

## Keu Sau Npe-Nkag thiab Keu Sau Npe-Tawm uas yog keu siv IVR

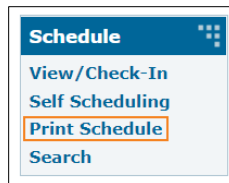
IVR yog ib txoj hauv keu nyob rau hauv Keu Teem Sij Hawm/EVV (Scheduling/EVV) tus qauv uas tso cai rau cov neeg siv los hu tus npawb xov tooj thiab ua raws li qhov uas nws tshwm nws tuaj qhia rau keu Sau Npe-Nkag thiab Keu Sau Npe-Tawm ntawm Qhov Chaw Ua Keu Teem Caij. Ua ntej tshaj cov neeg siv yuav tau los saib lawv Cov Keu Teem IVR (IVR Settings) ua ntej yuav tuaj yeem mus ua Keu Sau Npe-Nkag thiab Keu Sau Npe-Tawm uas yog siv IVR keu ua hauj lwm. Thov ua raws li qhov lus qhia **Cov Keu Teem Tus Qauv Siv IVR (Configure IVR Settings)** rau cov kauj ruam hais txog keu teem tus qauv siv. Thov cim tseg tias keu teem caij uas yog siv IVR yuav tau ua-ua ntej, kom cov neeg siv thiaj tuaj yeem los sau npe-nkag tau uas nws sau nws uas yog siv IVR.

- **Tsim Kem Sau ID**
- **Keu Sau Npe-Nkag los sis Keu Sau Npe-Tawm uas yog keu siv IVR**

### Tsim Cov Kem Sau ID

Los Sau Npe-Nkag thiab Sau Npe-Tawm rau cov keu teem caij uas yog keu siv IVR, cov neeg siv yuav tau siv Cov Kem Sau ID rau ua keu teem caij tshwj xeeb. Cov Kem Sau ID tuaj yeem tsim tau uas yog siv cov kauj ruam hauv qab no:

1. Nyem rau qhov **Luam Lub Sij Hawm Teem Caij (Print Schedule)** muaj txoj kab txuas nrog nyob hauv nqe lus Teem Caij (Schedule) uas pom nyob sab xis ntawm Daim Phiaj Qhia.



2. Ntaus tus pas las mes tawj (parameters) uas tsim nyog thiab nyem rau lub pob **Luam Tawm (Print)**.

**Print Schedule**

\* Date From:

\* To:

Include Protected Health Information (PHI)

Include Note

Include Check-In/Check-Out Information

Individual:

Program:

- Daim PDF uas daus lauj tau lawm yuav pom nyob rau Cov Kem Sau ID rau cov kev teem caij uas yuav raug siv rau Kev Sau Npe-Nkag thiab Kev Sau Npe Tawm uas yog kev siv IVR. Tus nab npawb pom nyob rau ntawm Therap Lub Xov Tooj IVR (Therap IVR Phone) nplooj ntawv qhov chaw ua Kev Teem Caij/EVV Tus Muab Kev Pab Qhov Nyiam Siv uas yog pom tshwm nyob rau ntawm qhov Therap Lub Xov Tooj IVR (Therap IVR Phone) hauv daim PDF.

Therap Demonstration Provider						
Individual Name		Jacob Smith				
Medicaid Number		0123456789				
Date of Birth		07/24/1985				
Individual ID Number		123456				
<b>Schedule</b>						
Start Date : Mon, 12/28/2020						
End Date : Fri, 01/01/2021						
Time Zone : US/Eastern						
Therap IVR Phone : (123) 456-7890						
Mon, 12/28/2020	Tue, 12/29/2020	Wed, 12/30/2020	Thu, 12/31/2020	Fri, 01/01/2021	Sat, 01/02/2021	Sun, 01/03/2021
06:00 am - 09:00 am 139-179-7 : (I) : Home Health Aide / T1021; Mia Cole, Direct Support Professional	07:35 am - 08:00 am 139-136-1 : (P) 1st Street (Group Home); Matthew Hill, Personal Care Assistant	06:00 am - 09:00 am 139-177-3 : (I) : Personal Care Services / T1019; Mia Cole, Direct Support Professional	08:00 am - 11:00 am 139-177-5 : (I) : Personal Care Services / T1019; Mia Cole, Direct Support Professional	09:00 am - 12:00 pm 139-178-1 : (I) : Personal Care Services / T1019; Mia Cole, Direct Support Professional		
09:00 am - 09:30 am 139-137-5 : (P) 1st Street (Group Home); Matthew Hill, Personal Care Assistant	02:00 pm - 03:00 pm 139-174-9 : (I) : Personal Care Services / T1019; Mia Cole, Direct Support Professional		01:00 pm - 03:00 pm 139-177-9 : (I) : Home Health Aide / T1021; Mia Cole, Direct Support Professional			

