

# CareTime Telephony Instructions

Telephony is a backup option for employees who are not able to use the CareTime Mobile app to clock in and clock out of their shifts for the EVV Program.

Employees can use the Member/Employer's landline phone and follow the steps below for the telephony option:

## To Clock In:

1. Employee dials 1-888-574-5109.
2. Employee enters their User Code (Contact the EVV Department for this information) and presses #
3. Employee confirms clock in by pressing 1.

## To Clock Out:

1. Employee dials 1-888-574-5109.
2. Employee enters User Code (Contact the EVV Department for this information) and presses #
3. Employee enters Activity Code Number. (Contact the EVV Department for this information)
4. Employee confirms clock out by pressing 1.

**EVV hard launch is May 1, 2023. There will be consequences for caregivers and members who are not using the EVV program after this date.**

If you need assistance with this process, contact:

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