In-Home Support Assurance System (ISAS) User Manual

A step by step navigational process

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1 Introduction

1.1 Background

The In-house Support Assurance System (ISAS) will enable the Maryland Department of Health and Mental Hygiene (DHMH) to monitor the delivery of in-home services ensuring that these services are provided according to the recipient's plan of care, by an authorized service provider. Components of ISAS will include a Phone Verification System, backend interface with external systems, and a web interface providing access to service delivery data to authorized personnel for reporting purposes.

To access the phone verification system providers will dial into a toll free number, enter their credentials, and upon successful authorization the service start time and end time will be recorded accordingly. The phone verification system will utilize voice biometric and location based technologies in order to authenticate service delivery.

- **Integrated Voice Response (IVR)** – Through an enrollment and verification process, sound bites will be used to authenticate a provider. During the enrollment process the provider will speak a phrase into the phone system. The IVR application uses an algorithm to create a sound bite of the provider's voice and stores that sound bite for verification purposes. 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.

- **One Time Password (OTP)** – In most cases the phone verification system will verify the patient based on the phone number assigned to the landline where the service call is initiated. In scenarios where a landline is not available, patients will be issued an OTP device. An OTP is a time synchronized device used to authenticate when a service takes place. The OTP comes in the form of a token card. This token card has a serial number on the back that can be assigned to the patient. The front of the token card 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.

In addition to the phone verification module, ISAS will other interact with the Maryland Medical Information System (MMIS), and the Long Term Services and Support (LTSS) system. Interaction with MMIS will serve two purposes. The first is to authenticate provider/patient eligibility through daily batch file transfers of Provider Enrollment, Recipient Eligibility, and Service Rate files. Secondly, the system, through the use of the EDI MMEE portal will retrieve ANSI X12N 835 Health Care Payment Advice files, and submit X12N 837 Health Care Professional Claim files for claim generation purposes. Interaction with LTSS will be strictly for verification of a patients plan of care, and to ensure that the most recent information is validated.

Finally, a front end web interface will be available to provide Case Managers, DHMH employees, and service Providers access to a variety of Service, Exception, and Billing reports.

1.2 Roles and Responsibilities

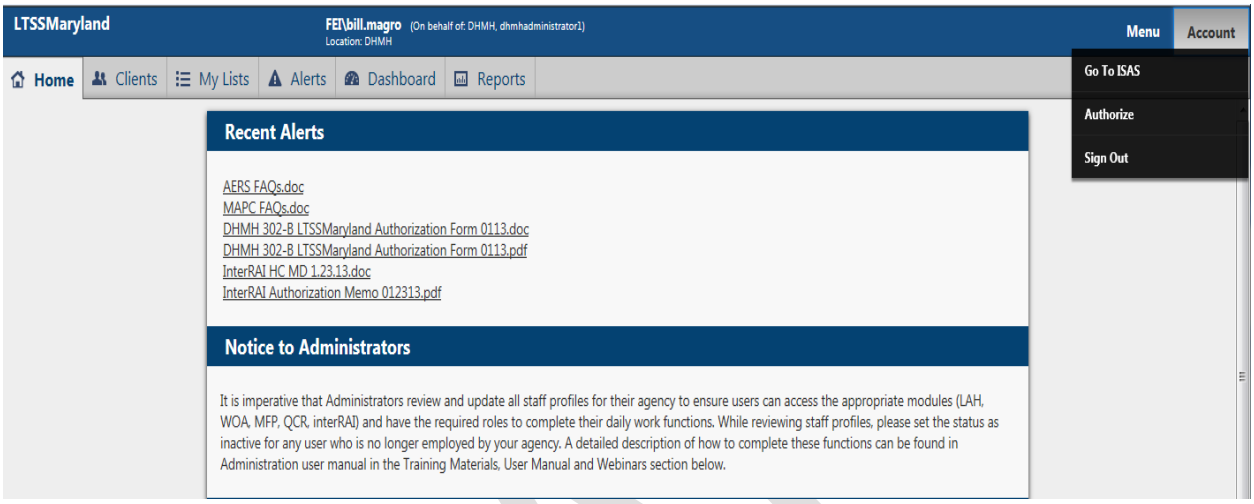
Permissions to various functionality within ISAS depends on actor role in the system. The following actors within ISAS and related permissions are defined below:

- **DHMH Administrator, LAHWU Administrator, MDoA Administrator**
  - Search Client and Provider Records
  - Assign OTP devices to Case Management Agencies
  - Override Client Eligibility Determination
  - Add Provider Staff
  - Initiate Provider Staff Setup
  - Search for and Resolve Pending Service Activities
  - Search for and Resolve Pending Claims
  - View and Adjust Claims
  - Review and Approve Claim Adjustments
  - Generate Reports
- **Case Manager**
  - Search Client and Provider Records
  - Assign OTP to Client
  - Generate Reports
- **ISAS Help Desk**
  - Search Client and Provider Records
  - Import OTP Tokens
  - Create Call Transactions
- **Provider Admin**
  - Search Provider Records
  - Add Provider Staff
  - Initiate Provider Staff Setup
  - View and Adjust Claims
  - Generate Reports
- **Provider Staff**
  - Setup Voice Print
  - Clock In / Clock Out for Services Rendered

2 Getting Started

2.1 Accessing ISAS

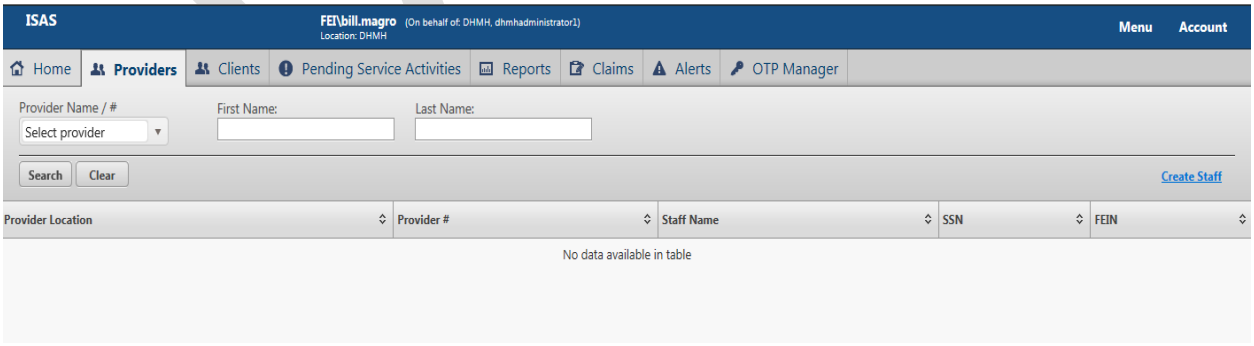
From the Menu tab of the LTSS System at the top of the screen, ISAS can be accessed by scrolling over the Account tab and selecting the ISAS option as seen in the figure below. The sections within ISAS are dependent upon the role of the active user. These sections will be discussed further in the next section.



2.2 Tabs

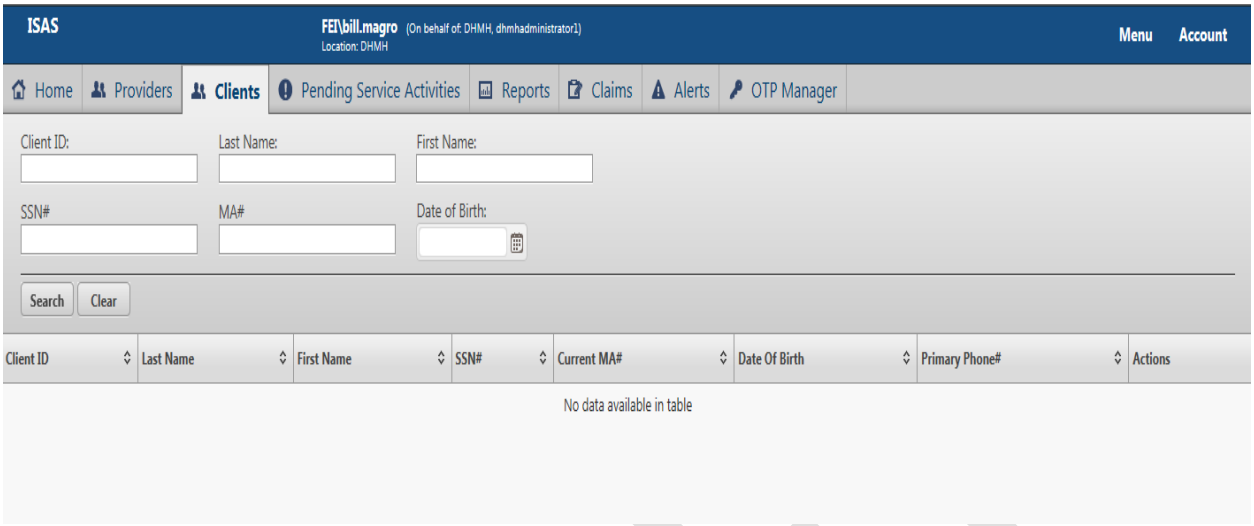
The 8 tabs located along the top of ISAS are ***Home, Providers, Clients, Pending Service Activities, Reports, Claims, Alerts, OTP Manager, and Call Transactions.***

Providers is the second tab of the system and allows all users to search for existing service providers within ISAS. Although all actors have access to search for service providers, additional functionality such as adding staff, setting up staff, and resetting staff voice recording will depend on the actor accessing the system. Additionally, the data that may be searched depends on the actor as well. The function and visual display of each of these options will be discussed in the Tutorials portion of this manual.

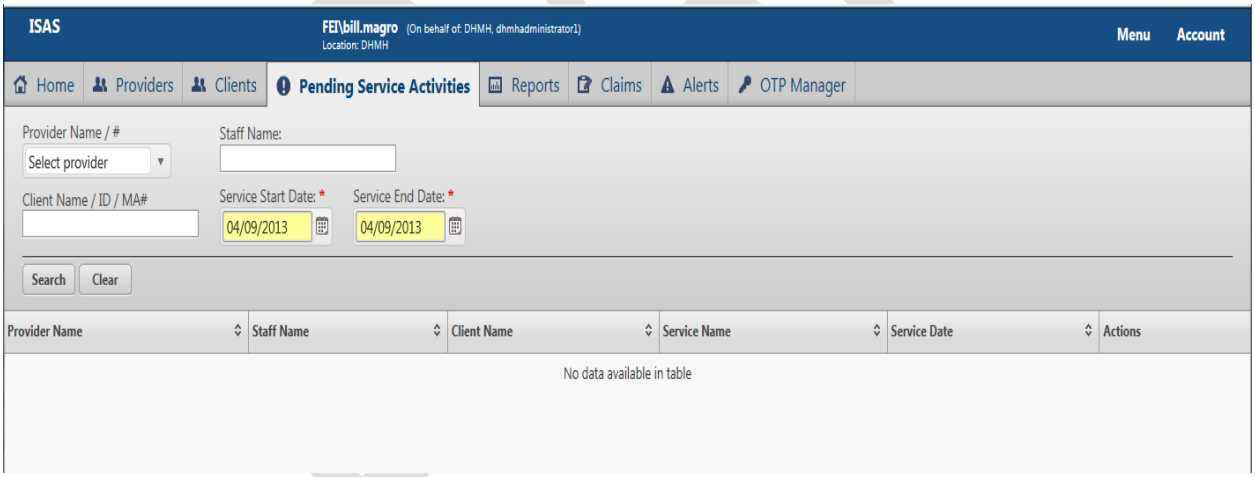


Clients is the third tab of ISAS. This tab is used to search for existing clients within ISAS. Although all actors have access to search for clients, additional functionality such as adding an OTP device or modifying the eligibility determination will depend on the actor accessing the system. Additionally, the

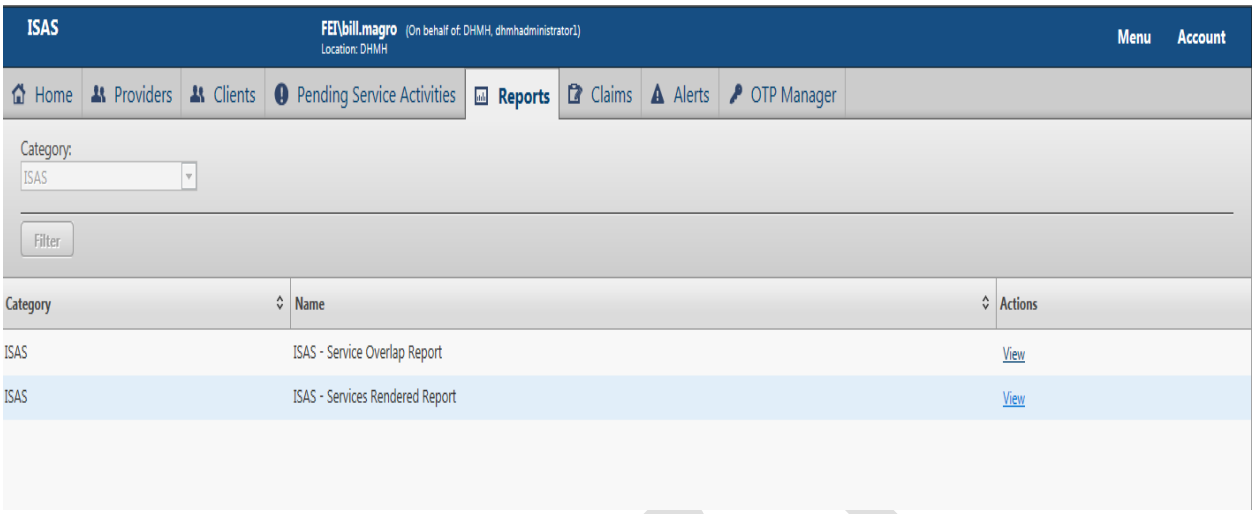
data that may be searched depends on the actor as well. The function and visual display of each of these options will be discussed in the Tutorials portion of this manual.



