IVR Update: MV and SW self-directed EORs and Employees:

On March 9, 2021 there was a national outage on the Authenticare IVR but the issue is now resolved. The IVR is functioning again.

EORs and employees are asked to manually enter time in the FocosOnline System for work provided on March 9, 2021 to ensure timely payment.

Employees should continue to use the IVR for clock in and clock out.