Phone EVV Punch - Multilingual

Description: In this topic, the user will learn how to create an EVV-compliant punch in the language of their choice using a landline phone. Phone EVV is an option for clients who live in regions that have little or no access to a cellular or internet network but have landline phone access. This option allows the client to receive service while meeting the requirements for EVV. Phone EVV is an IVR (interactive voice response) automated phone system meaning that the automated voice on the phone will ask questions and the user will enter their response by using the landline keypad. Each organization has the ability to configure specific automated prompts. The questions used by organizations may vary. Phone EVV must be used with a landline and can be used for both real-time (at the time of service) or historical (after the service was completed) entries.

*Please note: Multilingual in an instance-level setting. Check with the organization to determine if multilingual is enabled in the environment.

Phone EVV is available in the following languages:

- English
- Spanish
- Vietnamese
- Russian
- Mandarin
- Somali
- Arabic

Please consult the program or supervisor regarding available languages and phone numbers for each.

Role Required: Employee (base user)

Permission Required: N/A

Real-Time Phone EVV Clock In

The following is an example of how to clock in using phone EVV for real-time punches. Please note that the questions or voice prompts may differ per organization. The process takes three to five minutes to complete.

1. Arrive at the client's home to begin the shift. Prior to starting, use the client's **landline** phone to dial the phone number provided by the organization.
   a. If the program has more than one language option, the phone number associated with the preferred language will be provided.
2. An automated voice will prompt for language selection (i.e., Select 1 for English, Select 2 for Spanish)
   a. Use the keypad to make a selection
   b. The system will now read the prompts in the preferred language
3. An automated voice will prompt for the **last four digits of the employee's social security number** on the landline keypad. If the organization offers multiple languages, **select the preferred language prior to entering the social security digits.**
4. When prompted enter the **four-digit PIN** provided by the organization
5. When prompted **press 1** for hourly services
6. The system will read the name(s) of clients associated with the landline phone number. **Press the number on the keypad associated with the client** (e.g., press 1 for John Smith).
7. **Press 1** for real time. The options will be to press 1 for hourly service or 2 for historical entries.
8. **Press the appropriate number** to confirm the service code (e.g., respite)
   a. If there is more than one service code, the system will read all service codes available (e.g., press 1 for respite, press 2 for attendant care).
9. The system will read how many hours are left on the current authorization. To continue, **press 1**. Otherwise, **press 2** to end the call.
   a. Please note: This is a configurable setting that is not used by all organizations
   b. Move on to next step if no balance is announced
10. **Press 1** to save the entry and clock in

Real-Time Phone EVV Clock Out

The process for clocking out will be similar to the process for clocking in. Please note that questions or voice prompts at each organization may vary. The process takes three to five minutes to complete.

1. At the end of the shift, use the client's **landline** phone to dial the phone number provided by the organization.
2. An automated voice will prompt for the **last four digits of the employee's social security number** on the landline keypad. If the organization offers multiple languages, **select the preferred language prior to entering social security digits.**
3. When prompted enter the **four-digit PIN** provided by the organization
4. The system will alert that there is an open punch. When prompted **press 1** to confirm closing the punch.
5. **Press 2** to disconnect (clock out has now occurred), or if needed, **press 1** to start a new shift (i.e., A real-time clock out was just completed, but a historical punch also needs to be entered. Stay on the line and complete both).

Historical Phone EVV

Historical phone EVV allows users to enter time after the shift has already happened. Because the shift is in the past, clock in and out during the same call. Historical phone EVV requires that the client or authorized client representative verify the historical time entry. Historical time entries can happen for many reasons. The most common reason is that the employee forgot to clock in for a shift. Another reason may be that there were urgent care needs at the beginning of the shift and the employee had to attend to the client before they were able to clock in. Please note that the questions or voice prompts at each organization may be different. Allow five to eight minutes to complete this process.

1. The client or authorized representative must be present for historical punches. Use the client's **landline** phone to dial the phone number provided by the organization.

a. If the program has more than one language option, the phone number associated with the preferred language will be provided.

2. An automated voice will prompt for language selection (i.e., Select 1 for English, Select 2 for Spanish)
   a. Use the keypad to make a selection
   b. The system will now read the prompts in the preferred language
3. An automated voice will prompt for the **last four digits of the employee's social security number** on the landline keypad. If the organization offers multiple languages, **select the preferred language prior to entering social security digits.**
4. When prompted enter the f**our-digit PIN** provided by the organization
5. When prompted **press 1** for hourly services
6. The system will read the name(s) of the client(s) associated with the landline phone number. **Press the number on the keypad associated with the client** (e.g., press 1 for John Smith).
7. **Press 2** for historical. The options will be to press 1 for hourly service or 2 for historical entries.
8. **Press the appropriate number** to confirm the service code (e.g., respite)
   a. If there is more than one service code, the system will read all service codes available (e.g., press 1 for respite, press 2 for attendant care).
9. **Enter Date of Service** in **MMDDYYYY** format (e.g., August 1, 2021, is 08012021)
10. **Enter Clock-In Time** in **HHMM** format (e.g., 8:30 is 0830)
    a. Press 1 for AM or 2 for PM
11. **Enter Clock-Out Time** in **HHMM** format (e.g., 4:45 is 0445)
    a. Press 1 for AM or 2 for PM
12. The system will read back the punch details. **Press 1** to confirm.
13. Hand the landline phone to the client or authorized client representative to verify the historical entry
14. The client or authorized client representative will **press 1** when ready
15. They listen to the punch details and **press 1** to accept or **2** to reject
16. They enter their **PIN** to validate
17. The call will end automatically, and the historical punch is now recorded.

Related articles

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- Electronic Visit Verification (EVV) / Client Attestation Quick Reference
- July 2021 Release Notes
- Why is the phone's battery draining after installing the DCI mobile app?
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