

# PASCO Savii Telephony



## How to Clock-in and Clock-out

### 1 Call in

- A** Call 1-877-705-8927 **from the client's phone.**
- B** Enter your Caregiver ID number followed by the "#" sign.
- C** Enter your Client ID number followed by the "#" sign.
- D** If Savii states that you are not calling from your client's phone, enter the reason.

\*\*Call PASCO Support if: you don't know your ID # or client ID #, or if the client phone needs to be updated.

### 2 Start Visit

- A** Follow directions in step 1.
- B** Follow all voice prompts, including the following:
  - 1** Enter 1# for arrival.
  - 2** You can review the care plan tasks or services by pressing 1# as prompted or press 2# to skip.
  - 3** Once you are clocked in, Savii will disconnect.

Highlighted points are important for Colorado Medicaid Electronic Visit Verification (EVV).

### 3 End Visit

- A** Follow directions in step 1.
- B** Follow all voice prompts, including the following:
  - 1** Enter 2# to clock-out.
  - 2** You will be asked to confirm services rendered using the phone number keys:
    - 1# = Complete
    - 2# = Incomplete (if not in care plan, call PASCO Support)
    - 3# = Exit/Cancel
    - 8# = Completed all tasks
  - 3** Once you are clocked out, Savii will disconnect.

### 4 Important Points

- A** Call from your client's phone when you arrive and before you depart your visit.
- B** Contact PASCO Support if you encounter any issues, including:
  - 1** The client phone number is incorrect.
  - 2** If you clock in or out at the wrong time.
  - 3** The care plan tasks are incorrect.
  - 4** If your ID or client's ID doesn't work.

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