

# AuthentiCare<sup>®</sup> Interactive Voice Response (IVR) Instructions

To complete a successful Check-in and Check-out, you will need the following information:

**AuthentiCare Worker ID:**

**AuthentiCare Client ID:**

## Part 1: Instructions to Check-In Using the IVR

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1. Dial **(800) 222-2943** using a verified client phone number.  
***“Welcome to AuthentiCare Palco New Mexico.”***
2. ***“Enter your Worker ID followed by the pound (#) sign.”***  
Enter your Worker ID and press pound (#).
3. ***“To check-in, press 1. To check-out, press 2.”***  
Press 1 to check in.
4. ***“If the client is <Client Name>, press 1.”***  
If the client is correct, press 1. If you call from an unauthorized phone number\*, you will hear, “Please enter your client ID followed by the pound (#) sign”. Reach out to your provider administrator with questions.
5. ***“If the service is <Service Name> press 1, < Service Name > press 2, etc.”***  
You will hear a list of services for the client selected. Choose the service you are providing by pressing the associated number on the phone keypad.
6. ***“If you are <Worker Name> and you work for <Provider Name> and you are providing <Service Name> for <Client Name>, press 1. If this is not correct, press 2.”***  
AuthentiCare will repeat back your name, service and client’s name for whom you are providing services. If this information is all correct, press 1. If the information is not correct, press 2 and you will be able to correct the information.
7. ***“Your check in was successful at <Time>. To return to the main menu, press 1. To end this call, press 2. Thank you for calling AuthentiCare Palco New Mexico. Goodbye”***  
Press 2 to end the call.

*\*An Unauthorized Phone Number is a phone number that does not match the phone number on record for the Client.*

## Part 2: Instructions to Check-Out Using the IVR

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1. Dial **(800) 222-2943** using a verified client phone number.  
***“Welcome to AuthentiCare Palco New Mexico.”***
2. ***“Please enter your Worker ID followed by the pound (#) sign.”***  
Enter your worker ID and press pound (#).
3. ***“To check-in, press 1. To check-out, press 2.”***  
Press 2 to continue the check-out process.
4. ***“Please Enter your Client ID followed by the pound (#) sign.”***  
If you call from an authorized phone number, you will not hear this prompt. If you call from an unauthorized phone number\*, you must enter the Client ID and then press pound (#). Reach out to your provider agency administrator with any questions.
5. ***“Please enter your activity codes followed by the pound (#) sign. To continue without entering an activity code, press 8. ”***  
If the service performed allows activity codes to be selected, you will hear this prompt. After the entry of each code, press the pound (#) sign. A list of activity codes are available in Part 3 of these instructions. Activity Codes are **OPTIONAL**.
6. ***“<Service Name>, press 1 if this is correct. Press 2 to re-enter. Press the pound sign (#) if you would like to skip ”***  
If you would like to skip adding an activity code or do not know the code, press the pound sign (#).
7. ***“If you are <Worker Name> and you work for <Provider Name> and you have provided providing <Service Name> for <Client’s Name>, press 1. If this is not correct, press 2.”***  
Press 1 if the information is correct. Press 2 if the information is not correct.
8. ***“Your check out was successful at <Time>. To return to the main menu, press 1. To end this call, press 2. Thank you for calling the AuthentiCare Palco New Mexico. Goodbye.”***  
Press 2 to end the call.

*\*An Unauthorized Phone Number is a phone number that does not match the phone number on record for the Client.*

## Part 3: Mi Via Activity Codes

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The table below lists the Mi Via EVV services that allow **optional** activity code entry. The Mi Via Services using EVV are:

- **Mi Via Homemaker/Direct Support - Employee (MVIA99509)**
- **Mi Via Exception Rate Homemaker Employee (MVIA99509E)**
- **Mi Via In Home Living Supports (MVIAT2033)**
- **Mi Via Respite - Employee (MVIAT1005SD)**
- **Mi Via Exception Rate Respite-SD Employee (MVIAT1005SDE)**

### **Optional Activity Codes**

- Personal Care Bath: 30
- Personal Care Grooming: 31
- Personal Care Hair Care: 32
- Personal Care Transfer/Ambulation: 33
- Personal Care Meal Preparation: 34
- Personal Care Housekeeping: 35
- Personal Care Laundry: 36
- Personal Care Errands: 37
- Personal Care Feeding: 38
- Personal Care Toileting: 39
- Personal Care Dressing: 40