful check-out
New Mexico SDCB: EVV IVR Telephony Guide for Workers
Key Items to Remember

For The Service Broker (SB) / Employer of Record (EOR):

• The matching of phone numbers is based on the landline number on the Client Entity Settings page
• If Attendant calls from an unauthorized phone number, the check-in cannot be completed

For The Workers (Attendants):

• One check-in/out per service
• IVR can be used as the check-in/out method only from a phone number on the member’s profile
• Only SDCB services will play for SDCB Attendants
• Remember to enter activity codes for applicable services
• The check-in/out methods are in/out methods are interchangeable