



**Placing Phone EVV Calls: Instructions**



**Home Care Helpers, LLC**

**2216 Murray Avenue**

**Pittsburgh, PA 15217**

**412-521-3600**

**EVV Dial:**

**English 1-855-210-7538**

### What to do if there is a Problem:

1. If you are unable to complete an EVV, please complete the following troubleshooting steps:
  1. Check to ensure you are dialing the correct number.
  2. If the number is correct, redial and attempt to complete an EVV.
  3. If you're still unable to successfully complete an EVV, please contact your Manager or a representative at the Agency. Failure to complete an EVV for the Clock In and/or Out of a Visit will result in non- payment for the Visit or the retrieval of a signed, physical, timesheet.

## Calling Instructions

### To Clock In:

1. To place EVV, dial **1-855-210-7538** from the Member's home phone.

**Note:** If you are unable to use the Member's home phone, contact your manager to see if there are other approved EVV phone numbers on record for the Member.

2. When prompted, press **1** to **Clock In**.
3. Enter your **Assignment ID or Time & Attendance PIN** (provided by your Agency).
4. Confirm the entry.

**Note:** If you enter your **Assignment ID Time & Attendance PIN** incorrectly, the system will prompt you to reenter your credentials. If you fail to enter your **Assignment ID or Time & Attendance PIN** after several attempts, the system will stop you from placing an EVV. If this happens, you will need to contact your Manager.

5. If the EVV was placed successfully, you will hear the following automated message:  
**"Your call has been successfully registered"**



### Assignment or Time & Attendance PIN

- Each caregiver will be issued a personalized PIN from the office

## Calling Instructions

### To Clock Out:

1. To place EVV, dial **1-855-210-7538** from the Member's home phone.

2. When prompted, press **2** to **Clock Out**

3. Enter your **Assignment ID or Time & Attendance PIN**.

4. Confirm the entry.

**Note:** If you are having trouble placing an EVV or entering your **Assignment ID or Time & Attendance PIN**, refer back to the **Clock In** page.

5. If the EVV was placed successfully, you will hear the following automated message:

**"Enter the 3-digit ID number for the first duty performed on the patient"**

**Note:** Depending on the Agency, a **Duty ID** may be either 2 or 3 digits.

6. Enter each **Duty ID**.

- a. If you enter an invalid **Duty ID**, you will be told so and asked to enter the next **Duty ID**.

- b. If you enter a valid **Duty ID**, you will be asked to enter the next **Duty ID**.

- c. If the Member refused a Duty, enter star (\*) followed by the **Duty ID** to log a **Refused Duty**

7. When all Duties have been entered, dial 000 to complete the EVV. You should hear the following:

**"Your Call-Out has been registered successfully. Goodbye."**

## Special Scenarios

### Mutual Cases:

When providing service for two Members at once, please follow the steps below to successfully place EVVs:

1. Follow the calling instructions outlined in the **Clock In/Out** sections.
2. You will only Clock In and Out **Once** for the Visit.
3. When Clocking Out, enter the **Primary** Member's Duties first, and then dial 00, or 000.
4. Repeat step 3 for the **Secondary** Member.
5. Once you dial 00, or 000, a second time, the system will complete the EVV and Clock you out.

**Note:** If you are unsure of who the **Primary** Member is, contact your Manager. Entering the wrong Member first will result in a bad EVV.

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### Live-in Cases:

1. Follow the calling instructions outlined in the **Clock In/Out** sections.
2. **Clock In** when you first arrive at the Member's residence.
3. Each evening, **Clock Out** at the time designated by the Agency.

When **Clocking Out**, you will be prompted to enter the Duties for the day. Once completed, the system will automatically place a new EVV for the following shift.

DUTY ID	DUTY DESCRIPTION	DUTY TYPE
100	Bath-Tub	Personal Care
101	Bath-Shower	Personal Care
102	Bath-Bed	Personal Care
103	Patient Requires Total Car	Personal Care
104	Mouth Care/Denture Care	Personal Care
105	Hair Care-Comb	Personal Care
106	Hair Care-Shampoo	Personal Care
107	Grooming-Shave	Personal Care
108	Grooming-Nails	Personal Care
109	Dressing	Personal Care
110	Skin Care	Personal Care
111	Foot Care	Personal Care

DUTY ID	DUTY DESCRIPTION	DUTY TYPE
112	Toileting-Diaper	Personal Care
113	Toileting-Commode	Personal Care
114	Toileting-Bedpan/Urinal	Personal Care
115	Toileting-Toilet	Personal Care
305	Turning & Positioning (at least Q2)	Activity
400	Take Temperature	Treatment/ Special Needs
401	Take Pulse	Treatment/ Special Needs
402	Take Blood Pressure	Treatment/ Special Needs
403	Weigh Patient	Treatment/ Special Needs
404	Take Respirations	Treatment/ Special Needs
405	Record Output (Urine/BM)	Treatment/ Special Needs
406	Assist with Catheter Care	Treatment/ Special Needs

DUTY ID	DUTY DESCRIPTION	DUTY TYPE
407	Empty foley bag	Treatment/ Special Needs
408	Assist with Ostomy Care	Treatment/ Special Needs
409	Remind to take Medication	Treatment/ Special Needs
410	Assist with Treatment	Treatment/ Special Needs
500	Change bed linen	Patient Support Activities
501	Patient Laundry	Patient Support Activities
502	Light Housekeeping	Patient Support Activities
503	Clean Patient Care Equipment	Patient Support Activities