

PCA Clock In/Out

Client: _____ MA: _____

Allowed Weekly Hours: _____

Starts every Thursday and Ends every Wednesday. Clock in and out number:
1-855-463-4727

Provider Number: _____

Clock In and Out With:

OTP device: You need the six digits on the device to clock in and out each time, and you are not allowed to remove the device from the patient's home.

Phone: You have to use the Client's phone to clock in and out each time.

Missed Clock: DHMH only allows four (4) missed clocks a month. If you miss more than four (4) in a month, DHMH may not pay for services rendered. You will have to submit proper documentation for missed clock for it to be reviewed. It usually takes longer for such hours to be approved and the agency can only pay you after the hours are approved and paid by DHMH.

CONFIRMATION: In order to successfully clock in and out, you must wait for the final confirmation.

IVR Call-Flow EXAMPLE:

After you enter all required information (e.g. MA Number, Provider Number, Social Security Number) you will hear the following prompts:

"To Clock in, press 1. To Clock Out, press 2." [Enter the appropriate number].

"To confirm your clock in time of [DATE] [TIME] press 1. To cancel, press 2." [By pressing 2, you can go back and correct your clock if you made a mistake].

You MUST press "1" to confirm your call, and you will hear the word "goodbye" before you can hang up, otherwise the call will not be recorded for payment.

If you have questions regarding your hours, call 240-755- 5591 to speak to the PCA Supervisor.