

AuthentiCare® Interactive Voice Response (IVR) Instructions

To complete a successful Check-in and Check-out, you will need the following information:

AuthentiCare Worker ID:	
AuthentiCare Client ID:	

Part 1: Instructions to Check-In Using the IVR

1. Dial **(800) 944-4141** using a verified client phone number.
“Welcome to AuthentiCare New Mexico Turquoise Care.”
2. ***“Enter your Worker ID followed by the pound (#) sign.”***
Enter your Worker ID and press pound (#).
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 <Client Name>, press 1.”***
If the client is correct, press 1. If you call from an unverified phone number, you will hear, “Please enter your client ID followed by the pound (#) sign”. Reach out to your provider administrator with questions.
5. ***“If the service is <Service Name> press 1, < Service Name > press 2, etc.”***
You will hear a list of services for the client selected. Choose the service you are providing by pressing the associated number on the phone keypad.
6. ***“If you are <Worker Name> and you work for <Provider Name> and you are providing <Service Name> for <Client Name>, press 1. If this is not correct, press 2.”***
AuthentiCare will repeat back your name, service and client’s name for whom you are providing services. If this information is all correct, press 1. If the information is not correct, press 2 and you will be able to correct the information.
7. ***“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 the AuthentiCare New Mexico Turquoise Care system. Goodbye”***
Press 2 to end the call.

Part 2: Instructions to Check-Out Using the IVR

1. Dial **(800) 944-4141** using a verified client phone number.
“Welcome to AuthentiCare New Mexico Turquoise Care.”
2. ***“Please enter your Worker ID followed by the pound (#) sign.”***
Enter your worker ID and press pound (#).
3. ***“To check-in, press 1. To check-out, press 2.”***
Press 2 to continue the check-out process.
4. ***“Please Enter your Client ID followed by the pound (#) sign.”***
If you call from a verified phone number, you will not hear this prompt. If you call from an unverified phone number, you must enter the Client ID and then press pound (#). Reach out to your provider agency administrator with any questions.
5. ***“Please enter your activity codes followed by the pound (#) sign.”***
If the service performed allows activity codes to be selected, you will hear this prompt. After the entry of each code, press the pound (#) sign. A list of activity codes are available in Part 3 of these instructions.
6. ***“<Service Name>, press 1 if this is correct. Press 2 to re-enter. Press the pound sign (#) if you would like to skip ”***
If you would like to skip adding an activity code or do not know the code, press the pound sign (#).
7. ***“If you are <Worker Name> and you work for <Provider Name> and you have provided providing <Service Name> for <Client’s Name>, press 1. If this is not correct, press 2.”***
Press 1 if the information is correct. Press 2 if the information is not correct.
8. ***“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 the AuthentiCare New Mexico Turquoise Care system. Goodbye.”***
Press 2 to end the call.

Part 3: Activity Codes

The table below lists EVV services that allow activity code entry. Although an EVV service might have this feature, using activity codes may be optional. If an EVV service is not listed in the table, selecting activity codes is not available for that particular service.

PCS Service Name	Activity Code (Phrase stated on the IVR)	Activity Code Number
Personal Care – Consumer Delegated (T1019)	Hygiene and Grooming	1
	Individual Bowel and Bladder	2
	Meal Preparation and Assistance	3
	Eating	4
Personal Care – Consumer Directed Visit (99509V)	Household Services and Support Services	5
	Supportive Mobility Assistance	6
	Hauling and Heating Water	7
	Support Services	8
EPSDT Personal Care (S5125)	Hygiene / Grooming	10
	Toileting	11
	Meal Preparation	12
	Eating_	13
	Support Services	14
	Mobility Locomotion	15
	Transfers	16
	Dressing	17
	Minor Maintenance of DME	18
	Light Housekeeping	19
	Assistance With Taking Medications	20
Home Health Service Name	Activity Code (Phrase stated on the IVR)	Activity Code Number
Skilled Nursing LPN (G0300)	LPN observation/assessment of patient	21
	Skilled Nursing LPN – Training	22
Skilled Nursing RN (G0299)	RN (only) management of POC	23
	RN observation/assessment of patient	24
	Skilled Nursing RN – Training	25
SDCB Service Name	SDCB Activity Code (Phrase stated on the IVR)	Activity Code Number
SDCB - Self Directed Personal Care (SDCB99509)	Hygiene and Grooming	1
	Individual Bowel and Bladder	2
	Meal Preparation and Assistance	3
	Eating	4
	Household Services and Support Services	5
	Supportive Mobility Assistance	6
	Hauling and Heating Water	7