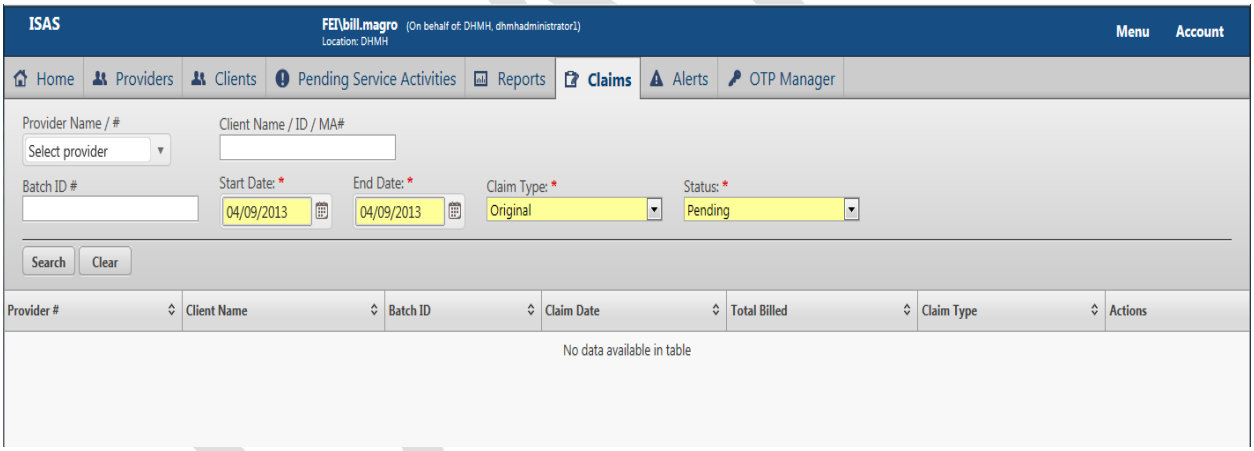
Pending Service Activities is the fourth tab of ISAS. This tab is only accessible by actors with the role of DHMH Administrator, LAHWU Administrator, MDoA Administrator, and FI. These actors use the Pending Service Activities tab to search for and resolve any service activity with an exception. The Pending Service Activities tab will be discussed in greater detail in the Tutorials section of this manual.



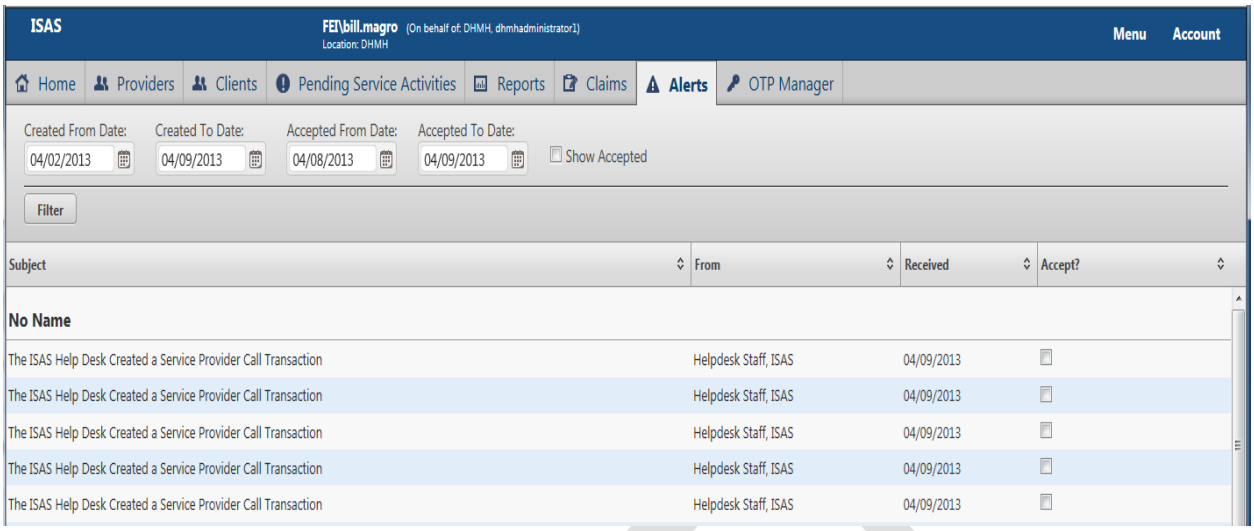
Reports is the fifth tab of ISAS. This tab is accessible by all actors with the exception of ISAS Help Desk. The Reports tab provides the actor with the ability to generate service activity based, claim based, and budget based reports. The data that may be searched on and returned within the report will depend on the actor. The Reports tab will be discussed in greater detail in the Tutorials section of this manual.



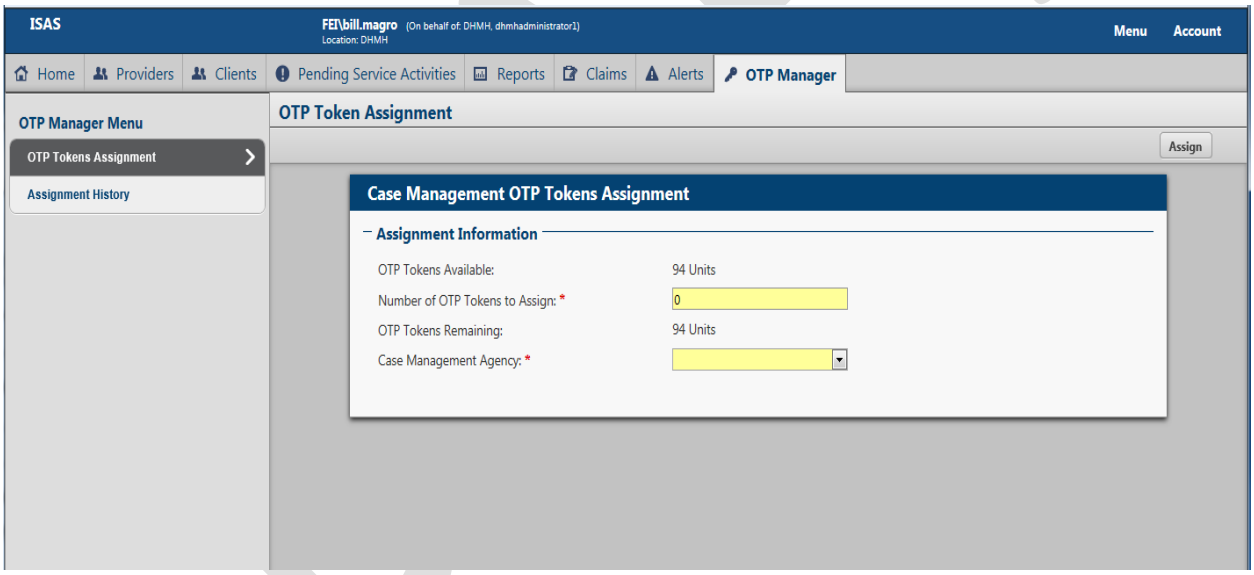
Claims is the sixth tab of ISAS. This tab is used to view existing claims. Although all actors have access to claims, additionally functionality such as submitting an adjustment, resolving pending claims, and approving adjusted claims will depend on the actor that is accessing the system. Additionally, the data that may be searched depends on the actor as well. The Claims tab will be discussed in greater detail in the Tutorials section of this manual.



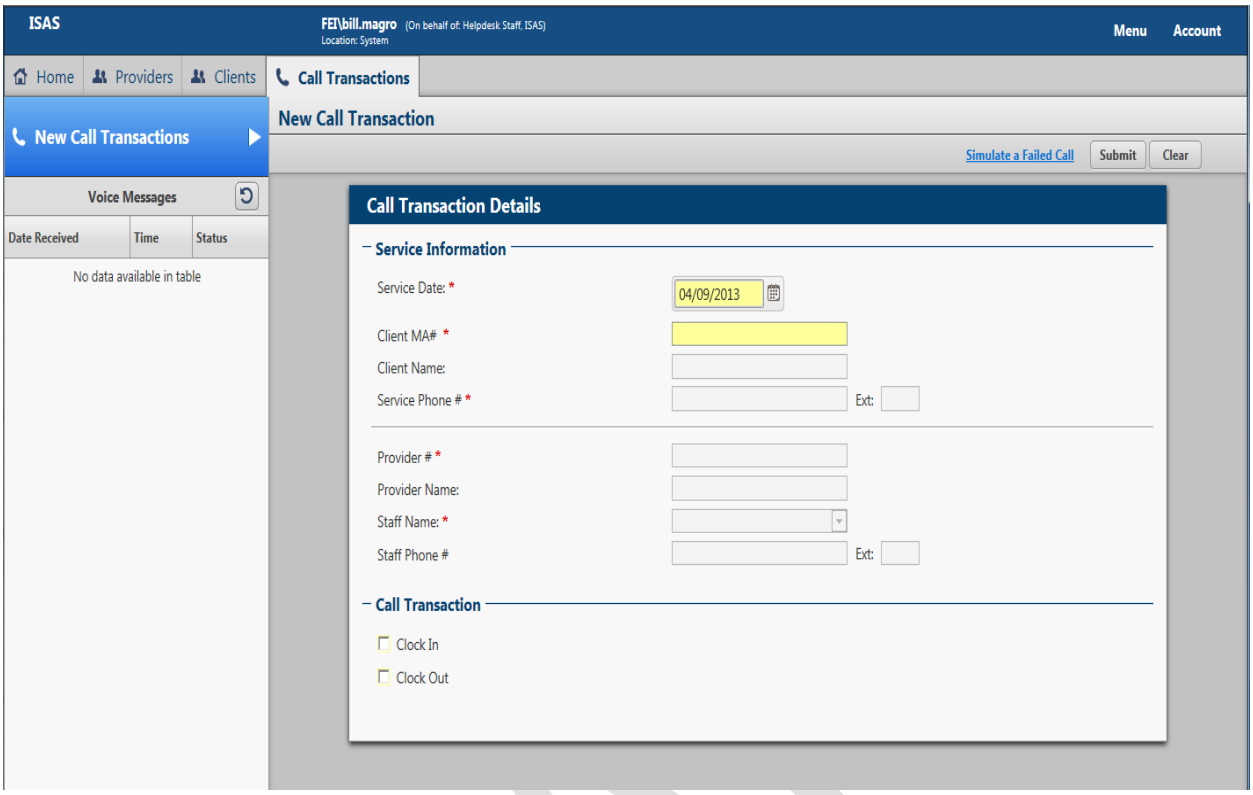
Alerts is the seventh tab of ISAS. This tab is only accessible by actors with the role of DHMH Administrator, LAHWU Administrator, and MDoA Administrator. These actors use the Alerts tab to review exceptions that have occurred throughout the setup, service activity, and billing processes within the system. The Alerts tab will be discussed in greater detail in the Tutorials section of this manual.



OTP Manager is the eigth tab of ISAS. This tab is only accessible by DHMH Administrators and is used to assign a range or ranges of OTP devices to Case Management Agencies for distribution to clients. The OTP Manager tab will be discussed in greater detail in the Tutorials section of this manual.



Call Transactions is the final tab of ISAS. This tab is accessible mainly by ISAS Help Desk and secondarly by DHMH Administrator, LAHWU Administrator, MDoA Administrator, Provider Administrator, and FI. This tab is used to add a call transaction (clock in and/or clock out) on behalf of a service provider staff. The Call Transaction tab will be discussed in greater detail in the Tutorials section of this manual.



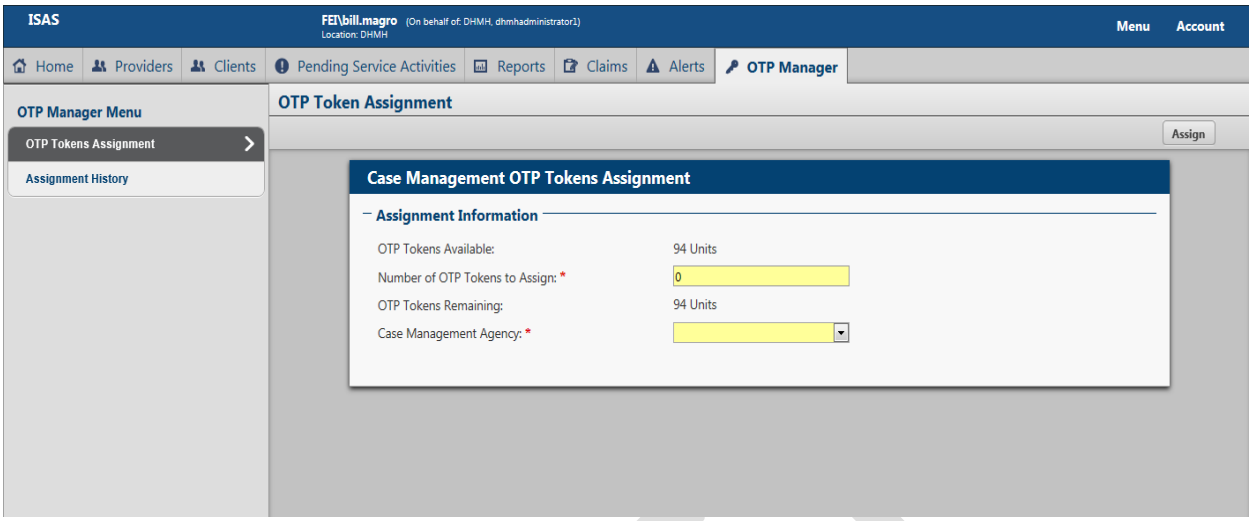
3 Tutorials

This section of the manual walks you through the necessary steps to setup clients (assign OTP devices) and service providers (record voice prints) in the system, submit call transactions (clock in and/or clock outs) on behalf of service provider staff, resolve service activities containing exceptions, view claims, resolve claims with exceptions, adjust claims, approve claim adjustments, review alerts, and generate reports.

