

KS Authenticare Time Keeping Instructions

Instructions to Clock-In

- Dial **1-800-903-4676** from the client's touch-tone phone.
- Enter your ID number followed by the pound (#) sign.
- Press 1 for Clock-in.
- You will hear the name of the client you are there to serve. If it is correct, press 1.
- You will hear a list of services available for the client and be asked to choose the one you are there to work with by pressing the appropriate number on the phone key pad.
- KS Authenticare will then repeat back your name, our agency's name (Helpers, Inc.), the client's name, and the service to be provided. If this is all correct, press 1. If the information is not correct press 2, and you will be able to correct the info before you finish the call.
- If the information is correct, you will be told that the clock-in was successful at (states the time). At this point you will be instructed to press 2 to end the call.

Instructions to Clock-Out

- Dial **1-800-903-4676** from the client's touch tone phone.
- Enter your ID number followed by the pound (#) sign.
- Press 2 for Clock-out.
- If you failed to check in, the IVR will read the client back to you.
- Enter your activity codes. You will be prompted to enter the activity codes one at a time. After the entry of each code, press the (#) sign. KS Authenticare reads the activity code, asks you to confirm it is correct, and then asks you to enter another activity code if needed. Once you have entered all activity codes, press 8 to continue to the next step.
- KS Authenticare will repeat back your name, our agency's name (Helpers, Inc.), the client's name, and the service you provided. If this is all correct, press 1. If the information is not correct, press 2 and you will be able to correct the information.
- If the information was correct, you will be told that you have successfully filed your claims and the time. Press 2 to end the call.
- **DO NOT HANG UP UNTIL THE SYSTEM GIVES YOU A RECORDED TIME. If you do not hear a time at the end of your call, your time was not recorded!**

Frequently Asked Questions

Q: What should I do if I clock-in but forget to check-out?

A: Contact the Helpers, Inc. Hotline or email Help@Helpersinc.org and let us know what time you left the client's home. Include your name, ID number, client you work with, and any activity codes.

Q: What should I do if I forget to clock-in?

A: If you are near the beginning of your shift, go ahead and do a check-in. Then contact Helpers, Inc. Hotline and let us know that your check-in time was late and what time you actually started. If you don't remember until the end of your shift, go ahead and check-out when you leave. Contact the Helpers, Inc. Hotline or email Help@Helpersinc.org to let us know you forgot to check-in and what time you arrived.

Q: What should I do if I forgot to clock-in and clock-out?

A: The state will not allow us to enter an entire shift. It is your responsibility to clock in and out for your shifts in order to be paid.

Q: What should I do if I have already clock-in and clocked-out and realize that I made a mistake?

A: Contact the Helpers, Inc. Hotline and give specific detail on the issue.

Q: What should I do if I forget my user ID?

A: Contact the Helpers, Inc. office during business hours and we will look it up for you.

Q: What should I do if the client does not have a touch-tone phone or refuses to let me use the phone?

A: Call the Helpers, Inc. office. Clients are mandated by the state to give Helpers a means to clock in and out. If they do not have a phone, please contact us and we will contact their Case Manager.

For your convenience, we offer two options for making time entry corrections:

- Email our hotline at Help@helpersinc.org with the time entry change needed
- Call our hotline at 913-730-7212 with the time entry change needed. Do not call our main office number as we need all calls for time entry to be recorded.

**It is your responsibility to notify us if you forget to time in or out.
If we do not hear from the Helper or the client within 24 hours, the claim is deleted and you will not be paid for the shift.**

**Helpers, Inc. Hotline:
913-730-7212
Email: Help@Helpersinc.org**