



EVV-IVR Steps

For Attendants

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

STEP 1: Call the ACES\$ EVV-IVR from the Member's phone at **1-866-527-5411**. Select 1 for English, 2 for Spanish.

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

STEP 3: When prompted enter your 4-digit **Attendant PIN**.

STEP 4: If you are calling from the Member's home, the system will recognize the phone number.

If you are **not** calling from the Member's phone*, **or** you serve **more than one Member**, you will be prompted to select the Member you are serving.

***Note: If you are not calling from the Member's home landline phone, the entry will be considered an exception and not EVV compliant.**

STEP 5: Select the **Service Type** when prompted.

STEP 6: Once your **Service Type** is selected, the system responds "Thank you, you are clocked in, please hang up." Then the call ends.

To end your shift: Repeat **Steps 1-3**. Once the **PIN** is entered, the system responds, "Clocking you out. If the Employer is available to confirm your shift, press 1 or hang up and we will call the Employer."

See reverse side for Employer shift confirmation instructions.



Need help?

SupportVA@mycil.org | 1-833-955-4545



EVV-IVR Steps For Employers

How to confirm an attendant's shift

STEP 1: Attendant calls the ACES\$ EVV-IVR from the Member's phone at **1-866-527-5411**. Select 1 for English, 2 for Spanish.

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

STEP 3: Shift Confirmation

Employer will need to enter the Member 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 1-833-815-6806**, or they may verify the visit in the **ACES\$ Online portal**.



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