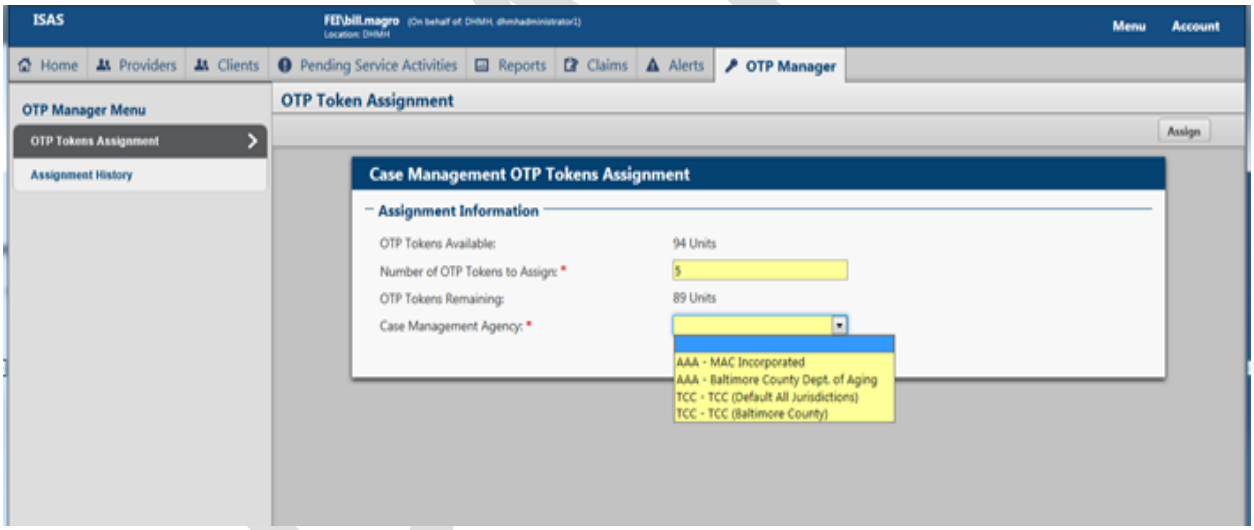
3.1 Setup Clients

3.1.1 Assign OTP to Case Management Agency

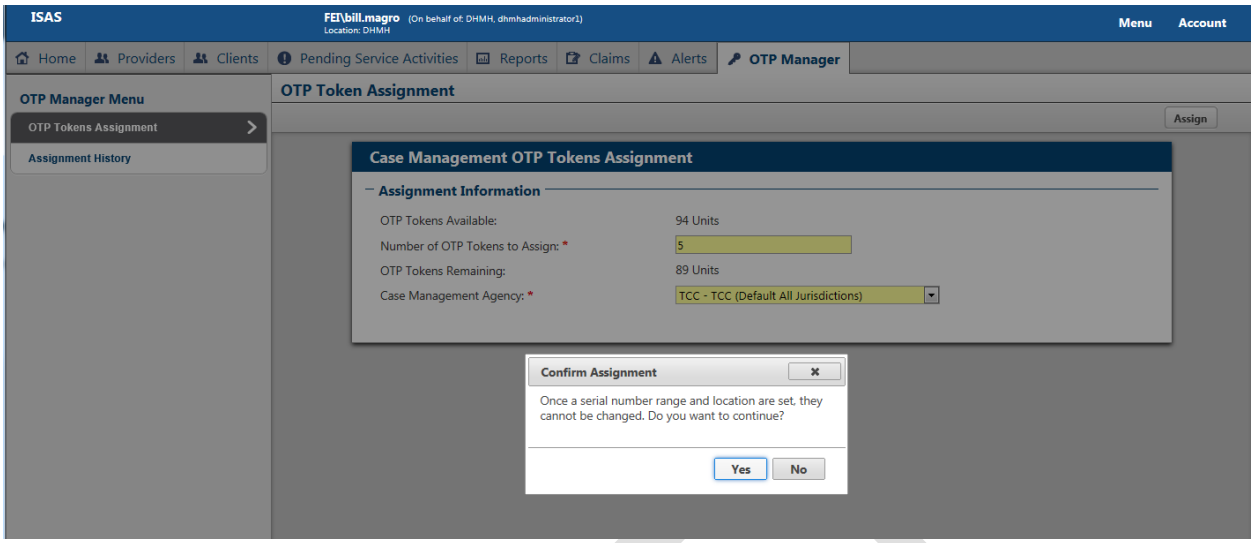
Actors with a role of DHMH Administrator can navigate to the ***OTP Manager*** tab of ISAS as seen in the figure below.



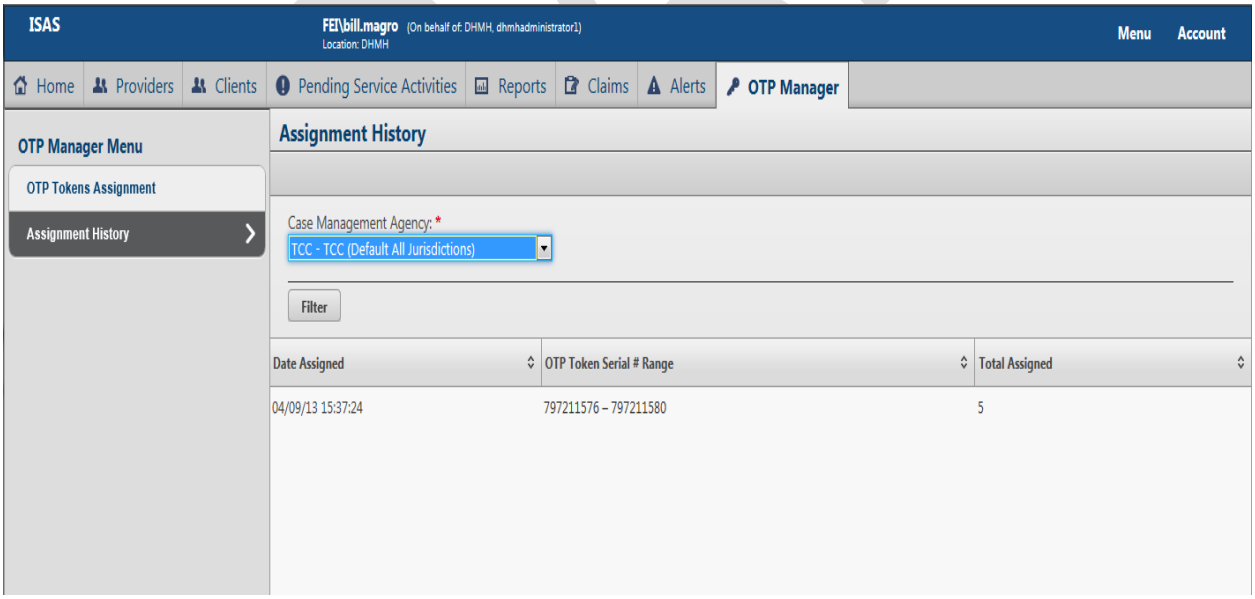
The system will provide a count of the number of OTP devices that are available for assignment. To **assign a range of OTP devices** the actor must enter the *Number of OTP Tokens to Assing* and select a *Case Management Agency* from the dropdown. After entering both requirements, which will be highlighted in yellow click the **Assign button** as seen in the figure below.



After clicking the **Assign button** the actor will be prompted to confirm the assignment of the range of OTP devices to a Case Management Agency. Once the OTP devices have been assigned to an agency location the assignment cannot be modified. Assuming the actor wants to finalize the assignement they would select *Yes* to confirm the token assignement. Otherwise they would select *No* to clear the assignment.



Once the actor confirms the assignment of a range of OTP devices to a Case Management Agency, the system will load the **Assignment History screen.** This screen displays the date in which the OTP assignment occurred, the starting and ending range for the OTP serial numbers assigned to the Case Management Agency and the the number of OTP devices assigned in the range. A full history of all ranges of OTP devices assigned to the Case Management Agency location will be displayed on this screen. The actor has the ability to see a history of OTP ranges assigned to any Case Management Agency by selecting the agency from the *Case Management Agency* drop down.



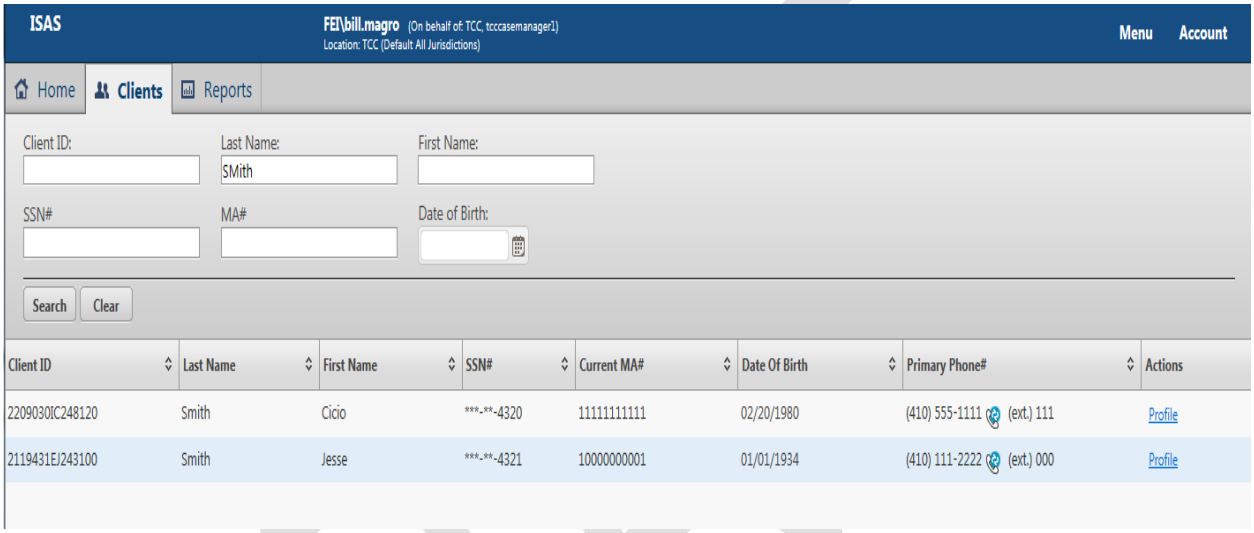
3.1.2 Search Client Record

In order for an OTP device to be assigned to a client, the actor must first search for the client record through the **Client** tab of ISAS. must have a record in ISAS. All actors in ISAS have permissions to search

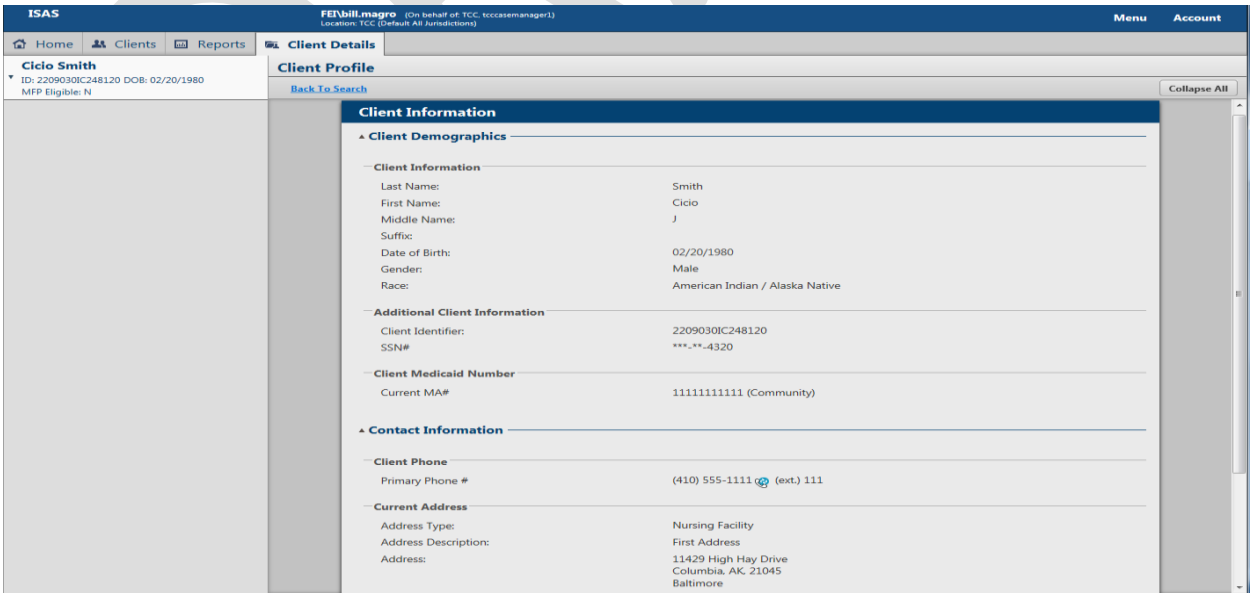
for client records. The **search** feature can be used to locate clients based on *client ID*, *last name, first name, SSN#, MA# and/or date of birth.* The search function can be used by entering any one of these items individually or by using a combination. Complete the following steps to begin a *Client Search*:

- Enter Smith in the Last Name text box.
- Click the **Search** button to perform a client search.

The result shown below indicates that ISAS has a record for a Cicio Smith and Jesse Smith. Click the ***Profile*** link under actions to view the *Client Summary* page.

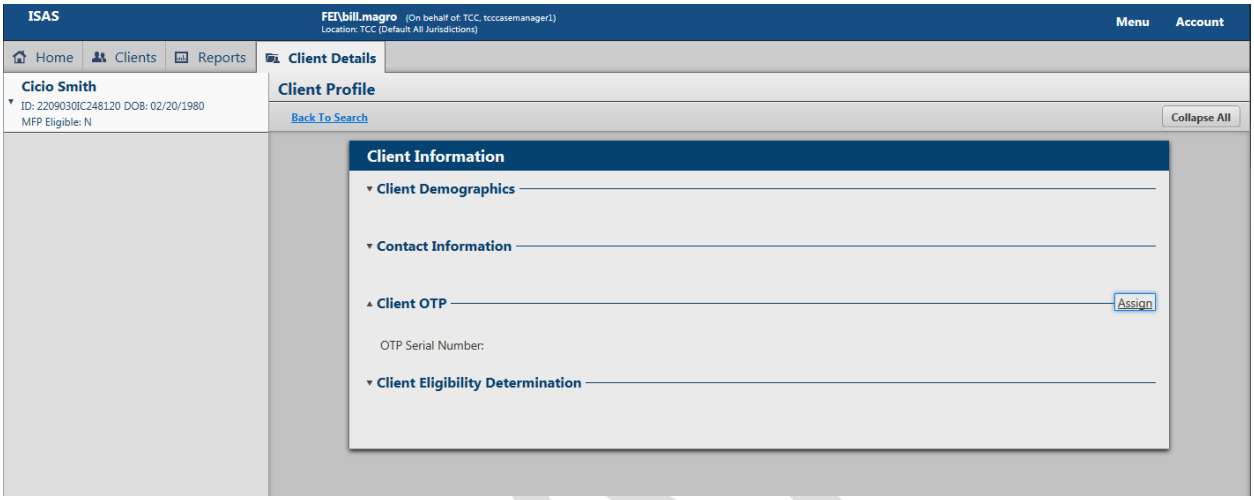


The *Client Demographic* and *Contact Information* is populated from LTSS and is available in a read only state. That is actors do not have the ability to *Add or Edit* this information as shown below.

