

New Mexico SDCB: Electronic Visit Verification (EVV) IVR Telephony Guide for Workers: **Overview**

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 Heydi Correa Encarnacion (heydi.correaencarnacion@fiserv.com)
 - Technical Assistance Phone: **1-800-441-4667, Option 6**
 - Technical Assistance Email : 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 1-800-944-4141

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 **1-800-944-4141**

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