

Clock In



Complete the following steps to clock in and report EVV services for the client.

Step	Action
1	To clock in, dial the number on the front of this pamphlet from the client's home phone (landline).
2	Press 1 to clock in when prompted.
3	The call will ask for your 6-digit Assignment ID, which is your Time & Attendance PIN.
4	<p>Confirm the entry.</p> <p>Note: <i>If you enter your Time & Attendance PIN incorrectly, the IVR prompts you to reenter your credentials.</i></p> <p><i>If you fail to enter your Time & Attendance PIN after three attempts, the IVR stops you from continuing and you must contact the Atypical Provider Support Hotline at 1-800-979-4662.</i></p>
5	If the EVV Clock-In is successful, you will hear "Your Call-In has been successfully registered."

Clock Out



After a successful clock-in, complete the following steps to clock out.

Step	Action
1	To clock out, dial the number provided on the front of this pamphlet from the client's home phone (landline).
2	Press 2 to clock out when prompted.
3	Enter your 6-digit Time & Attendance PIN.
4	<p>Confirm the entry.</p> <p>Note: <i>Refer to the Clock-in instructions if you are having trouble placing an EVV call or entering the Time & Attendance PIN.</i></p>
5	Enter 0000 for the duty ID, Home Help does not require duties to be entered.
6	Upon completion, the following message is heard: "Your Call-Out has been successfully registered. Goodbye."

What is IVR?

Using the client's landline, the caregiver will call one of the designated toll-free EVV telephone lines to clock in at the start of the service and place a second call to clock out at the end of the service. This is an approved method of reporting EVV but is only expected to be used if the mobile application is not an option. A caregiver may use IVR when:

- The client authorizes the use of their landline for EVV.
- The client's services start and end in their home.

If the client does not have a landline that can be used for the purpose of EVV, the caregiver must use the HHAeXchange+ mobile application.

How do I get my 6-digit Assignment ID (Time and Attendance PIN)?

Actively enrolled CHAMPS Home Help individual caregivers must contact the Atypical Provider Support Hotline by phone at 1-800-979-4662 to get their time and attendance PIN.

Your Home Help Time & Attendance PIN

Frequently Asked Questions (FAQ)

What if the client's home phone number has changed?

To ensure the IVR call is valid, the client can update their phone number in their online MIBridges account, www.Michigan.gov/MIBridges. Or contact their Medicaid Eligibility Specialist (i.e., caseworker) to have the new phone number added.

I work for a Home Help Agency; can I use these IVR phone numbers to report my EVV?

If you are employed by an Agency, you will need to contact your Agency to find out their specific IVR number(s). Each Agency is assigned its own unique IVR phone number(s).

Can I use my cell phone to call IVR?

No, the phone used to dial the IVR phone number should be the home phone (landline) in the client's home.

What if my client does not have a home phone?

If your client does not have a home phone (landline) then the other EVV method should be used to report EVV. Visit www.Michigan.gov/EVV to learn about the other methods.



What To Do If There Is a Problem



Complete the following troubleshooting steps if you are unable to clock in or clock out using the client's home phone (landline).

Step	Action
1	Make sure you are dialing the correct phone number.
2	If the number is correct, redial and attempt to complete EVV.
3	If you are still unable to successfully clock in or clock out, call the Atypical Provider Support Hotline at 1-800-979-4662. Failing to clock in or out during a visit may result in no payment for the visit if further action is not taken.
4	If you have lost or misplaced your Time & Attendance PIN contact Atypical Provider Support Hotline 1-800-979-4662.

For training resources and to learn more about EVV, visit the MDHHS EVV website at www.Michigan.gov/EVV.

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Interactive Voice Response (IVR) Steps for Home Help Individual Caregivers

When the mobile application, HHAeXchange+, cannot be used to record Electronic Visit Verification (EVV), caregivers will need to use the IVR/Telephony method to record EVV. IVR should be completed using the client's home phone/landline.



Dial for Language	Number
English	1-866-443-2375
Spanish (español)	1-866-443-0899
Arabic (عربي)	1-866-443-2075