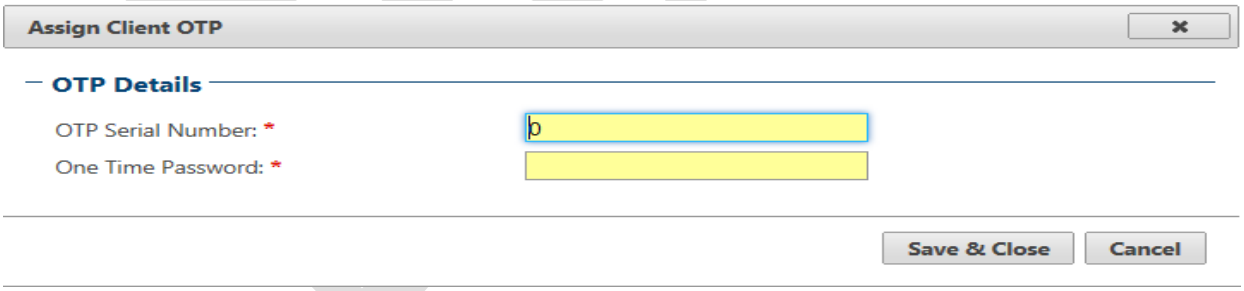


3.1.3 Assign OTP to Client

Actors with a role of Case Manager can assign OTP devices to a client. This action can only be successfully performed by the Case Manager after a range of OTP devices have been assigned to the Case Management Agency for which the Case Manager is a staff of. The actual assignment of an OTP device to a client occurs within the *Clients Profile* which can be reached by performing a client search. An actor may assign an OTP device to the client by selecting the **Assign** link within the *Client OTP* section of the Client Profile.

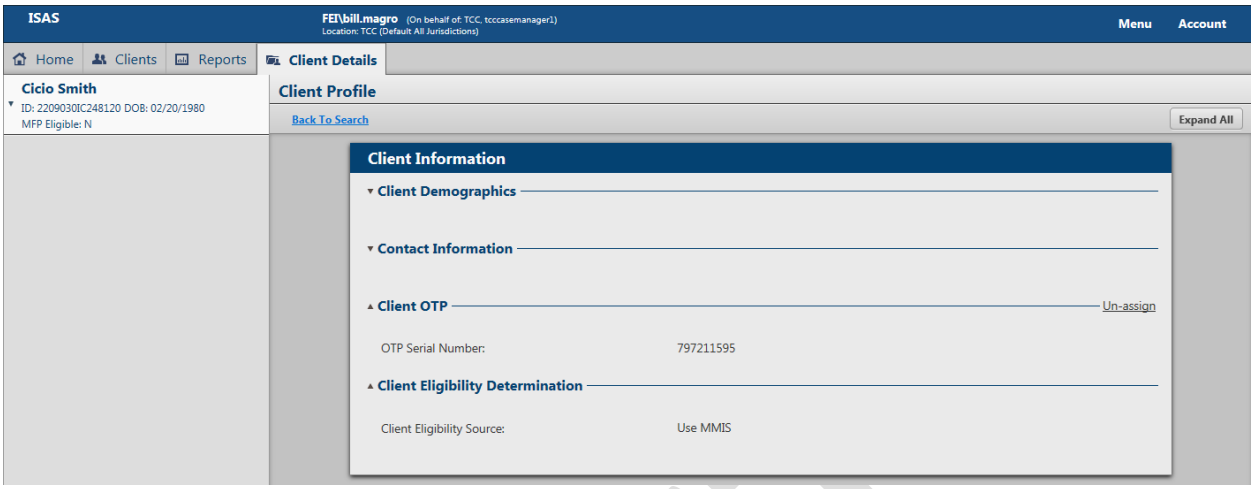


To **Assign a Client OTP** the actor must enter the nine-digit *OTP Serial Number* located on the back of the device and the 6-digit *One Time Password* located on the front of the device. After entering both requirements, which will be highlighted in yellow click the **Save & Close button** as seen in the figure below.

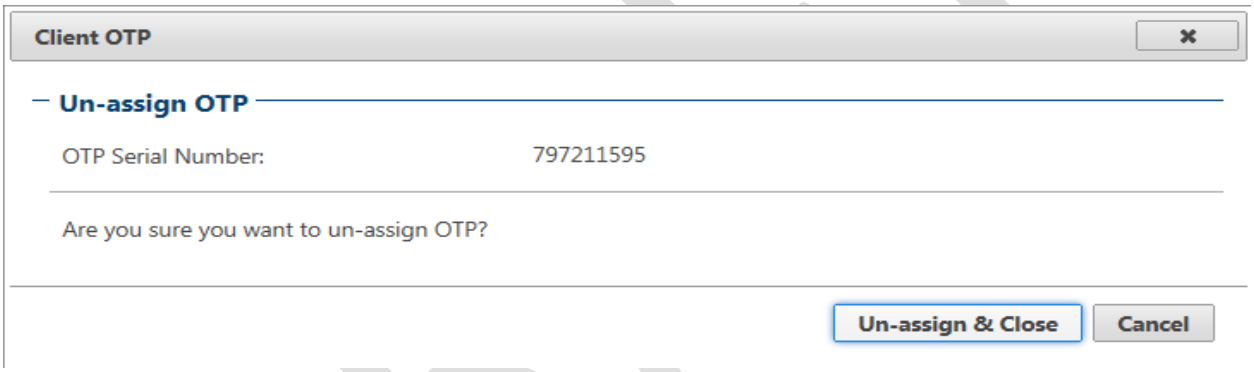


3.1.4 Remove OTP from Client

Actors with a role of Case Manager can remove OTP devices from a client. This action can only be successfully performed by the Case Manager after an OTP device has been assigned to the Client. The actual assignement of an OTP device to a client occurs within the *Clients Profile* which can be reached by performing a client search from the ***Client*** tab of ISAS. To unassign an OTP device from the client select the **Un-assign** link within the *Client OTP* section of the Client Profile.

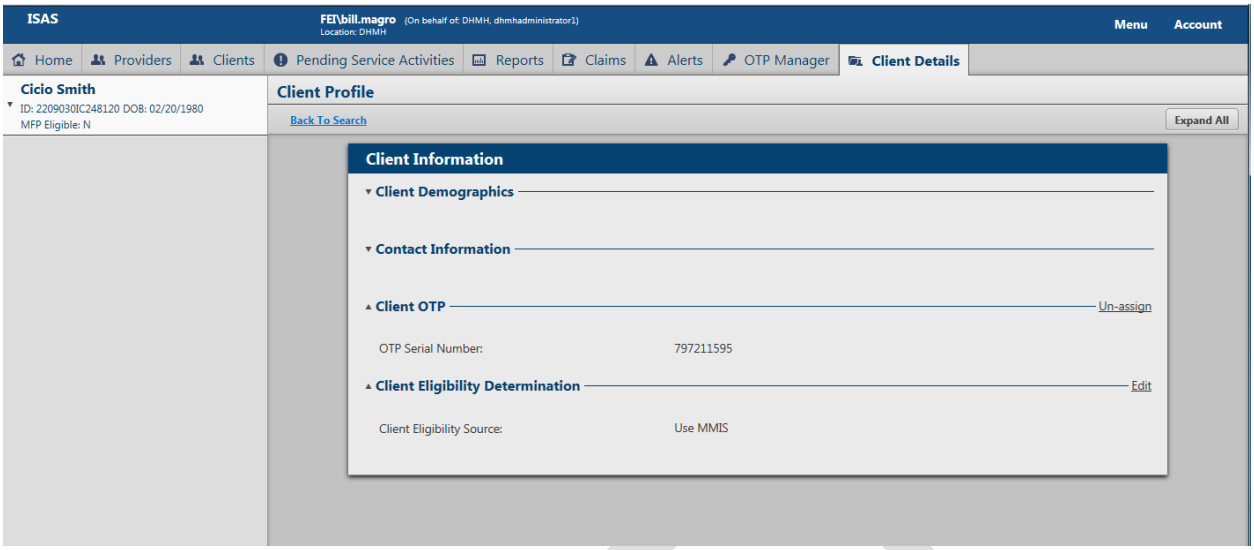


A pop-up window will appear requesting that the actor confirms the removal of the OTP device from the client. In order to confirm this action the actor selects the **Un-assign & Close button**.

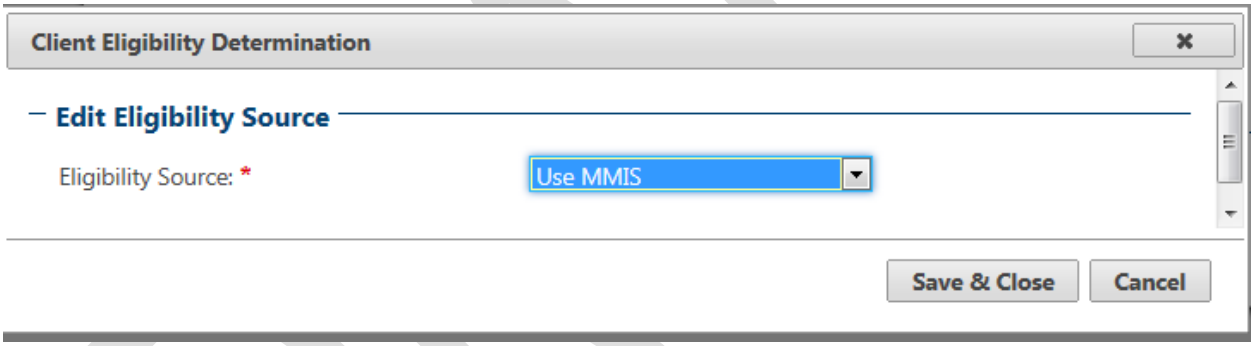


3.1.5 Edit Client Eligibility Determination

Actors with a role of DHMH Admin, LAHWU Admin, and MDoA Admin can override the source determining whether a client is eligible for personal care services. The default client eligibility determination source is *Use MMIS*. This setting enforces that the eligibility response received during the 270/271 process will determine clients eligibility to receive personal care services. In order to modify the client eligibility determination the actor would select the **Edit** link within the *Client Eligibility Determination* section of the Client Profile. This can be reached by performing a client search from the ***Client*** tab of ISAS.



Upon selecting the *Edit* link the actor can modify the eligibility source. To override the eligibility determination source the actor can select either the "Allow Personal Care" or "Disallow Personal Care" options from the *Eligibility Source* dropdown and select the **Save & Close button.**



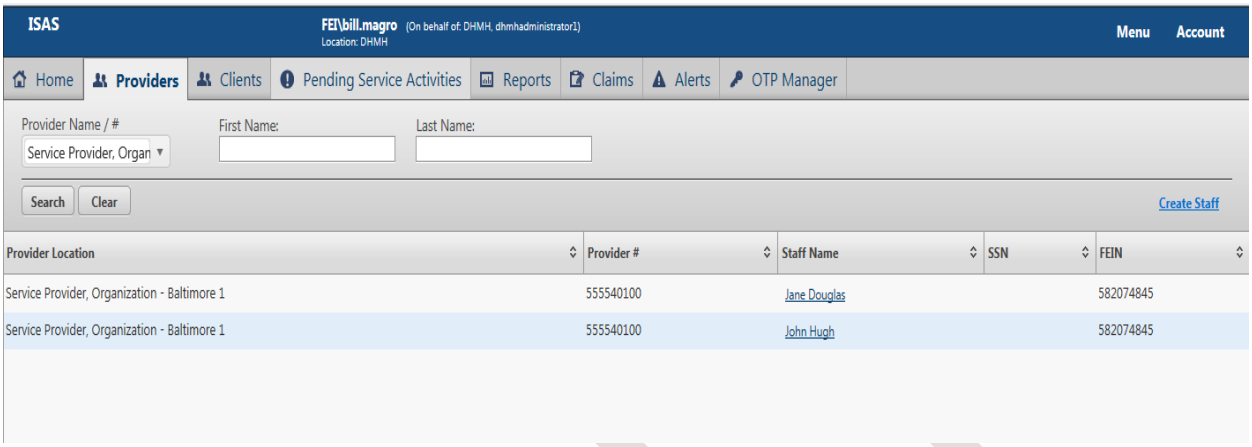
3.2 Setup Agency Service Provider Staff

The actual setup process involves the staff member recording their voice print (See Appendix). In order for the voice print to be successfully recorded the service provider staff must have a record in ISAS. All actors in ISAS can verify that the staff has a record by performing a search within the **Provider** tab of they system.

The **search** feature can be used to locate providers based on *provider name/#*, *staff first name, and staff last name.* The search function can be used by entering any one of these items individually or by using a combination. Complete the following steps to begin a *Client Search*:

- Enter Service Provider Organization 1 – Baltimore County in the Provider Name/# autocomplete box.
- Click the **Search** button to perform a staff search.

The result shown below indicates that ISAS has two staff records for the service provider organization, Jane Douglas and John Hugh. Click the ***Name*** link under Staff Name to initialize setup on the *Staff Profile* page. If the staff you are searching for is not found you can click the **Create Staff** link.

