



## How to Use PPL's Telephony System: Personal Assistants

Before personal assistants can use PPL's telephony Electronic Visit Verification Interactive Voice Response system to clock in or clock out, a landline or mobile phone number must be entered into their consumer's PPL@Home profile. Personal assistants must use this phone line to access the telephony system.

**1. Dial 1-833-278-3959.**

**2. Select your language.**

1. Press 1 for English.
2. Press 2 for Spanish.
3. Press 3 for Mandarin.

**3. Select your role.** You will hear a message that says, "Thank you for calling PPL's EVV IVR service. Please listen carefully:

1. Press 1 if you are the individual delivering care and need to submit time.
2. Press 2 if you are the individual receiving care and need to review submitted time.
3. Press 3 if you are the designated representative of an individual receiving care and need to review submitted time."

*Note: Selecting one of the valid options above will take you to the next set of prompts. After three invalid attempts, the call will end and you will need to call back to try again.*

**4. Enter your date of birth.** You will hear a message that says, "Using your keypad, please enter your eight-digit date of birth. For example, if you were born on July 1st, 1998, you would press 07,01,1,9,9,8."

*Note: Entering a valid date of birth above will take you to the next set of prompts. After three invalid attempts, the call will end and you will need to call back to try again.*



- 5. Enter the last four digits of your social security number.** You will hear a message that says, "Please enter the last four digits of your social security number."

*Note: Entering a valid social security number above will take you to the next set of prompts. After three invalid attempts, the call will end and you will need to call back to try again.*

- 6. Select your consumer from the list.**

1. If no consumers are found, you will hear a message that says, "We are unable to process your transaction. Please verify your information and try your call again later. Thank you. Goodbye." Then, the call will end.
2. If consumers are found, you will be prompted to select the individual you are delivering care to. You will hear a message that says, "Please select the individual you are delivering care to. Press 1 for {consumer 1 name}. Press 2 for {consumer 2 name}."
3. **If the phone number you are calling from does not match the phone number for the consumer you selected,** you will hear a message that says, "Sorry, the phone number you are calling from does not match the number registered for this individual. Please call back from the correct phone number. Thank you. Goodbye." Then, the call will end.
4. **If you are currently clocked in,** press 1 to end your current shift. If you press 1, you will hear a message that says, "Your end time is {end time}. Press 1 for correct. Press 2 for incorrect."
  - i. **If the end time is correct and the shift was more than 24 hours,** you will hear a message that says, "The submitted shift duration exceeds the allowable limit of 24 hours. Kindly review and manually update the shift hours to ensure they do not exceed 24 hours."
  - ii. **If the end time is earlier than the start time,** you will hear a message that says, "The submitted shift clock-out time is earlier than the clock-in time. Kindly review and manually update the shift hours to ensure clock out time is after the clock in time."



- iii. **If there are no problems**, you will hear a message that says, “Your total shift time is {number} hours and {number} minutes. Press 1 for correct. Press 2 for incorrect.”
  1. **If the shift time is correct**, you will hear a message that says, “For this shift, your start time is {start time}. Your end time is {end time}. You provided {service name}. Press 1 if this is correct. Press 2 if this is incorrect.”
    - a. **If the end time is correct and the clock out is successful**, you will hear a message that says, “Thank you. Your end time has been submitted.”
    - b. **If the clock out fails**, you will hear a message that says, “We are unable to process your transaction. Please verify your information and try your call again later. Thank you. Goodbye.”
  2. **If the shift time is incorrect**, you will have to manually enter the date and time you finished working. You will hear the following messages:
    - a. “Please enter the eight-digit date you finished working. For example, July 1, 2019, would be 07 01 2019.”
    - b. “Please enter the four-digit time you finished working. For 7:30 AM or PM, enter 0 7 3 0.”
    - c. “Is that {entered time} AM or PM? Press 1 for AM. Press 2 for PM.”
    - d. “Your end time is {end time}. Press 1 for correct. Press 2 for incorrect.”
  3. **If the shift was more than 24 hours**, you will hear a message that says, “The submitted shift duration exceeds the allowable limit of 24 hours. Kindly review and manually update the shift hours to ensure they do not exceed 24



hours." You will then follow the steps in #2, above, for entering a manual shift.

