



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene

201 W. Preston Street • Baltimore, Maryland 21201

Martin O'Malley, Governor – Anthony G. Brown, Lt. Governor – Joshua M. Sharfstein, M.D., Secretary

October 7, 2014

To: Providers in Community Options (CO) and Community First Choice (CFC) Program

**From: Whitney Moyer, Acting Program Manager,
In-Home Supports Assurance System (ISAS)**

Re: ISAS Call-In System Improvements Upgrade

Dear Provider:

On October 18, 2014, ISAS will make a change to the Automatic Clock In and Clock Out System. The change will help to (1) reduce the time providers spend clocking in and out, and (2) improve clock in and clock out accuracy.

The improvements include:

- A human-voice recording rather than a computer-generated voice;
- Fewer words spoken during each prompt;
- Eliminating the need to enter the first three letters of clients' first and last names;
- Only requiring providers to enter their voiceprint twice rather than three times if the voiceprint fails;
- Requiring providers to enter their full 9-digit social security number if the voiceprint fails twice (previously the system only required the last 6-digits); and
- Confirmation that the service type and clock in/out entries are accurate.

Please note that the system will continue to direct providers to the ISAS Help Desk any time a prompt is failed three times, or two times in the case of voiceprints.

For your convenience, the new Clock In and Clock Out System prompts are attached. Please review the improved prompts so you are prepared and are not surprised by the changes.

If you are an agency administrator, please share the attached prompts with your staff.

ISAS Automatic Clock In and Clock Out System Prompts

Greeting:

"Welcome to the ISAS Maryland Clock In and Clock Out System."

Prompt 1: Always Required

"For personal care services, press '1'. For shared attendant services, press '2'."

- If you press 1:
 - *"You selected personal assistance services. If this is the correct service, press '1'. If this is the wrong service, press '2'."*
- If you press 2:
 - *"You selected shared attendant services. This means you are working for more than one client at the **same** time. To bill correctly, clock in and clock out using only **one** client's information. The system automatically records times for both clients. If this is the correct service, press '1'. If this is the wrong service, press '2'."*

Prompt 1A: Sometimes Required (Required if provider is not calling from participant phone)

"Enter the client's 11 digit MA number."

Prompt 1B: Sometimes Required (Required if the participant has an OTP device)

"Enter the 6 digit OTP passcode."

Prompt 2: Always Required

"Enter your 9 digit provider number."

Prompt 2A: Sometimes Required (Required if an agency has more than 20 staff providers)

"Enter the last 4 digits of your social security number ."

Prompt 3: Always Required

"Provide your voiceprint after the beep. Press the pound (#) key when you are finished."

Prompt 3A: Sometimes Required (Required if provider's voiceprint fails twice)

*"Enter your **full** 9 digit social security number."*

Prompt 4: Always Required

"To clock in, press '1'. To clock out, press '2'."

- If you press 1:
 - *"You selected to clock in. Press '1' to continue or press '2' to cancel action."*
- If you press 2:
 - *"You selected to clock out. Press '1' to continue or press '2' to cancel action."*

Ending:

"You clocked in at [Time]. Goodbye."

OR

"You clocked out at [Time]. Goodbye."