



EVV-IVR Steps For Employees

How to check in and out from a Participant's phone

To start your shift:

STEP 1: Call the ACES\$ EVV-IVR from the Participant's phone at **1-833-832-1468**.
Select 1 for English, 2 for Spanish.

STEP 2: Enter your 5-digit **Employee ID**.

STEP 3: When prompted enter your 4-digit **Employee PIN**.
Employee PIN can be obtained by calling ACES\$ Participant Care at 1-844-500-3815.

STEP 4: If you are calling from the Participant's home, the system will recognize the phone number.
If you are **not** calling from the Participant's home*, or you serve **more than one Participant**, you will be prompted to select the Participant you are serving.
***Note: If you are not calling from the Participant's home landline phone, the entry will be considered an exception and not EVV compliant.**

STEP 5: Select the **Service Type** when prompted.
You are now clocked in.

To end your shift:

Repeat **Steps 1-4** above.
Once the **PIN** is entered, press 1 to clock out or 2 to clock in for a second Participant.
Press 1 and select the Task Code(s) when prompted.
Once you select Task Code(s), the system ends the shift.

See reverse side for Employer shift confirmation instructions.



Need help?

SupportWY@mycil.org | 1-844-500-3815



EVV-IVR Steps For Employers

How to confirm an Employee's shift

STEP 1: Employee calls the ACES\$ EVV-IVR from the Participant's phone at **1-833-832-1468**. Select 1 for English, 2 for Spanish.

STEP 2: Employee enters their **Employee ID and PIN**, task codes **and locks out**. Once the 4-digit Employee PIN is entered, the system will prompt you to confirm the shift.

STEP 3: Shift Confirmation

Employer will need to enter the Participant 4-digit PIN during confirmation.

Press 1:

If the Employer is available and wants to **confirm the shift during the clock out call**.

Press 2:

If the Employer is available and wants to **receive a confirmation call**.

Press 3:

If the Employer is **unavailable** and you must complete the visit without verification, the Employer **must verify the visit by calling 1-833-832-1492**, or they may verify the visit in the **ACES\$ Online portal**.



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