

Dear FMS Client/Caregivers,

You are receiving this guidance because you have requested and been approved to use Pavillio IVR Televisit technology. The IVR Televisit technology will be used for Caregivers to enter their time and Clients to approve the time using **your landline**. Here are the **updated** instructions for IVR called Televisit:

Start a Visit: Caregiver

1. At the start of your visit dial 608-560-0001 on the land line in the client's home
2. Press "1" to indicate Caregiver or Press "3" for Responsible Party (instruction are below)
3. Enter your passcode
4. Press any key to begin service for the client
5. If there are multiple clients with the same phone number choose the number that associates with the client
6. The system will identify the client/or clients that you are servings
7. Press the corresponding number for the client you are servicing, if you only provide service for one client press 1
8. The system will identify the service lines (Attendant Care or Respite) the client/clients may have
9. Enter the number that associates with the service line you are providing
10. The system will notify you of the number of tasks to be completed. "Please complete task "service provided".
11. The system will announce the time that you clocked in.
12. End the call (hang up)

End the Visit; Caregiver

1. At the end of your visit dial 608-560-0001 on the land line in the client's home
2. Press "1" to indicate Caregiver or Press "3" for Responsible Party (instruction are below)
3. Enter your passcode (even though you are ***not*** beginning the service)
4. When you hear "Press any key to start a visit," press any number
5. The system will advise that you have an open visit at this location
6. Enter your passcode to end visit
7. Press "1" to complete the visit or press "3", if you do not want to end visit (press "3 ", then hang up)
8. Press "1 "to complete task (Services Provided) or Press "3" task not completed
9. Press "1" if you want to leave comment about visit or Press "3" for no.
10. The system will say if the visit has been accepted
11. Do you want the client to approve?
 - a. Press "1" to approve as all visits that need to be approved. Hand phone to Client or Responsible Party.

- b. Press “3” if you do not want the client to approve your visit and end call.

If you handed the phone to the Client or Responsible Party to Approve Visits at the end of a Visit

1. Are you the client or responsible party” press “1” for client or press “2” for responsible party
2. Enter Client or Responsible Party Pass Code
3. The system will inform you of the number of visits to approve.
4. Press “1” to approve each visit one by one or Press “3” to approve all visits at one time.
5. The system will tell you:
 - a. The service line provided (attendant care or respite)
 - b. The date/time of the visit
6. Press “1” to approve visits and press “3” to reject visits
7. Repeat approving/rejecting all time entries until all visits are cleared.
8. The system will say the visit record has been submitted
9. End the Call

If the Responsible Party is not available, they can call back from their phone number to Approve All Visits

1. Dial 608-560-0001 from the Responsible Party’s Phone Number
2. Press “1” to indicate Caregiver or Press “2” for Responsible Party
3. Enter your passcode
4. The system will identify the client/or clients that you are servings
5. Press the corresponding number for the client you are servicing, if you only provide service for one client press 1
6. The system will identify the service lines (Attendant Care or Respite) the client/clients may have
7. Enter the number that associates with the service line you are providing
8. Select appropriate client
9. The system will inform you of the number of visits to approve.
10. Press “1” to approve each visit one by one or Press “2” to approve all visits at one time.
11. The system will tell you:
 - a. The service line provided (attendant care or respite)
 - b. The date/time of the visit
12. Press “1” to approve visits and press “3” to reject visits
13. Repeat approving/rejecting all time entries until all visits are cleared.
14. The system will say the visit record has been submitted
15. End the Call

Missed Visit

1. If for some reason, you forget to login or login late, please submit a paper timesheet for **that day only**.
2. Client or caregiver needs to report to the assigned Support Broker or Payroll that a correction is needed; 2) the timesheet should be filled out correctly and submitted to Payroll no later than Monday; 4) Timesheet should be sent to Payroll via fax 1-866-909-0289 or 215-845-1867, or via email at sfireceptionfax@jevs.org
3. This must be submitted by Sunday at midnight to allow for time to review all submitted documents.

If you have any questions, please contact your Support Broker, or email us at newapp@jevs.org or call 866-617-7699.

Best regards,

Tica Lynne Ellison, Director of Financial Management Services

Katie Brooks, Vice President, Home Care Services