

## CLOCK IN AND CLOCK OUT INSTRUCTIONS

### INSTRUCTIONS FOR CLOCK IN

1	Dial 1-800-903-4676 from the Employer/Consumer's authorized touch-tone phone.
2	Enter your Worker ID Number followed by the pound (#) sign when prompted.
3	Press 1 for Clock In.
4	You will then hear the name of the Employer/Consumer you are there to serve. If it is correct, press 1.
5	If you know your service number, enter 1, otherwise press pound (#)  If you entered 1, Please enter the service number If you entered #, you will hear a list of services available for the Employer/Consumer and be asked to choose the one you are there to perform by pressing the appropriate number on the phone key pad.
6	AuthentiCare will repeat back your name, Service and the Employer/Consumer's name for which you are performing the Services. If this is all correct, press 1. If the information is not correct, press 2 and you will be able to correct the information before you finish the call.
7	If the information is correct you will be told that the Clock In was successful at (states the time). At this point you will be instructed to press 2 to end the call.

### INSTRUCTIONS FOR CLOCK OUT

1	Dial 1-800-903-4676 from the Employer/Consumer's authorized touch-tone phone.
2	Enter your Worker ID Number followed by the pound (#) sign when prompted.
3	Press 2 for Clock Out.
4	Some Services will require the entry of Activity Codes. You will be prompted to enter the Activity Codes one at a time. After the entry of each code, press the pound (#) sign. KS AuthentiCare reads the Activity Code(s), asks you to confirm it is correct and then asks you to enter another Activity Code if needed. Once you have entered all Activity Codes, press 8 to continue to the next step.
5	AuthentiCare will repeat back your name, the Employer/Consumer's name and the Service you provided. If this is all correct, press 1. If the information is not correct press 2 and you will be able to correct the information before you finish the call.
6	If the information was correct you will be told that you have successfully filed your claims, the time of day, the number of hours and minutes worked for today for the Employer/Consumer and to press 2 to end your call.

### MISC.

▪	If you failed to Clock In, but are trying to Clock Out, the IVR will read the Employer/Consumer's name back to you. Go ahead and Clock Out as listed above, then call RCIL to add your Clock In time. The Employer/Consumer will need to confirm your Clock In time.
▪	If you failed to Clock Out, call RCIL with your Clock Out time and Activity Codes (if required). The Employer/Consumer will need to confirm your Clock Out time and Activity Codes (if required).
▪	If the EVV System does not recognize the phone number you are calling from, you will be asked to enter the Employer/Consumer's assigned ID Number followed by the pound (#) sign. Do not input the Employer/Consumer's ID Number. Call RCIL instead to record your visit. You must Clock In and Clock Out using an authorized phone number.

### INSTRUCTIONS TO CHECK TIME

1	Dial 1-800-903-4676 from the Employer/Consumer's authorized touch-tone phone.
2	Enter your Worker ID Number followed by the pound (#) sign when prompted.
3	Press 3 for time worked this week. Press 4 for time worked today.
If you are missing Clock In or Clock Out times. Or if you have worked any ECS (Sleep Cycle Support) the time worked may not be reported back to you accurately or may not be available at all. Call RCIL if you believe your hours are not correct or unavailable.	

## FE WAIVER SERVICES & ACTIVITY CODES

### FE (FRAIL ELDERLY) SERVICES

**These are the only FE Services you can provide through RCIL. When Clocking In for:**

FE – Self Directed Personal Care Services (PCS)	Press 102
FE – Sleep Cycle Support (ECS)	Press 112
FE – Self Directed Comprehensive Support	Press 114

### FE (FRAIL ELDERLY) ACTIVITY CODES WHEN CLOCKING OUT

#### ACTIVITY

Bathing	11
Dressing	12
Oral Hygiene	13
Hair Care	14
Skin Care	15
Nail Care	16
Shaving	17
Prosthetic/Orthotic Assistance	18
Toileting	19
Transfer	20
Walking/Mobility	21
Wheelchair Maneuvering	22
Eating	23
Meal Planning/Preparation/Clean-Up	24
Shopping and errands	25
Medications/Treatments	26
Transportation	27
Use of Telephone	28
Laundry	29
Housekeeping	30
Minor Sewing/Mending	31
Exercises/range of motion activities	32
Other Health Maintenance Activities	33
Assistance in the community	34
Non-physical support/supervision to assure health and safety	35
Retainer Services	36
DSW Training	37
Money Management	38
Teaching opportunities that may include therapeutic or academic components	39
Leisure and/or recreational activities	40