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.
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.

Need help?
SupportVA@mycil.org | 1-833-955-4545