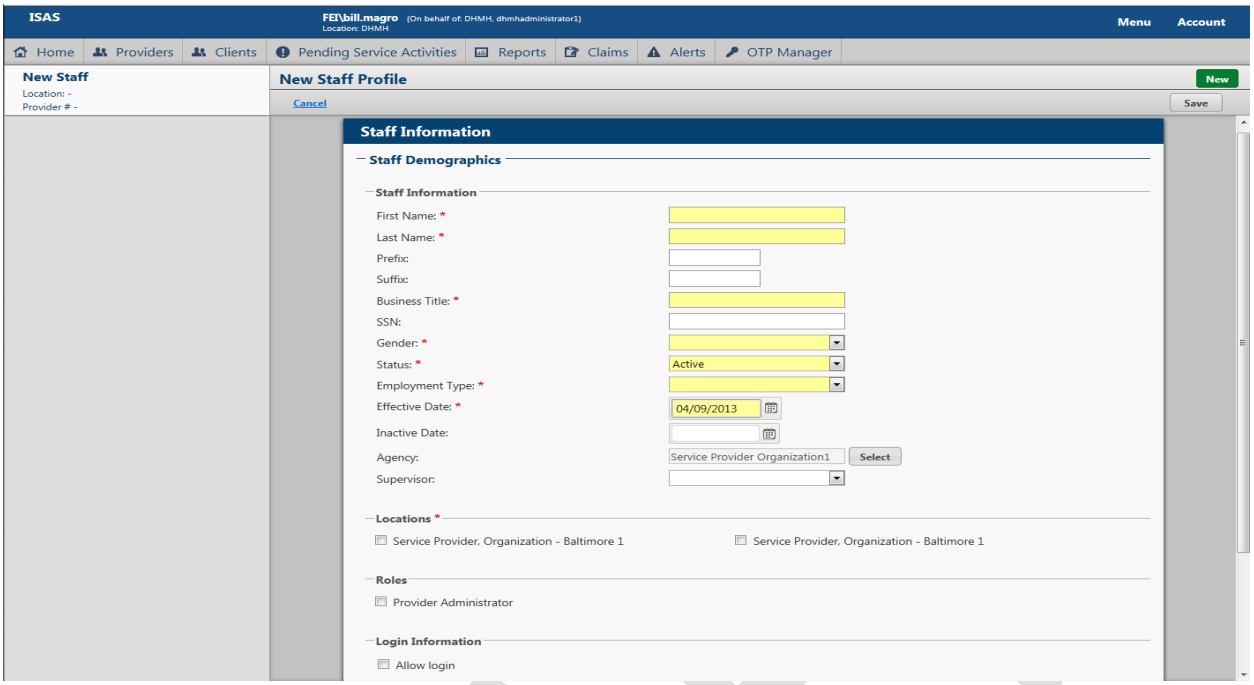


3.2.1 Add Service Provider Staff

Actors with a role of Provider Administrator, DHMH Administrator, LAHWU Administrator, and MDoA Administrator can add a service provider staff record. This action can only be successfully performed by clicking the **Create Staff** link on the **Provider** tab. When adding a service provider staff the following information is required by the system:

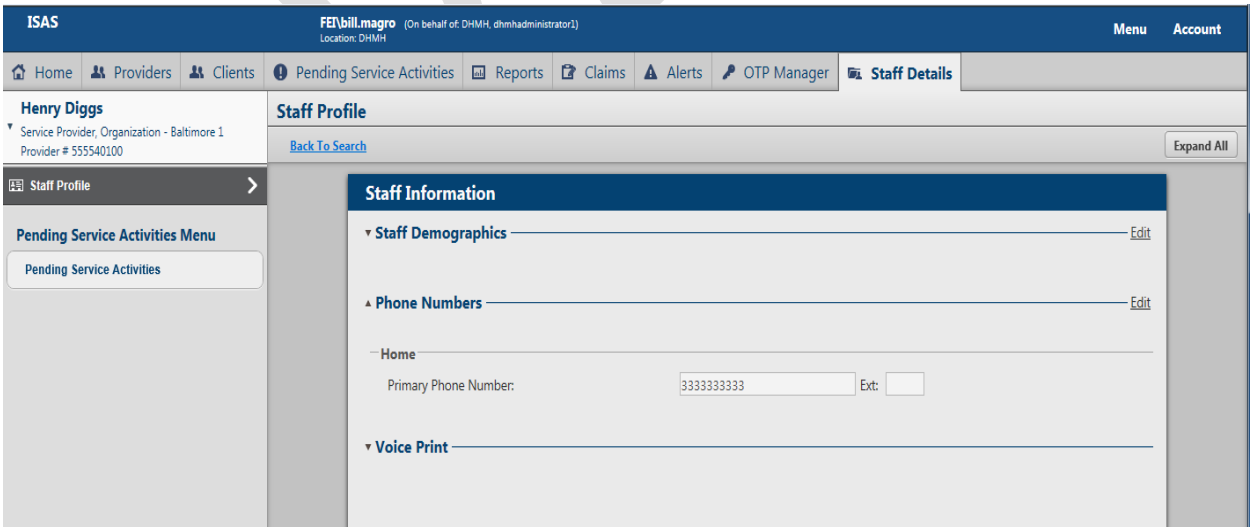
- First Name
- Last Name
- Business Title
- SSN
- Gender
- Status
- Employment Type
- Effective Date
- Agency Selection
- Location Selection
- Phone Number

Once the required information is provided the actor may select the **Save** link to create the staff record.



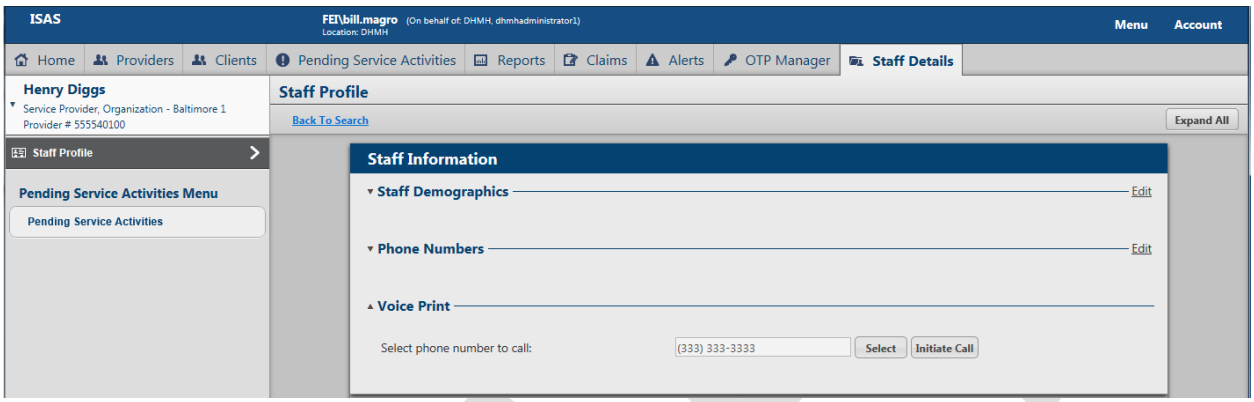
3.2.2 View and Edit Service Provider Staff

While all actors have the permission to view provider staff profiles, only those actors with a role of Provider Administrator, DHMH Administrator, LAHWU Administrator, and MDoA Administrator can edit a service provider staff record. This action can only be successfully performed by clicking the **Edit** link associated with the *Staff Demographics and Phone Numbers* section of the provider staff profile page.

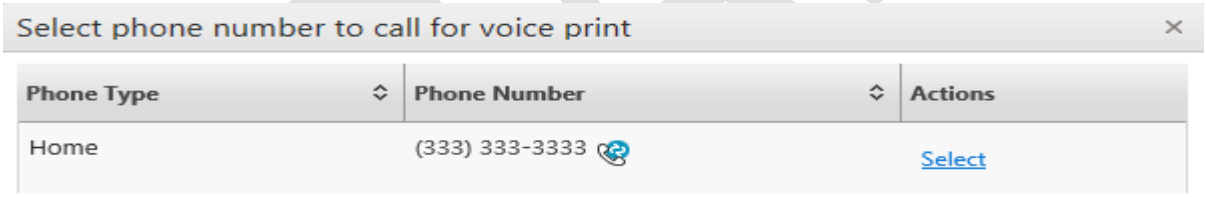


3.2.3 Initiate Call

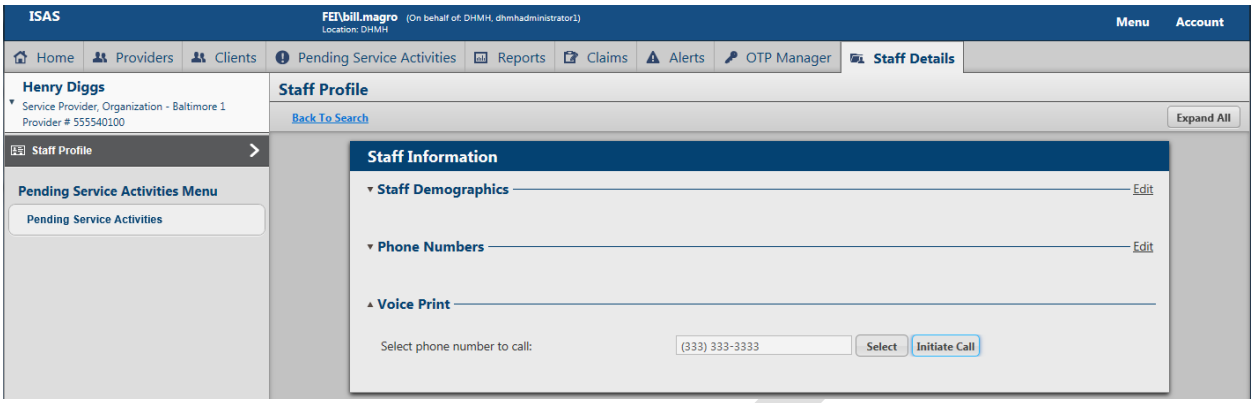
Actors with a role of Provider Administrator, DHMH Administrator, LAHWU Administrator, and MDoA Administrator can initiate a call from ISAS to the service provider staff for purposes of recording their voice print and setting themselves up in the system. The call may be initiated from the *Staff Profile* page which can be reached by performing a provider search from the ***Provider*** tab of ISAS. In order to initiate a call the actor must first select a phone number to call. This is accomplished by clicking on the **Select** button.



Upon clicking the **Select button** under the *Voice Print* section of the Staff Profile page, the system will load a screen listing of all phone numbers assigned to the service provide staff. The actor will choose the number to call from the phone list by clicking on the **Select** link.



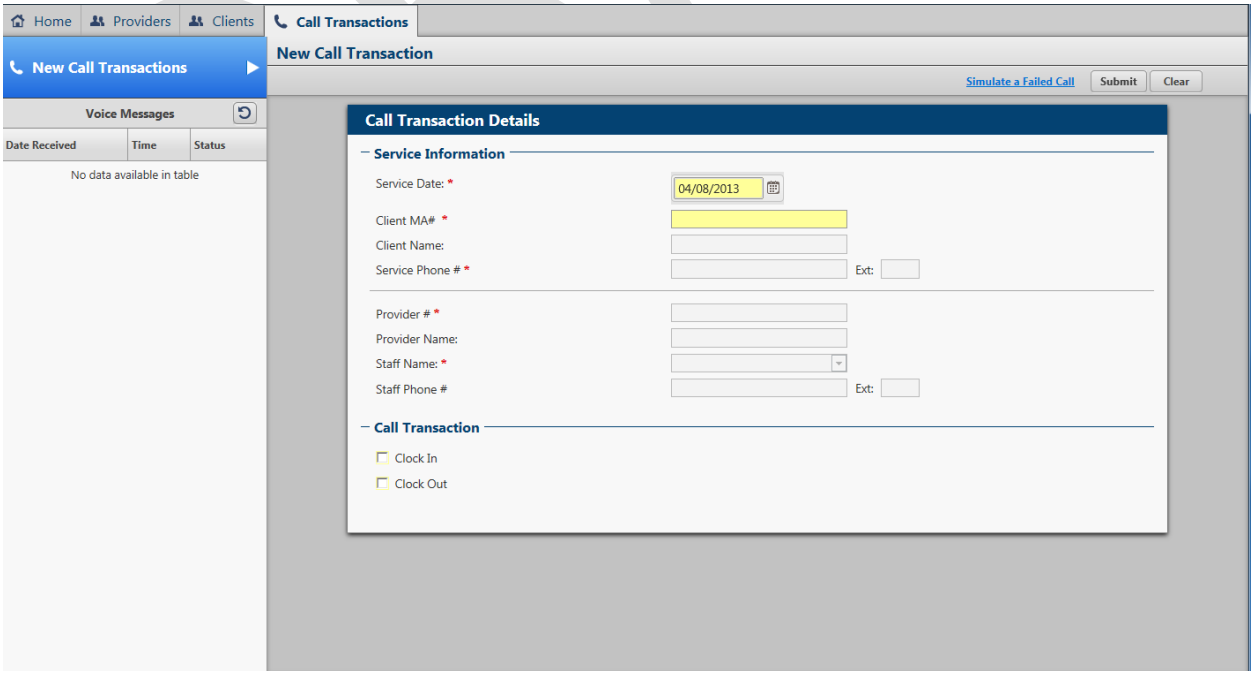
The phone number selected will be auto populated into the phone number text box under the *Voice Print* section of the Staff Profile page. Once a phone number is populated the actor can select the **Initiate Call button**. This will trigger a call from the ISAS IVR system to the service provider staff at the phone number displayed to start the setup process.



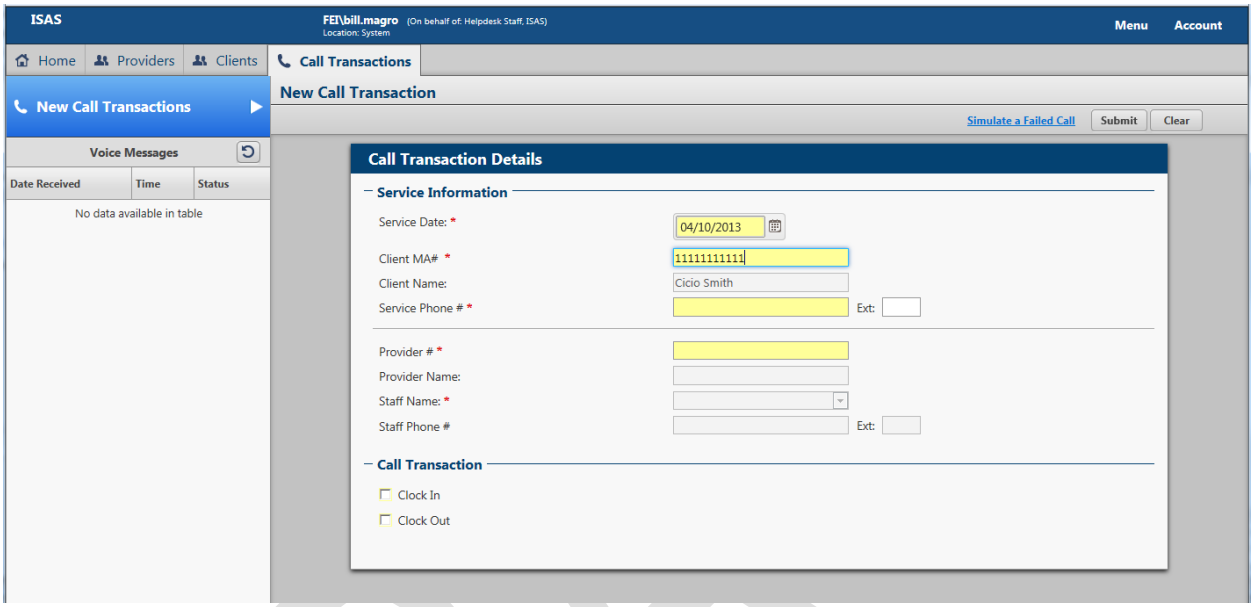
3.3 Add Call Transaction

Actors with a role of ISAS Help Desk are the main users of the add call transaction functionality within ISAS, although Provider Administrator, DHMH Administrator, LAHWU Administrator, MDoA Administrator, and FI may have permissions to add a call transaction on behalf of a service provider as well. A call transaction is simply a clock in or clock out for services rendered. In the majority of cases the ISAS Help Desk will create the call transaction while talking to service provider over the phone.

