

Guide to the ISAS Call-In System

Greeting:

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

Prompt 1: Always Required

"For personal assistance 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."