4. **If the clock-out time is earlier than the clock-in time**, you will hear a message that says, "The submitted shift clock-out time is earlier than the clock-in time. Kindly review and manually update the shift hours to ensure the clock out time is after the clock in time." You will then follow the steps in #2, above, for entering a manual shift.
5. **If the shift is valid**, you will hear a message that says, "your total shift time is {number} hours and {number} minutes. Press 1 for correct. Press 2 for incorrect." If you select incorrect, you will then follow the steps in #2, above, for entering a manual shift.
  - a. **If the shift time is correct**, you will hear a message that says, "For this shift, your start time is {start time}. Your end time is {end time}. You provided {service name}. Press 1 if this is correct. Press 2 if this is incorrect." If you select incorrect, you will then follow the steps in #2, above, for entering a manual shift.
  - b. You will need to select a reason for the manual entry. You will hear a message that says, "Please select the reason for this manual entry. Press 1 for {reason 1}. Press 2 for {reason 2}."
- iv. **If the clock out was successful**, you will hear a message that says, "Thank you. Your end time has been submitted."
- v. **If the clock-out failed**, you will hear a message that says, "We are unable to process your transaction. Please verify your information and try your call again later. Thank you. Goodbye."

## 7. If you are not currently in a shift and are calling to clock in:



1. **If there are no services available**, you will hear a message that says, "You cannot enter time until your consumer has a valid service authorization. Thank you."
2. **If there are services available**, you will hear a message that says, "Please select the service you will be delivering. Press 1 for {service name 1}. Press 2 for {service name 2}." Then, "You selected {service name}. Press 1 if this is correct. Press 2 to re-select the service."

**Once you select the service**, you will be asked to confirm the start time. You will hear a message that says, "Your start time is {start time}. Press 1 for correct. Press 2 to manually enter your start time." Pressing 1 will take you to step 5 below. Pressing 2 will take you step 7 below.

3. **If the start time is correct and the clock in request is successful**, you will hear a message that says, "Thank you. Your start time has been submitted."
4. **If the clock-in request failed**, you will hear a message that says, "We are unable to process your transaction. Please verify your information and try your call again later. Thank you. Goodbye."
5. **If the clock-in time is incorrect**, you will need to manually enter the date and time you started working. You will hear a message that says, "Please enter the eight-digit date you started working. For example, July 1, 2019, would be 07 01 2019."

**Note: If the date you entered is before March 1, 2025**, you will hear a message that says, "The date you entered is before the EVV start date." You will then follow the steps for manually entering the date and time you started working.

- i. **To continue clocking in**, enter the time you started working. You will hear a message that says, "Please enter the four-digit time you started working. For 7:30 AM or PM, enter 0 7 3 0."
  1. You will be asked to confirm, "Is that {entered time} AM or PM? Press 1 for AM. Press 2 for PM."



2. The system will then ask you to confirm, "Your start time is {start time} Press 1 for correct. Press 2 to manually enter your start time."
  - a. **To continue clocking in**, you will need to select the service you will be delivering. You will hear a message that says, "Please select the service you will be delivering. Press 1 for {service 1 name 1}. Press 2 for {service name 2}."

**When you make your selection**, you will hear a message that says, "You selected {service name}. Press 1 if this is correct. Press 2 to re-select the service."

8. **To clock out**, you will need to enter the date and time you finished working. You will hear the following messages:

1. "Please enter the 8-digit date you finished working. For example, July 1, 2019, would be 07 01 2019."

*Note: If the date you entered is before March 1, 2025, you will hear a message that says, "The date you entered is before the EVV start date." You will then follow the steps for clocking out.*

2. "Please enter the four-digit time you finished working. For 7:30 AM or PM, enter 0 7 3 0." You will be asked to confirm:
  - i. "Is that {entered time} AM or PM? Press 1 for AM. Press 2 for PM."
  - ii. "Your end time is {end time}. Press 1 for correct. Press 2 for incorrect."
    - a. **If the time is correct and the shift was more than 24 hours**, you will hear a message that says, "The submitted shift duration exceeds the allowable limit of 24 hours. Kindly review and manually update the shift hours to ensure they do not exceed 24 hours."
    - b. **If the clock-out time is earlier than the clock-in time**, you will hear a message that says, "The submitted shift clock-out



time is earlier than the clock-in time. Kindly review and manually update the shift hours to ensure the clock-out time is after the clock-in time.”

- c. **If the shift is valid**, you will hear a message that says, “Your total shift time is {number} hours and {number} minutes. Press 1 for correct. Press 2 for incorrect.” If you select 2 for incorrect, you will be brought to #8, above, to follow the instructions for clocking out.
  - i. **If the total shift time is correct**, you will hear a message that says, “For this shift, your start time is {start time}. Your end time is {end time}. You provided {service name}. Press 1 if this is correct. Press 2 if this is incorrect.” If you select 2 for incorrect, you will be brought to #8, above, to follow the instructions for clocking out.
    1. **If the start time, end time, and service name are correct**, you will hear a message that says, “Thank you. Your start time and end time has been submitted.”