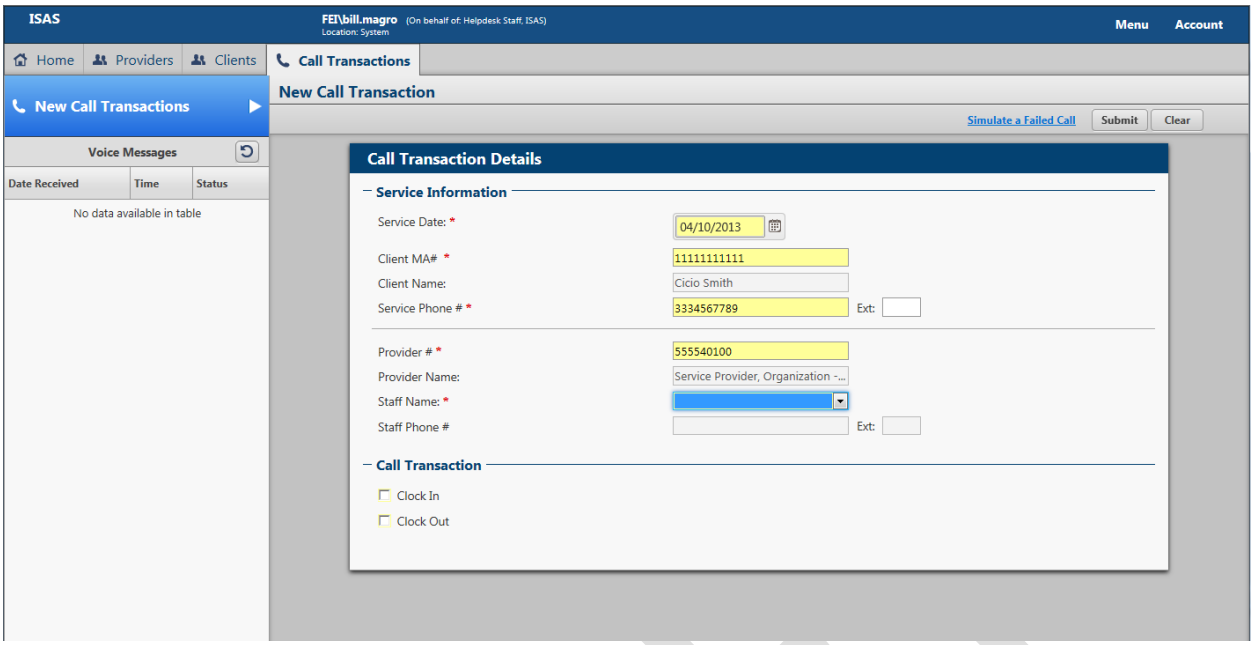
The actor can input call transaction details from the **Call Transactions** tab within ISAS. The information provided within the call transaction details page mimics the information requested by the ISAS IVR system in order to successfully create a clock in or clock out. As such, the *Service Date, Client MA Number, Service Phone Number, Provider Number, Staff Name, Staff Phone Number and either a Clock In or Clock Out* are required infromtation to submit the form.



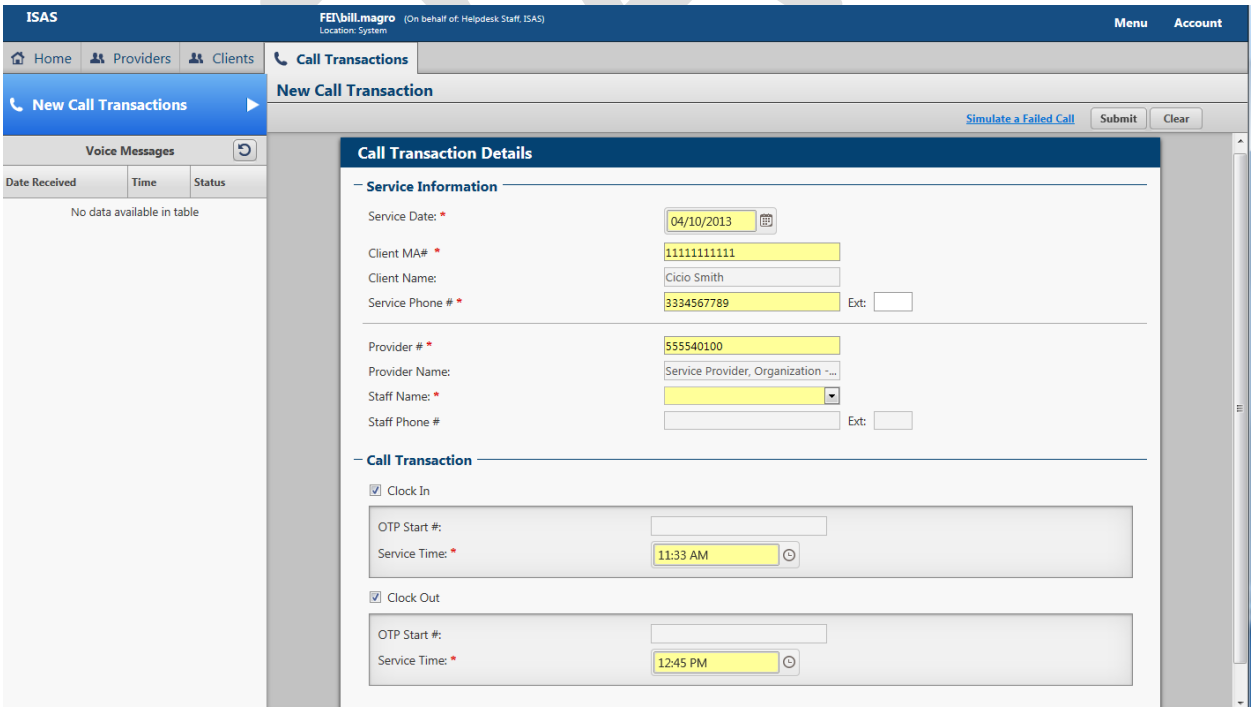
In order for the actor to successfully submit the Call Transaction form, key pieces of information such as *Client MA# and Client Name* must pass validation. When the actor enters in the *Client MA#*, the system will automatically verify that the value entered is valid by matching the information entered against client records in ISAS. If the *Client MA#* is valid then the system will auto populate the *Client Name* based off the record matching the *Client MA#* entered. If the *Client MA#* is invalid then the actor will be unable to submit the form.



As with the client information described above, the system ensures that the *Provider # and Provider Name* passes validation. When the actor enters in the *Provider #*, the system will automatically verify that the value entered is valid by matching the information entered against service provider records in ISAS. If the *Provider #* is valid then the system will auto populate the *Provider Name* based off the record matching the *Provider #* entered. Additionally, upon validation of the *Provider #* the system will atuo populate the *Staff Name* dropdown based off of staff records associated with the *Provider #* entered. If the *Provider #* is invalid then the actor will be unable to submit the form.



The actor must enter in a *Clock In* or *Clock Out Service Time* in order to successfully submit the call transaction. If the client has an OTP assigned to them, based off of the *Client MA#* provided, then the system will enable the *OTP Start* fields associated with the *Clock In and Clock Out* boxes in order to determine the *Service Time.* Otherwise the actor can type in the *Service Time* associated with the *Clock In or Clock Out.* Once all required information is provided the actor can select the **Submit button.**

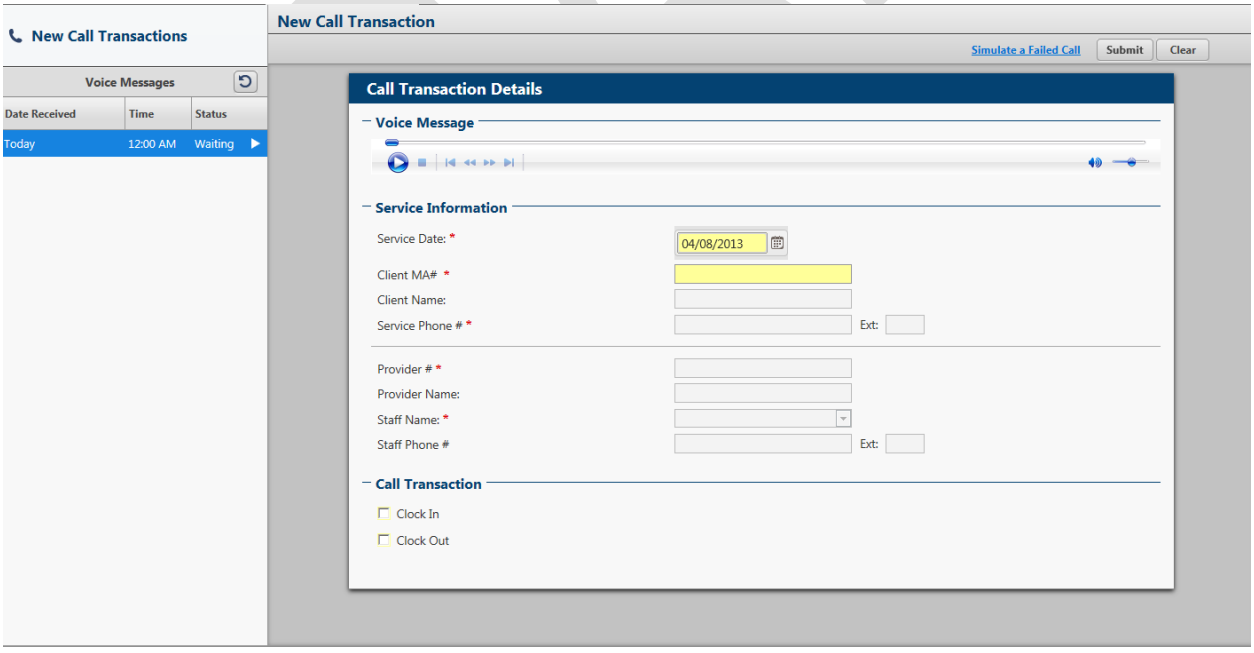


Upon submission the system will create a either a clock in call transaction or a clock out call transaction based on the information provided. If a clock in and clock out service time is provided then the system will create two call transactions upon submission.

3.3.1 Add Call Transaction from Voice Message

The process of adding a call transaction based after listening to a voice message follows a similar path to the Add Call Transaction described above. The left navigation panel of the **Call Transaction** tab will list all voice messages that are currently outstanding, meaning that the actor has not listened to and acted upon the voice message yet. Once the actor has listened to the voice message and subsequently created a call transaction, the voice message will no longer appear in the *Voice Messages* list. Only actors with a role of ISAS Help Desk will have the ability to listen to and submit a call transaction based off of a voice message.

In order to create a call transaction the actor clicks on the voice message listed in the *Voice Messages* panel. Upon selecting a voice message the system will load the *Call Transaction* form with the voice messaged embedded into the form. This allows the the actor to listen to the voice message by selecting the play button, and enter information into the *Call Transaction* form. The actor may re-listen to the voice message as many times as needed to successfully enter and submit the *Call Transaction* form. As with a normal call transaction, the *Service Date, Client MA Number, Service Phone Number, Provider Number, Staff Name, Staff Phone Number and either a Clock In or Clock Out* are required infromation to submit the form. The actor selects the **Submit button** to submit the form.



Upon submission the system will create a either a clock in call transaction or a clock out call transaction based on the information provided. If a clock in and clock out service time is provided then the system will create two call transactions upon submission.

3.4 Resolve Pending Service Activities

During an overnight process service activies are created based off of matching call transaction pairs, that is each service activity will have one clock in call transaction and one clock out call transaction. Each service activity is validated by the system. If the service activity fails any of the validations (***Missing Call Transactions, Ineligible Client, Provider not on Client POS, Provider Type and Client Program Mismatch, Multiple Services Found)*** then the service activity will be placed in a pending state. A claim will not be generated for any pending service activity until it is resolved by the appropriate actor.

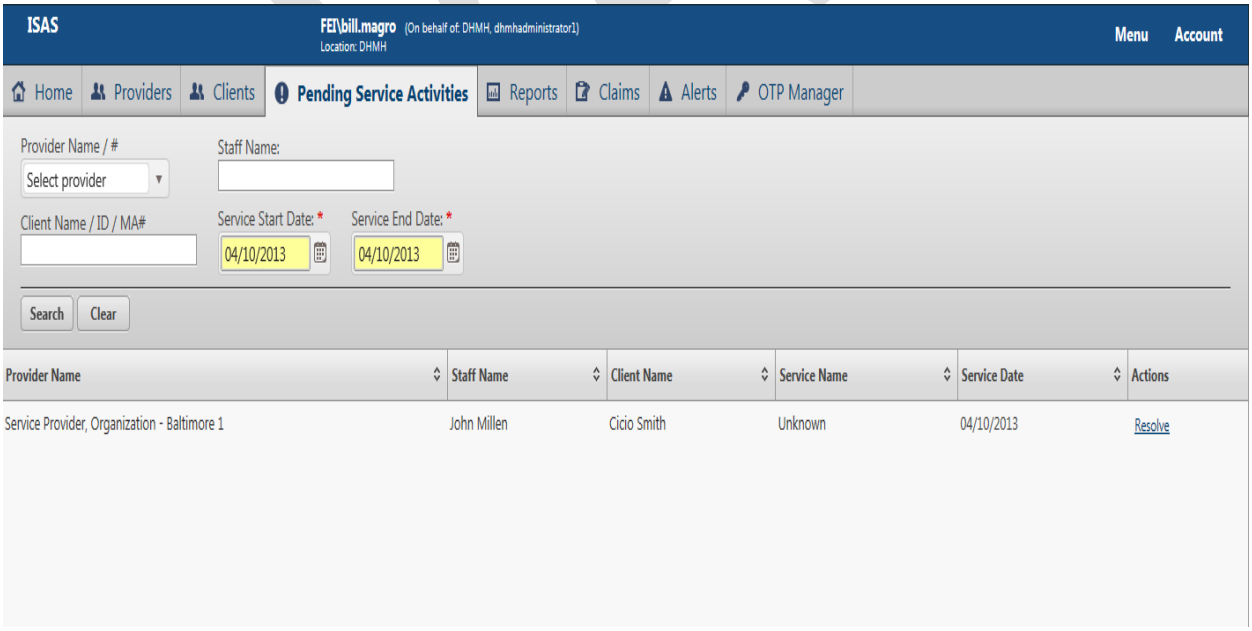
3.4.1 Search for Pending Service Activities

Actors with a role of DHMH Administrator, LAHWU Administrator, MDoA Administrator, and FI have permissions to search for and resolve pending service activities by performing a search within the **Pending Service Activities** tab of they system.

