Interactive Voice Response (IVR) Instructions

To complete a successful Check In, you will need:
- **AuthentiCare Attendant ID** _____
- **AuthentiCare Member ID** _____

IVR Instructions to Check In

Production IVR Line = **(800) 944-4141** | Training IVR Line = **(800) 416-6602 – Application Code:140**

1. Dial <**(800 NUMBER)>** from the member's landline or mobile number.
   "Welcome to AuthentiCare New Mexico Centennial Care."

2. *"Enter your Worker ID followed by the pound sign."*
   Enter your AuthentiCare Attendant/Caregiver ID.

3. *"To check in, press 1. To check out, press 2. To select language preference, press 8."*
   Press 1 to check in.

4. *"<If the Client is <MEMBER NAME>, press 1. To enter the Client ID, press 8"*
   Press 1 if the IVR recited the correct Member's name.
   Press 8 if you need to enter the Member's ID
   1. *"Please enter your Client ID followed by the pound sign."*
      Enter the Member's AuthentiCare ID

   Note: If you are not calling from Member's registered phone number the system disconnect your call and check-in cannot be completed.

5. *"If the service is <SERVICE NAME> press 1, <SERVICE NAME> press 2, etc."*
   You will hear a list of services that are authorized for the selected Member. Choose the one you are there to perform by pressing the appropriate number on the telephone keypad.
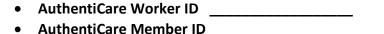
6. *"If you are finished selecting services press the pound key."*
   Press pound.

7. *"If you are <ATTENDANT NAME> and you work for FMS PROVIDER AGENCY and you are providing <SERVICE NAME> for <MEMBER NAME> press 1. If this is not correct, press 2."*
   AuthentiCare will repeat back your name, FMA agency, the Member's name, and the service to be provided. If this is correct, press 1. If the information is not correct press 2, and you will be able to correct the information before you finish the call. Pressing 2 will take you back to step 3.

8. *"Your check in was successful at <TIME>. To return to the main menu, press 1. To end this call press 2. Thank you for calling AuthentiCare New Mexico. Goodbye."*
   After confirming the information, you will be told that the check in was successful at (the IVR will state the time). At this point you will be instructed to press 2 to end the call or you can just hang up.

To complete a successful Check Out you will need:

- **AuthentiCare Worker ID** _____
- **AuthentiCare Member ID** _____

IVR Instructions to Check Out

1. Dial <**(800)>** from the member's landline or mobile number.
   "Welcome to AuthentiCare New Mexico Centennial Care."

2. *"Enter your Worker ID followed by the pound sign."*
   Enter your Worker ID.

1. *"To check in, press 1. To check out, press 2. To select language preference, press 8."*
   Press 2 for check out.

2. *"Please enter your Activity Code followed by the pound sign.*
   Enter the activity code(s). The IVR will repeat the corresponding names of the activities selected.
   Press 1 if repeated correctly.
   Press pound to continue without entering [anymore] activity codes.

3. *"If you are <WORKER NAME> and you work for <PROVIDER NAME> and you are providing <SERVICE NAME> for <MEMBER NAME> press 1. If this is not correct, press 2."*

4. *"Your check out was successful at <TIME>. To return to the main menu, press 1. To end this call press 2. Thank you for calling AuthentiCare New Mexico Centennial Care System. Goodbye"*