**Kev Sau Npe-Nkag los sis Kev Sau Npe-Tawm uas yog kev siv IVR**

1. Ntaus tus nab npawb nyob tom ntej ntawm lub Therap Lub Xov Tooj IVR (Therap IVR Phone) rau saum kawg nkaus ntawm daim PDF.

Therap Demonstration Provider						
Individual Name		Jacob Smith				
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Individual ID Number		123456				
<b>Schedule</b>						
Start Date		: Mon, 12/28/2020				
End Date		: Fri, 01/01/2021				
Time Zone		: US/Eastern				
IVR User ID:		: 1234567				
Therap IVR Phone:		: (123) 456-7890				
Mon, 12/28/2020	Tue, 12/29/2020	Wed, 12/30/2020	Thu, 12/31/2020	Fri, 01/01/2021	Sat, 01/02/2021	Sun, 01/03/2021
06:00 am - 09:00 am 139-179-7 : (I) : Home Health	07:35 am - 08:00 am 139-136-1 : (P) 1st Street (Group Home):		08:00 am - 11:00 am 139-177-5 : (I) : Personal Care			

2. Nws yuav nug kom koj qhia lub IVR Tus Siv Tus ID nrog rau lub cim ntxaij (#) tuaj tom kawg. Tus nab npawb no yuav pom tshwm nyob rau saum kawg ntawm daim PDF yog tias Kev Teeb IVR twb teeb tau lawm.

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End Date		: Fri, 01/01/2021				
Time Zone		: US/Eastern				
IVR User ID:		: 1234567				
Therap IVR Phone :		: (123) 456-7890				
Mon, 12/28/2020	Tue, 12/29/2020	Wed, 12/30/2020	Thu, 12/31/2020	Fri, 01/01/2021	Sat, 01/02/2021	Sun, 01/03/2021
06:00 am - 09:00 am 139-179-7 : (I) : Home Health	07:35 am - 08:00 am 139-136-1 : (P) 1st Street (Group Home):		08:00 am - 11:00 am 139-177-5 : (I) : Personal Care			

3. Nws yuav nug kom koj qhia tus Khauj PIN (PIN Code) nrog rau lub cim ntxaij (#) tuaj tom kawg. Tus khauj PIN yog rau tus zauv uas yuav raug ntaus nkag nyob rau hauv nplooj ntawv Cov Kev Teeb IVR (IVR Settings).

### IVR Settings

**User Name** Matthew Hill  
**IVR User ID** 10101010  
**\* New PIN**   
**\* Confirm New PIN**  Pins match

Yog Tias Kev Kam Lees Txais Qhov Ua Yog Ob Qho qhib siv rau tus neeg siv, nws yuav pom tshwm tuaj kom ntaus tus Phav Xas Vawj Uas Siv Ib Zaug Xwb (OTP) los ntawm lub xov ves ua kev txheeb xyuas 2-lwm tom qab ntaus tus khauj PIN.

4. Dhau no lawm, qhov Kem Sau ID rau ua kev teem caij uas koj xav siv los Sau Npe-Nkag los sis Sau Npe-Tawm yuav tau muab ntaus nkag ces lub cim ntxaij (#) tuaj tom kawg. Qhov Kem Sau ID yuav muaj npe nyob rau daim PDF. Koj yuav tsis tau ntaus lub cim kij (-) uas pom muaj nyob hauv qhov Kem Sau ID.