The **search** feature can be used to locate pending service activites based on *provider name/#*, *staff name, client identity (client name, ID, MA#), and service start and end date.* The search function can be used by entering any one of these items individually or by using a combination. Complete the following steps to begin a *Pending Service Activity Search*:

- Enter a service date range by providing the Service Start Date and Service End Date
- Click the **Search** button to perform a pending service acitivity search.

The result shown below indicates that ISAS has two one service activity that is pending resolution by an actor. Click the ***Resolve*** link under Action to resolve the service activity.

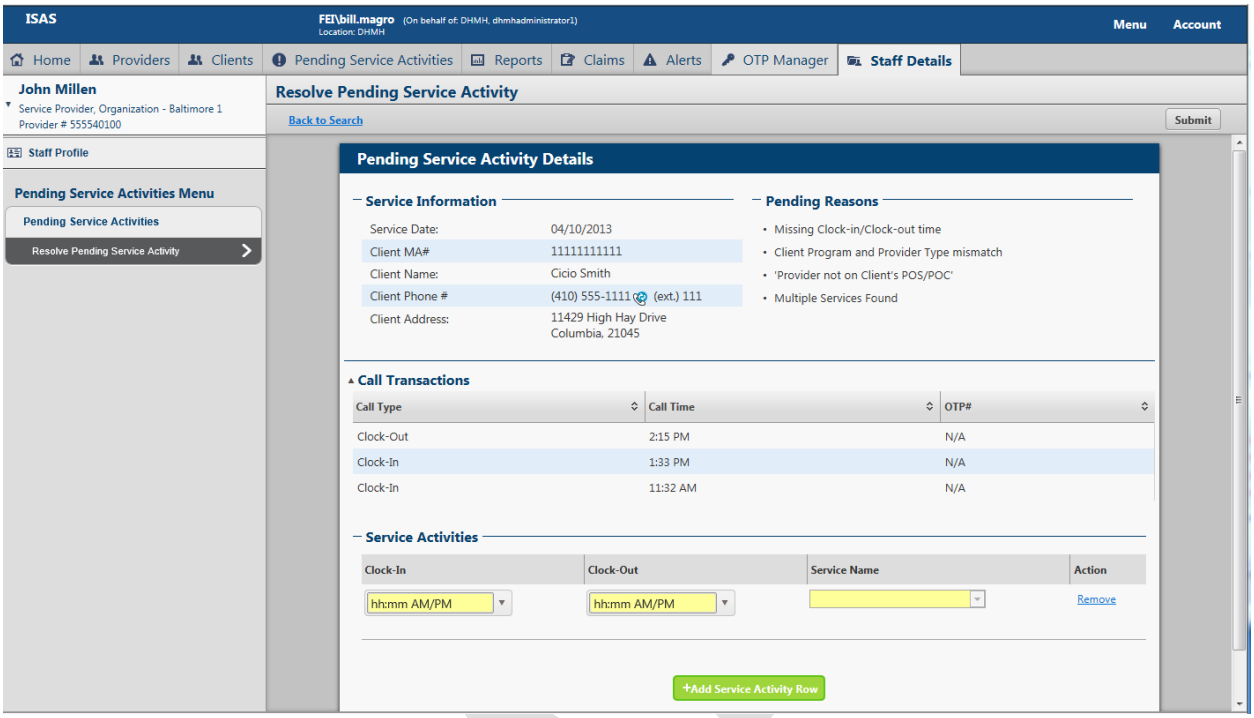


3.4.2 Resolve Pending Service Activity

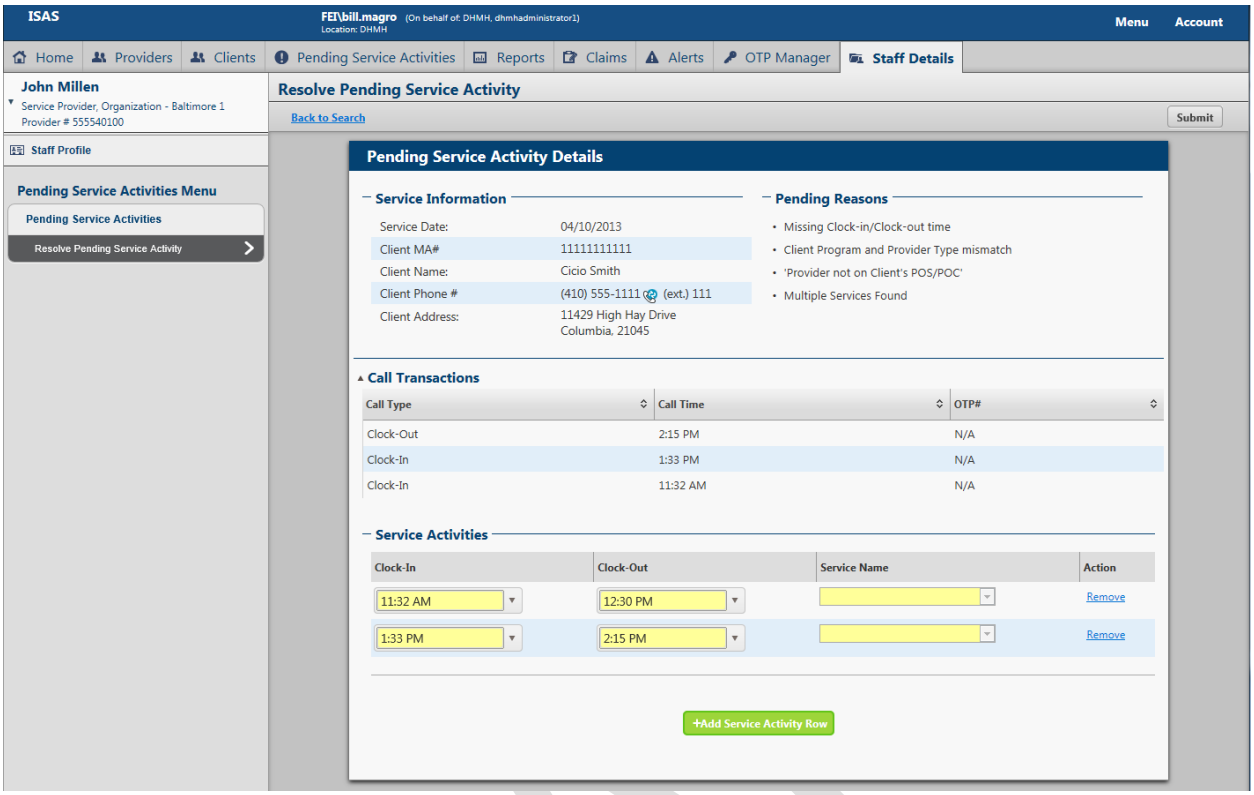
The *Pending Service Activity Details* page describes the service that was provided. The page is split into sections as follows:

- ***Service Information*** – Provides information regarding when the service occurred, who rendered the service and who received the service.
- ***Pending Reasons –*** Provides information regrarding why the service is pending and cannot be billed
    - *Missing Clock in /Clock Out Time* – Service provider did not clock in or out for one of the services they rendered to the client during the day
    - *Client Ineligible* – Client deemed ineligible for personal care services on that day
    - *Client Program and Provider Type Mismatch* – Service provider is qualified to provide personal care services in WOA program, but client is enrolled in LAH program
    - *Provider not on Client's POS/POC* – Provider is not listes on Client's POS/POC for personal care services
    - *Multiple Services Found* – Provider is listed as the eligible service provider for multiple personal care services on the Client's POS/POC
- ***Call Transactions –*** Provides information regarding the duration of services rendered to client (ie, what time was service started and what time was service completed)

Actors may resolve service activities that are pending due to a missing clock in or clock out by entering in the correct service durations within the Service Activities section of the form. The *Clock In and Clock Out* drop down data entry boxes will be pre-filled with the data existing in the **Call Transactions** section of the page. That is, all clock in's recorded for the day will be made available for selection within the *Clock In* dropdown. Likewise, all clock outs recorded for the day will be made available for selection within the *Clock Out* dropdown. Although actors have the ability to select a pre-determined clock in and out, they also may simply enter the clock in and out time manually as well.



In the scenario where multiple services were rendered by the service provider to the staff on a given day, the actor can select the **Add Service Activity Row** to enter additional sets of clock ins and clock outs. By selecting the **Submit button**, the actor overrides all other pending reasons and submits the service activity as ready for claim generation. A service activity is created for each clock in and clock out combination entered on the form.



3.5 Claim Management

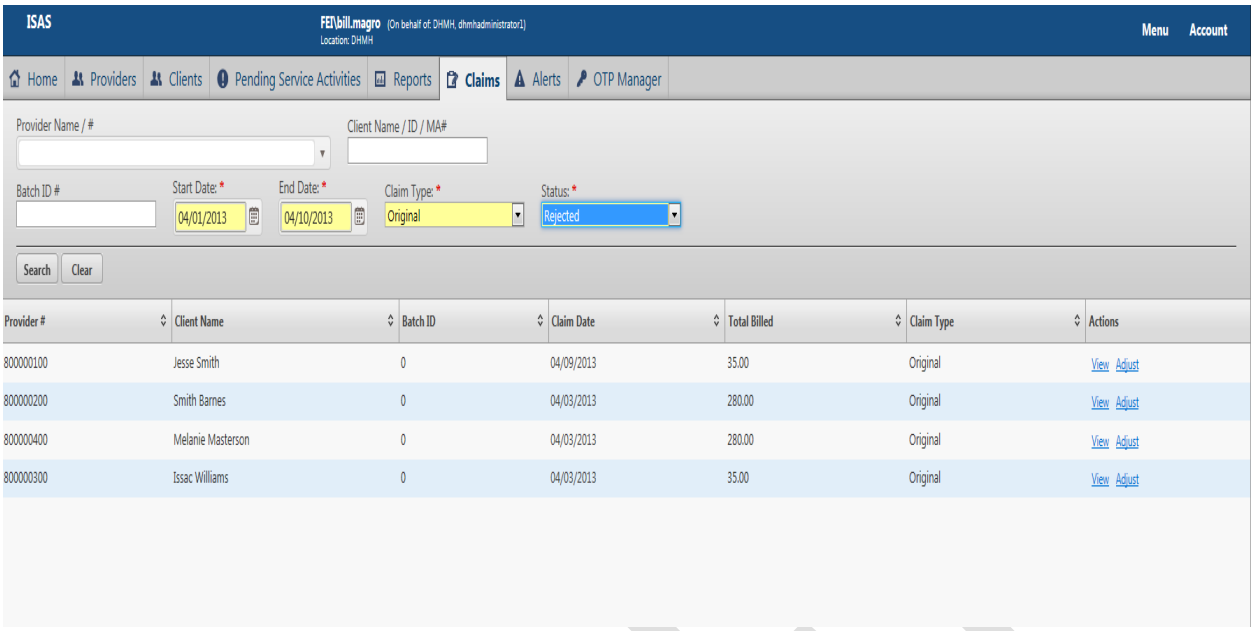
3.5.1 Search and View Claims

Actors with a role of Provider Admin, DHMH Administrator, LAHWU Administrator, and MDoA Administrator have permissions to search for and view claims by performing a search within the **Claims** tab of they system.

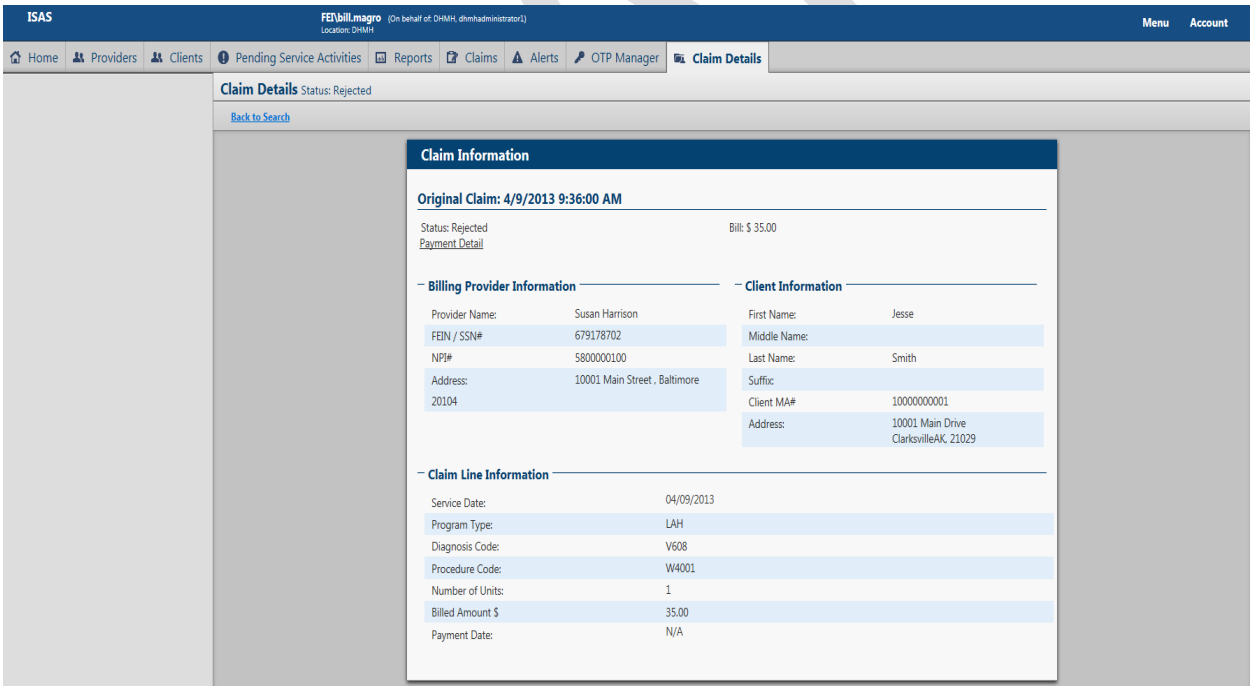
The **search** feature can be used to locate claims based on *provider name/#, client identity (client name, ID, MA#), claim batch id, start and end date, claim type, and status.* The search function can be used by entering any one of these items individually or by using a combination. Complete the following steps to begin a *Pending Service Activity Search*:

- Enter a date range by providing the Start Date and End Date
- Select a Status of Rejected
- Click the **Search** button to perform a pending service acitivity search.

