

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 Beth AP or Jen M 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 Beth AP or Jen M for this information) and presses #
3. Employee enters Activity Code Number. (Contact Beth AP or Jen M 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 Beth Adrian-Peters at 608-326-0434 Ext 1284 or beth.adrian-peters@lkichoice.com or Jen Moris at 608-326-0434 Ext 2223 or jennifer.moris@lkichoice.com or Amanda Ehde at 608-326-0434 Ext 1232 or Amanda.ehde@lkichoice.com or Tiffanie Mezera at 608-326-0434 Ext 1283 or Tiffanie.Mezera@lkichoice.com Heather Waddell at 608-326-0434 Ext 1285 or Heather.Waddell@lkichoice.com