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Date of Birth		07/24/1985				
Individual ID Number		123456				
<b>Schedule</b>						
Start Date		: Mon, 12/28/2020				
End Date		: Fri, 01/01/2021				
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Therap IVR Phone		: (123) 456-7890				
Mon, 12/28/2020	Tue, 12/29/2020	Wed, 12/30/2020	Thu, 12/31/2020	Fri, 01/01/2021	Sat, 01/02/2021	Sun, 01/03/2021
06:00 am - 09:00 am 139-179-7 : (I) : Home Health	07:35 am - 08:00 am 139-136-1 : (P) 1st Street (Group Home)		08:00 am - 11:00 am 139-177-5 : (I) : Personal Care			

5. Koj yuav tau lees rau qhov Sau Npe-Nkag los sis Sau Npe-Tawm thaum koj ntaus cov ntaub ntawv nkag tag lawm. Thaum ua tiav kem Sau Npe-Nkag los sis Sau Npe-Tawm lawm, koj yuav muaj txoj hauv kev los ua lwm cov kev nqis tes nyob lwm kem. Koj los kuj yuav muaj ib txoj hauv kev xaiv tawm ntawm qhov kem no. Koj tuaj yeem ua tau ntau txog rau qhov Kev Sau Npe-Nkag los sis Sau Npe Tawm nrog rau hu ib tsab xov tooj xwb.

6. Cov neeg siv yuav tau hnov ib tsab xov Kev Kam Lees Txais yog tias Kev Kam Lees Txais los sis Sandata tau qhib rau lawv tus neeg muab kev pab. Tsab xov hauv qab no yuav tau muab rau cov neeg siv thaum sau npe tawm qhov kev siv IVR kev ua hauj lwm: *Kuv lav tias daim ntawv no yog muaj los pab txhawb rau qhov mus saib no thiab tej zaum yuav muaj kev hloov kho nyob rau tej ntaub ntawv. Kuv nkag siab tias cov ntaub ntawv no thiab kev ua ntaub ntawv no yog ua mus ua kev ntsuam xyuas. Los ua mus, nias 1. Los tso tseg, nias 2. (I attest that there is documentation available to support this visit and any edits made to the data. I understand that this data and documentation is subject to audit. To proceed, press 1. To abort, press 2.)*
7. Thaum ntaus nkag tej ntaub ntawv xws li Tus IVR Tus ID, tus khauj PIN, Kem Sau ID, tsab xov tooj yuav raug txiav tom qab ua tsis yog peb lwm rau thaum sau tej ntaub ntawv nkag.
8. Yog tias tus npawb xov tooj nyob hauv IVR Lub Xov Tooj Sau Npe-Nkag (Check-In IVR Phone) thiab/los sis IVR Lub Xov Tooj Sau Npe-Tawm (Check-Out IVR Phone) cov kem nyob hauv lub kem sau kev teem sij hawm uas muaj thooj raws li peb tus xov tooj uas tau ntaus nkag nyob rau hauv kem Sau Chaw Nyob ntawm tej tus neeg qhov IDF, qhov chaw nyob-nyob rau ntawm IDF yuav raug muab txhab ntxiv nyob rau hauv kem Chaw Nyob Sau Npe Nkag (Check-In Address) thiab/los sis Chaw Nyob Sau Npe Tawm (Check-Out Address) nyob rau hauv daim foos Kem Teem Sij Hawm.

Schedule Slot Approved

Start Date	10/20/2020 10:30 AM	
End Date	10/20/2020 11:30 AM	
Schedule Type	Individual	
Individual	Isabella Johnson	

Staff	Check-In Time	Check-In Address	Check-In IVR Phone	Check-In Collection Method	Check-Out Time	Check-Out Address	Check-Out IVR Phone	Check-Out Collecti Method
Matthew Hill, Therapist(See exceptions)	10/20/2020 10:38 AM	123 Main Street, Anytown, CT 12345, USA	1234567890	IVR	10/20/2020 11:39 AM	123 Main Street, Anytown, CT 12345, USA	1234567890	IVR

\* Edited by scheduler