



## 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.

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

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**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.

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**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.**

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

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#### 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.

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**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.

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

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### **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 1-833-832-1462**, or they may verify the visit in the **ACES\$ Online portal**.



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