The result shown below indicates that there are currently 4 claims that have been rejected by MMIS. Click the ***View*** link under Action to view the claim. Click the ***Adjust*** link under Actions to adjust the claim if needed.

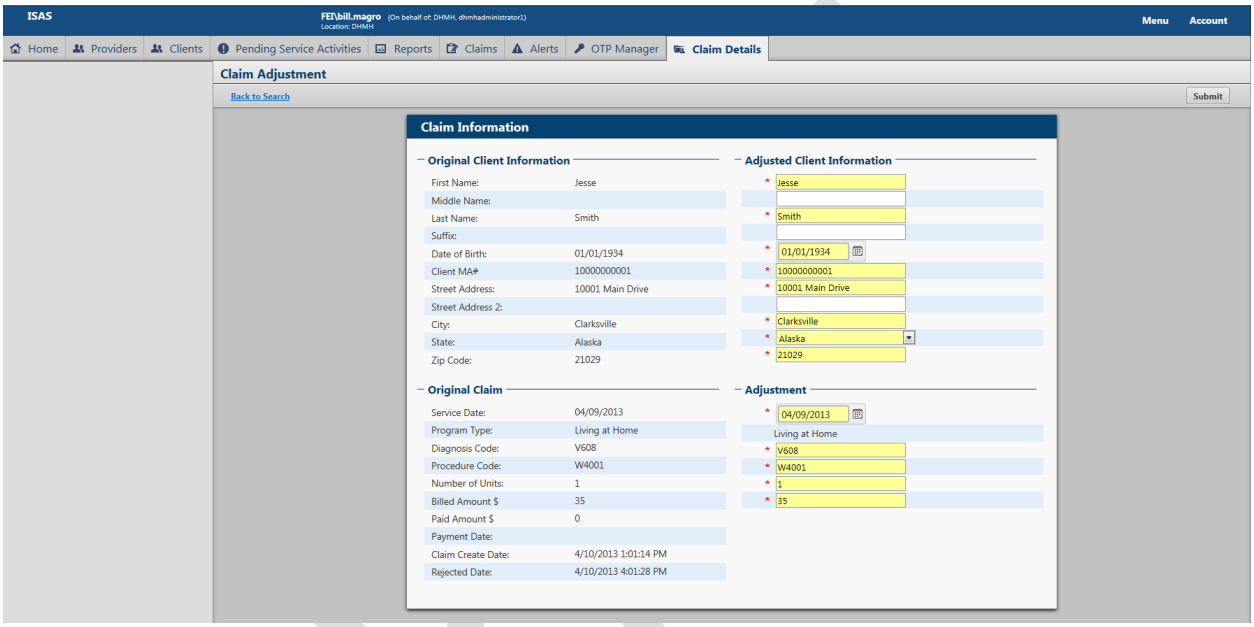


The *Claim Details* page provides an overview of the claim that was submitted based on services rendered by the provider, the amount billed for services rendered, the status of the claim, and indication of whether the claim was paid by MMIS, and the amount paid.



3.5.2 Adjust Claims

Actors with a role of Provider Admin, DHMH Administrator, LAHWU Administrator, and MDoA Administrator are involved in the claim adjustment process. Provider Admins may adjust any claim with a status of *Paid or Rejected*. The actor can search for claims through the **Claims tab.** Once the actor reaches the ***Claim Adjustment*** page, they can modify any information regarding the claim and select the **Submit** button.



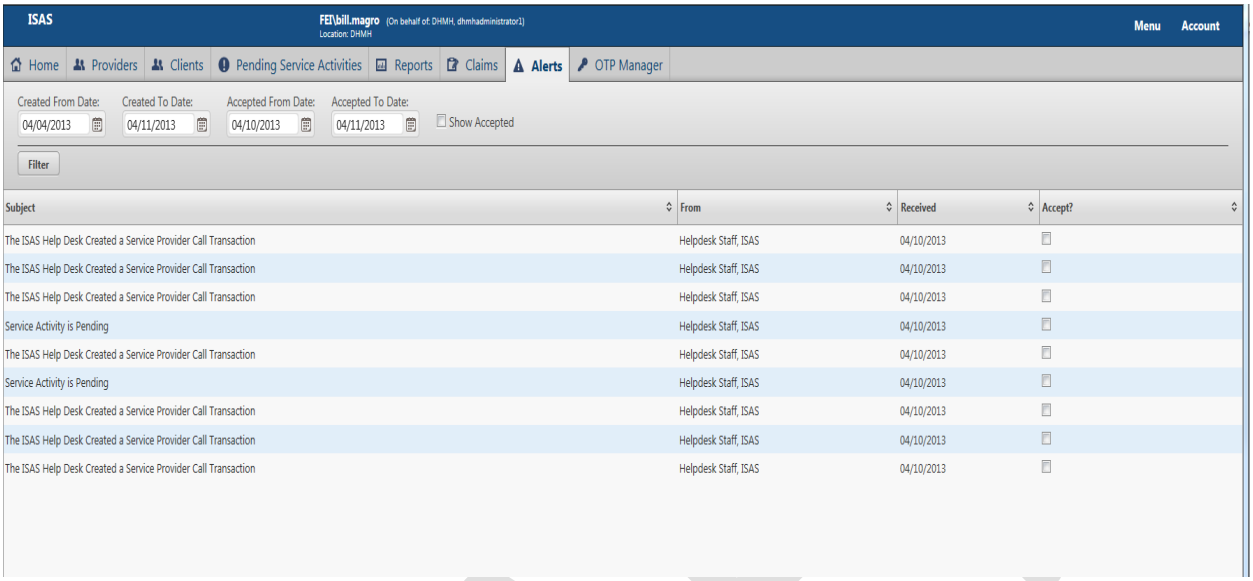
Once a claim is submitted, it is set to a review status for DHMH. At this point a DHMH Administrator, LAHWU Administrator, or MDoA Administrator must review the claim adjustment and either approve or disapprove it. Approved adjustments will be sent to MMIS, and disapproved adjustments will be rejected.

3.6 Alerts

Actors with a role of Provider Administrator, DHMH Administrator, LAHWU Administrator, and MDoA Administrator receive alerts within the system. There are two types of alerts generated by the system, informational alerts and actionable alerts as described below:

- ***Informational Alerts***
  - An alert when a provider terminated due to fraud attempted to render service
  - An alert when a call transaction is entered manually
- ***Actionable Alerts***
  - An alert when a provider requests to reset their voice print
  - An alert when a service activity is pending
  - An alert when a claim is pending due to the 40 hour limitation

- An alert when a claim has been adjusted
- An alert when a claim adjustment has been rejected



4 Appendix

This section of the manual walks through the necessary steps to setup service providers (record voice print) through the ISAS IVR system, and submit call transactions (clock in and/or clock outs) for services rendered.

4.1 Setup Service Provider Staff via IVR System

Personal Care Service Providers are required to record a voice print that will be used as a personal verification when actual services are rendered to clients. This section of the user manual will provide those actors with the instructions needed to successfully set themselves up in the system.

4.1.1 Recording Voice Print

In order to successfully record a voice print actors will need their nine-digit Provider Number and nine-digit Social Security Number. As a side note, it is recommended that the setup process occurs in a quiet area (i.e, reduced background noise). The actor will take the following steps in order to successfully record a voice print:

1. Dial the toll free ISAS Setup phone number
2. The system will prompt the actor to enter their nine-digit *Provider Number*
3. Upon successfully verifying the Provider Number, the system will prompt the actor to enter their nine-digit *Social Security Number*
4. Upon successful verification of the Social Security Number entered, the system will prompt the actor to *State Your Name.* Once the actor is done recording they will press the pound (#) key.
5. Upon selecting the pound key, the system will prompt the actor to confirm their voice print, re-record their voice print, or re-play their voice print.
6. Once the actor confirms their voice print, the system will prompt them to re-record their voice print. This is done to ensure that the voice print initially left is not corrupt (i.e, limited background noise, and/or recording is audible) and can be used for verification purposes.
7. The setup process is complete upon successful comparison of voice prints

4.1.2 Troubleshooting Incorrect Provider or Social Security Numbers

Any information provided by the actor through the IVR system is validated. Actors will have three attempts to successfully provide each piece of information requested, specifically the *Provider Number* and *Social Security Number*. The following steps are taken when information is not successfully verified and the actor has reached the three attempt limit:

1. If the actor has unsuccessfully attempted to complete the setup process during normal business hours then the system will transfer them to help desk personnel
2. If the actor has unsuccessfully attempted to complete the setup process outside of normal business hours, or help desk personnel is unavailable, then the system will direct them to a voice mail system
3. Through the voice mail system the actor can leave a message with their name and call back number. Once the actor is done recording their message they will press the pound (#) key.

4. Upon selecting the pound key, the system will prompt the actor to confirm their message, re-record their message, or re-play their message.
5. Confirmation of the voice message ends the call

4.1.3 Troubleshooting Unsuccessful Comparison of Voice Print

The system will attempt three times to successfully compare the voice prints provided by the actor. The following steps are taken when the system is not able to successfully compare voice prints:

1. If the actor has unsuccessfully attempted to complete the setup process during normal business hours then the system will transfer them to help desk personnel
2. If the actor has unsuccessfully attempted to complete the setup process outside of normal business hours, or help desk personnel is unavailable, then the system will direct them to a voice mail system
3. Through the voice mail system the actor can leave a message with their name and call back number. Once the actor is done recording their message they will press the pound (#) key.
4. Upon selecting the pound key, the system will prompt the actor to confirm their message, re-record their message, or re-play their message.
5. Confirmation of the voice message ends the call

4.2 Clock In and/or Out via IVR System

Personal Care Service Providers are required to clock in and out for services rendered. The process involves calling a toll free number when the service is started and when the service is completed. In order to successfully clock in or out the following information may be required:

- The eleven-digit Client MA Number
- The first three letters of the Client First and Last Name
- The six-digit OTP device password
- The nine-digit Provider Number

Be prepared to provide a voice sample which will be verified against the voice sample provided during the setup process. This section of the user manual will provide actors with the instructions needed to successfully clock in and/or out for services rendered.

4.2.1 Methods for Clocking In and Out

If the client has a landline in their place of residence then the actor will use their landline to clock in/clock out for services.

a. If only one client in the residence is in need of personal care services then follow the steps for ***Using client's residential phone number to clock in/clock out***
b. If multiple clients in the residence is in need of personal care services (share the same landline) then follow the steps for ***Using client's OTP device to clock in/clock out***

If the client does not have a landline in their place of residence then the actor will use their cell phone to clock in/clock out for services and follow the steps for ***Using client's OTP device to clock in/clock out***

If the client does not have a landline in their place of residence and the actor is not able to obtain a cell phone signal then they will need to take the following steps.

a. Write down all information (Client MA Number, OTP password, Provider Number) associated with the start and end of service provided
b. Once the actor arrives in a cell phone service area they will call ISAS and follow the steps for ***Using client's OTP device to clock in/clock out***

4.2.2 Using Client's Residential Phone Number to Clock In/Clock Out

1. Dial the toll free ISAS Service Verification phone number
2. The system will prompt the actor to enter the first three letters of the *Client First Name,* and the first three letters of the *Client Last Name*
3. Upon successfully verifying the Client Name, the system will prompt the actor to enter their nine-digit *Provider Number*
4. Upon successful verification of the Provider Number entered, the system will prompt the actor to *State Your Name.* Once the actor is done recording they will press the pound (#) key.
5. Upon successful verification of voice print the system will prompt the actor to either *Clock In* or *Clock Out*.
6. The process is complete upon clocking in or out

4.2.3 Using Client's OTP Device to Clock In/Clock Out

1. Dial the toll free ISAS Service Verification phone number
2. The system will prompt the actor to enter the eleven-digit *Client MA Number*
3. Upon successfully verifying the Client MA Number, the system will prompt the actor to enter the first three letters of the *Client First Name,* and the first three letters of the *Client Last Name*
4. Upon successfully verifying the Client Name, the system will prompt the actor to enter the six-digit OTP password located on the OTP device in the clients residence
5. Upon successfully verifying the OTP Password, the system will prompt the actor to enter their nine-digit *Provider Number*
6. Upon successful verification of the Provider Number entered, the system will prompt the actor to *State Your Name.* Once the actor is done recording they will press the pound (#) key.
7. Upon successful verification of voice print the system will prompt the actor to either *Clock In* or *Clock Out*.
8. The process is complete upon clocking in or out

4.2.4 Troubleshooting Incorrect Client Information

Any information provided by the actor through the IVR system is validated. Actors will have three attempts to successfully provide each piece of information requested, specifically the *Client MA Number, Client Name, and OTP Password*. The following steps are taken when information is not successfully verified and the actor has reached the three attempt limit:

1. If the system is unable to successfully verify the client information provided and the call is during normal business hours then the system will transfer the actor to help desk personnel

2. If the system is unable to successfully verify the client information provided, and the call is outside of normal business hours, or help desk personnel is unavailable, then the system will direct the actor to a voice mail system.
3. Through the voice mail system the actor can leave a message with their name, provider number, client MA number, client name, date and time of service, service provided, and call back number. Once the actor is done recording their message they will press the pound (#) key.
4. Upon selecting the pound key, the system will prompt the actor to confirm their message, re-record their message, or re-play their message.
5. Confirmation of the voice message ends the call

4.2.5 Troubleshooting Incorrect Provider Information

Any information provided by the actor through the IVR system is validated. Actors will have three attempts to successfully provide each piece of information requested, specifically the *Provider Number and Voice Print*. The following steps are taken when information is not successfully verified and the actor has reached the three attempt limit:

1. If the system is unable to successfully verify the actors provider number or voice print then the system will prompt the actor for their nine-digit *Social Security Number*
2. If the Social Security Number is verified, then the system will prompt the user to either clock in or clock out
3. If the Social Security Number connot be verified, and the call is during normal business hours then the system will transfer the actor to help desk personnel
4. If the Social Security Number cannot be verified, and the call is outside of normal business hours, or help desk personnel is unavailable, then the system will direct the actor to a voice mail system.
5. Through the voice mail system the actor can leave a message with their name, provider number, client MA number, client name, date and time of service, service provided, and call back number. Once the actor is done recording their message they will press the pound (#) key.
6. Upon selecting the pound key, the system will prompt the actor to confirm their message, re-record their message, or re-play their message.
7. Confirmation of the voice message ends the call