

WORKER: \_\_\_\_\_

WORKER ID # \_\_\_\_\_



## Authenticare Time Keeping Instructions

### Instructions to Check-In

- Dial **1-800-422-3886** from the client's touch-tone phone.
- Enter your Employee ID number followed by the pound (#) sign.
- Press 1 for Check-in.
- You will hear the name of the client you are there to serve. If it is correct, press 1.
- You will hear a list of services available for the client and be asked to choose the one you are there to work with by pressing the appropriate number on the phone key pad.
- Authenticare will then repeat back your name, your agency's name Key Advantage Home Care the client's name, and the service to be provided. If this is all correct, press 1. If the information is not correct press 2, and you will be able to correct the info before you finish the call.
- If the information is correct, you will be told that the check-in was successful at (states the time). At this point you will be instructed to press 2 to end the call.

### Instructions to Check-Out

- Dial **1-800-422-3886** from the client's touch tone phone.
- Enter your Employee ID number followed by the pound (#) sign.
- Press 2 for Check-out.
- If you failed to check in, the IVR will read the client back to you.
- Enter your activity codes. You will be prompted to enter the activity codes one at a time. After the entry of each code, press the (#) sign. Authenticare reads the activity code, 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.
- Authenticare will repeat back your name, your agency's name Key Advantage Home Care the client'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.
- If the information was correct, you will be told that you have successfully filed your claims and the time. Press 2 to end the call.
- **DO NOT HANG UP UNTIL THE SYSTEM GIVES YOU A RECORDED TIME. If you do not hear a time at the end of your call, your time was not recorded!**

# Frequently Asked Questions

**Q: What should I do if I check-in but forget to check-out?**

A: Contact the **KEY ADVANTAGE HC(205) 386-4118 (24/7) line** and let us know what time you left the client's home. Be sure to include your name, worker ID, client you work with, and any activity codes.

**Q: What should I do if I forget to check-in?**

A: If you are near the beginning of your shift, go ahead and do a check-in. Then contact **KEY ADVANTAGE HC office** and let us know that your check-in time was late and what time you actually started. If you don't remember until the end of your shift, go ahead and check-out when you leave. Contact **KEY ADVANTAGE HC office (205) 386-4118 (24/7) line** to let us know you forgot to check-in and what time you arrived.

**Q: What should I do if I forgot to check-in and check-out?**

A: The state will not allow us to enter an entire claim. It is your responsibility to clock in and out for your shifts in order to be paid.

**Q: What should I do if I am in the process of checking in and realize that I have made a mistake?**

A: AuthentiCare will let you change the information before you complete the check-in. You can go back by pressing 2 at the confirmation heard during Step 6 of the Check-out process. Re-enter the correct information when prompted.

**Q: What should I do if I have already check-in and checked-out and realize that I made a mistake?**

A: Contact **KEY ADVANTAGE. HC(205) 386-4118** and give specific details on the issue

**Q: What should I do if I forget my Employee ID?**

A: Contact **KEY ADVANTAGE** and office staff will look it up or if after business hours your worker ID will be sent to you via Generations system notification

**Q: What should I do if the client does not have a touch-tone phone or refuses to let me use the phone?**

A: **KEY ADVANTAGE HC office (205) 386-4118** and office staff will direct you in this matter.

**\* This system is to be used for Waiver/Rehab clients only, ALL EMPLOYEES must use THIS SYSTEM and your GENERATIONS system to clock into shifts**