

Telephony/Landline Option for EVV Instructions



YOUR LIFE
YOUR CARE
YOUR PEOPLE



The telephony option is for employees who do not have a smartphone or tablet to clock in and clock out.

To use this option, the member's home phone (landline) must be added to their PPL account. The member must call PPL Customer Service and ask to use the telephony option for EVV. The member's phone number and address must be correct in PPL's system.

The telephony option will not work until the landline phone is registered with PPL. If you call from a phone number that is not registered, you will not be able to enter or approve shifts.

Step 1: Register the Phone Line

The member should call PPL Customer Service to register their landline phone.
PPL Customer Service for Healthy Blue: 1-833-204-9038 or UHC: 1-877-908-1747

Step 2: Submit or Approve Shifts

Employees and members should call the telephony line to enter, approve, or reject shifts.

Telephony Number: Healthy Blue Members (1-833-660-2510)
United Healthcare Members (1-833-976-1853)

Step 3: For Employees

1. Press 1 to say you are the person giving care.
2. Enter the last 4 digits of your Social Security Number (SSN) and your date of birth.
3. Choose the program member from the list.
4. Follow the instructions to review and submit your shift. If needed, you can fix any mistakes and submit again.

Step 4: For Members or Authorized Representatives

1. Press 2 to say you are the person receiving care.
2. Enter the last 4 digits of your Social Security Number (SSN) and your date of birth.
3. Choose the employee from the list.
4. Follow the instructions to review the shift and approve or reject it.

