

AuthentiCare® 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

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 unverified 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.

Part 2: Instructions to Check-Out Using the IVR

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 a verified phone number, you will not hear this prompt. If you call from an unverified 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.
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.

Part 3: Activity Codes

The table below lists EVV services that allow activity code entry. Although an EVV service might have this feature, using activity codes may be optional. If an EVV service is not listed in the table, selecting activity codes is not available for that particular service.

Service Name	Activity Code (Phrase stated on the IVR)	Activity Code Number
Mi Via Homemaker/Direct Support - Employee (MVIA99509)	Personal Care Bath	30
	Personal Care Grooming	31
	Personal Care Hair Care	32
	Personal Care Transfer/Ambulation	33
Mi Via In Home Living Supports (MVIAT2033)	Personal Care Meal Preparation	34
	Personal Care Housekeeping	35
	Personal Care Laundry	36
	Personal Care Errands	37
Mi Via Respite - Employee (MVIAT1005SD)	Personal Care Feeding	38
	Personal Care Toileting	39
	Personal Care Dressing	40
Supports Waiver Participant Directed Employee Personal Care (SUWV99509)		
Supports Waiver Participant Directed Employee Respite (SUWVT1005SD)		
Physical Therapy Visit (HHG0151)	Regular Visit	41
	Physical Therapy Re-Evaluation	42
Occupational Therapy Visit (HHG0152)	Regular Visit	41
	Occupational Therapy re-evaluation	44
Speech Language Therapy Visit (HHG0153)	Regular Visit	41
	Speech Language Therapy re-evaluation - Under 21	43
Skilled Nursing (HHG0300)	LPN Visit	45
	RN Visit	46
	LPN observation/assessment of patient	47
	Skilled Nursing LPN - Training	48
	RN (only) management of POC	49
	RN observation/assessment of patient	50
	Skilled Nursing RN - Training	51