Clocking In and Out Using IVR

Workers will need to complete the IVR Registration form found on the CDTN website for each Member. This time entry method must be used with a registered landline phone where services are provided. All time submitted via IVR must be approved by the Member in the DirectMyCare web portal. If the member is unable to approve time via DirectMyCare they must call CDTN for approval.

Locating your User ID

1. Sign into the DirectMyCare web portal from the CDTN website.

2. Select your name in the top right corner to view your profile.
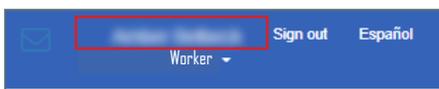
3. Your Person ID is your User ID for the IVR.
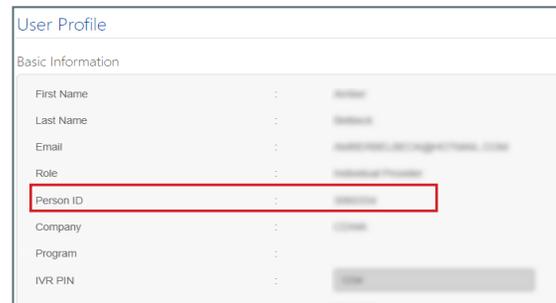
IVR: English: **877-532-8537**   Spanish: **855-581-0509**

Clock In

1. At the start of your shift, use your Client's land line phone to call into the IVR system [above].
2. Enter your **User ID** followed by the **pound sign (#)**.
3. **Press 1** to record an entry.
4. Enter your **6-digit PIN.**
5. If applicable, listen to the prompts to select the Client and/or the service.
6. Your start time is recorded.
7. The system will say "you have successfully started your shift, goodbye" and will hang up.
8. Begin providing care.

Clock Out

1. At the end of your shift. use your Client's landline phone to call into the IVR system [above].
2. Enter your **User ID** followed by the **pound sign (#).**
3. **Press 1** to finish recording your entry.
4. Enter your **6-digit PIN.**
5. If applicable, listen to the prompts to select completed service tasks.
6. Select if some or all time was completed in Seattle.
7. Your end time is recorded.
8. The system will say "you have successfully ended your shift, goodbye" and will hang up.

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Troubleshooting

User ID is Invalid

If the caller does not enter # sign after User ID, they will get a "User ID is invalid" message.

No Options Given to Record Time

If the IVR system does not recognize the phone number you are calling from, it will first ask for your User ID, then ask for your PIN. You will not hear options to record time/fob/timesheet. You will not be able to advance in the IVR system.

IVR System Says "No Client"

The options in the IVR system are as follows:
- "To record an entry press ONE" – this is for Workers who are starting an EVV compliant shift.
- "To record a fob entry press TWO" – this is for Workers who have written down a fob code and need to record an EVV compliant shift.
- To record a timesheet entry press THREE" – this is for Workers to record their time.

I Don't Remember My PIN

Caller must use 6-digit PIN, followed by #. If forgotten, change your PIN by selecting *key after entering your User ID.

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