ISAS FAQ SHEET FOR SERVICE PROVIDERS

What is ISAS?
The In-home Support Assurance System (ISAS) is a Phone Based Integrated Voice Response System that personal care providers will use to log their time. The ISAS will generate claims daily based on services provided.

What is the purpose of ISAS?
The purpose of ISAS is to make billing faster and easier for the provider and to ensure that services are being provided in the client's place of residence.

How does it work?
With ISAS, a provider calls in to the system to clock in and clock out for each personal care service provided. On a nightly basis, claims are generated based on services provided and sent out for billing. At the end of the week, all claims are processed.

What do providers have to do to?
Providers have to call-in to set up an account with their credentials and record a voice print. Then, when ISAS becomes active, they call a toll-free number to clock in and out each day for each service they provide.

How do independent (or consumer) providers set up an account in ISAS?
In order to set up an account independent service providers will call a toll free phone number. The ISAS phone system will assist the service provider in the recording of their voice print. The service provider must have the following information available in order to successfully set themselves up in ISAS:

- Their Provider Number
- Their Social Security Number

How do agency providers set up an account in ISAS?
In order to set up an account agency service providers must contact their agency administrator. The agency administrator will initiate a call to the service provider. Once the call is received the ISAS phone system will assist the service provider in the recording of their voice print. The service provider must have the following information available in order to successfully set themselves up in ISAS:

- Their Provider Number
- Their Social Security Number

What is an Integrated Voice Response (IVR) system?
IVR is voice recognition. Through an enrollment and verification process, sound bites will be used to authenticate a provider. Each time the provider performs a service call they will have to speak the same phrase. The IVR application will match the sound bite created during the service delivery against the

sound bite created during enrollment. Assuming the sound bites match, the provider will be authenticated.

How do providers log their time?

A provider must call a toll free number when the start and complete the service they are providing to the client. If the client has a landline then the provider will use the client's phone to make the calls. If the client does not have a landline then the provider will use their phone (cell phone) to make the calls.

What information is requested by providers in order to log their time?

In order to successfully clock in and clock out for services provided to a participant, the service provider must have the following information readily available to them at the time that they place the call to the ISAS phone system:

- The participant's Medicaid Assistance (MA) Number
- The participant name
- The OTP Password (if an OTP device is assigned to the participant)
- Their provider number
- Knowledge of the voice print they recorded during enrollment as they will be required to provide a voice sample

What happens if a provider is having trouble entering information into the phone system?

Providers are allowed three attempts to successfully enter each piece of information requested by the phone system when logging their time. In the event that the provider is unsuccessful in entering the information then they will be automatically transferred to help desk personnel. The help desk personnel will gather the required information from the provider and complete the transaction on their behalf.

What happens if a call is transferred to help desk outside of normal business hours?

The phone system will prompt the provider to leave a message with the required service information. Based off of the information left in the message, help desk will enter the service information into ISAS on behalf of the provider.

What is a One Time Password (OTP) device?

An OTP is a keychain sized device that displays an electronic password. It has a serial number on the back that can be assigned to a participant. The front of the device contains a display of a randomly generated number. This randomly generated number changes every minute and can be traced back to a specific time, which in turn can be used to authenticate service dates and times.

How is the OTP device used?

The OTP devices authenticates that the personal care service was provided in the clients place of residence. It is used to track when the service occurred. Service providers will need access to this device to successfully log the time it takes to provide the service. This device is supposed to be kept with the client at all times.

What will be covered in the ISAS Training?

The ISAS training session will cover the following topics:

1. Assigning Staff (Agency Providers)
2. Walkthrough of ISAS Phone System for purposes of recording a voice print
3. Walkthrough of ISAS Phone System for purposes of clocking in and/or out for service
   a. Successful scenario without OTP device
   b. Successful scenario with OTP device
   c. Unsuccessful scenario
4. Viewing and Adjusting Claims
5. Report Generation

Will additional training information be provided to service providers?
In addition to this training session, a user manual, DVD and webinar will be made available to service providers for their reference at any time.