

KanTime User Guide

Telephony



iLIFE

Choice. With Confidence.

Table of Contents

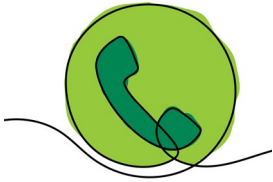
Telephony	3
How to do a Check-in?	3
How to do a Check-out?	4
Telephony Information	6

IMPORTANT INFORMATION

The KanTime web-based application is compatible with Google Chrome, Internet Explorer 09 & higher, Mozilla Firefox, and Safari but the preferred browser for KanTime is always Google Chrome so we suggest and recommend using this browser for better user experience and ability.

iLIFE controls settings in Telephony, valid call-in numbers, and visit validation rules. If you have issues with your account please contact iLIFE at 888-490-3966 or email FC.EVV@iLIFE.org.

Telephony



A phone-based system that allows employees to check in/out and document visits using a toll-free number on their employer's landline or VoIP phone.

Employees and employers can view timesheets in the web-based employee or employer portal later to verify the dates and times.

Note: The word Clinician means Employees in KanTime.

How To Do a Check-in?

1. Call iLIFE's toll-free number **1-877-918-2266**.
2. The system greets you with a welcome message and asks user to choose a language, **press 1 for English** and **press 2 for Spanish**; or the system will continue in English.
3. Enter your **payroll ID** followed by #.
4. The system verifies the ID #, reads out your name and waits for you to confirm with a message "**Press 1 to confirm the Clinician or press 2 to change Clinician and put in another ID**". **If your name is correct press 1.**
5. A message '**There are no Scheduled Visit, You will be continuing with Ad Hoc Visit. Press 1 to check in, 2 to check out**' will be played. **Please press 1.**
6. If you are required to have EVV (electronic visit verification) after you check in there will be an option to '*Press 1 for voice recording otherwise hangup*'.
7. To record your employer's voice, press 1, the recording will start after one beep sound which will be played after the prompt message.

Note: If the employer does not leave a voice recording, they will need to approve the timesheet in the web-based portal before the timesheet due date.

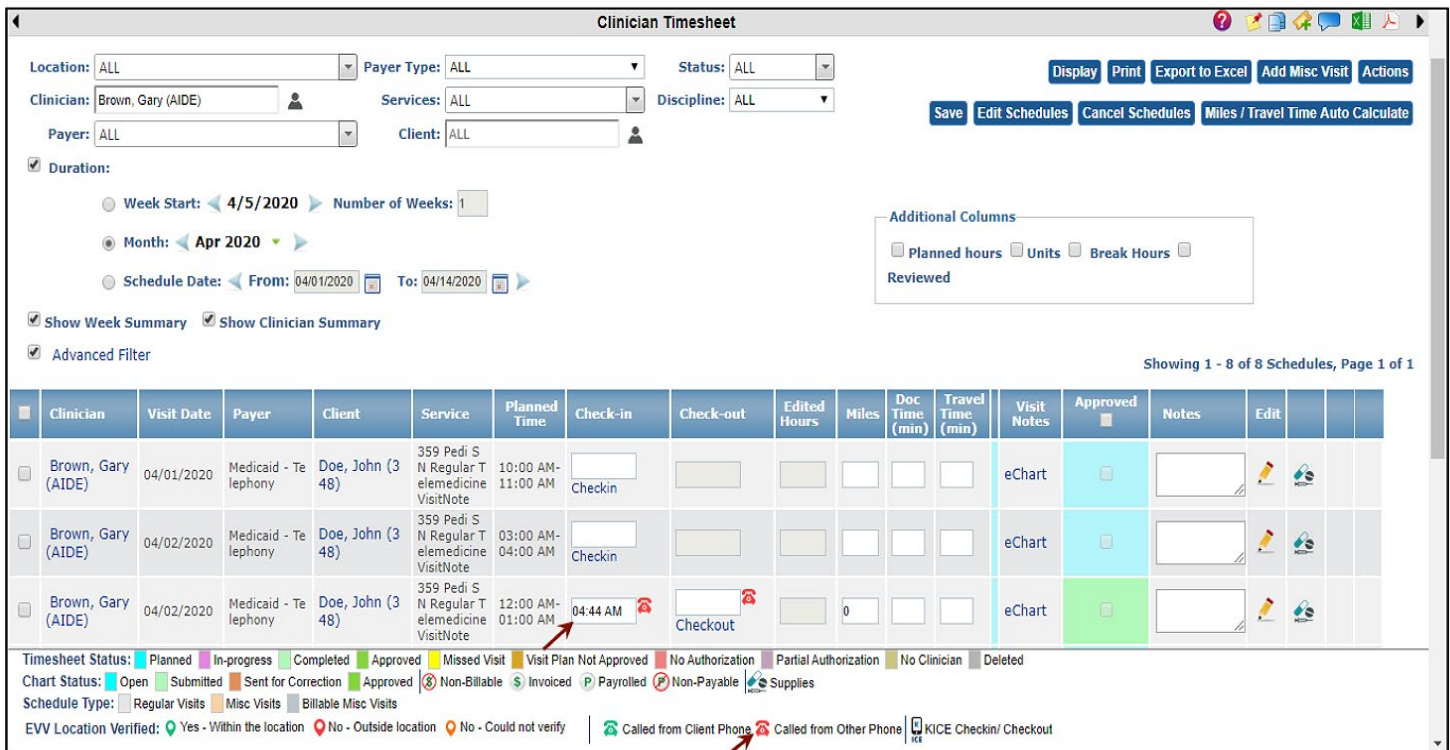
How To Do a Check-in?

8. Your employer must share the details with their voice which are mentioned in the prompt message. The recording can be done for 90 seconds.

Note: If your employer is not available to complete the voice recording, they can go into KanTime to verify the visits before they approve your paycheck.

9. Once the voice recording is done, the call will be disconnected.

Example: For Employer/Client, John Doe, the visit is on 04/02/2020 and the Employee - Gary Brown, will be clocking the visit using Telephony. Planned Time: 12:00 AM – 1:00 AM. Employee calls on the Toll-Free number and clocks in for the shift. The same time is updated in the KanTime web-based portal instantly as shown in the figure below:



The screenshot displays the 'Clinician Timesheet' interface. At the top, there are filters for Location (ALL), Payer Type (ALL), Status (ALL), Clinician (Brown, Gary (AIDE)), Services (ALL), Discipline (ALL), Payer (ALL), and Client (ALL). Action buttons include Display, Print, Export to Excel, Add Misc Visit, Actions, Save, Edit Schedules, Cancel Schedules, and Miles / Travel Time Auto Calculate. Below the filters, there are options for Duration (Week Start: 4/5/2020, Number of Weeks: 1; Month: Apr 2020; Schedule Date: From: 04/01/2020 To: 04/14/2020) and checkboxes for Show Week Summary, Show Clinician Summary, and Advanced Filter. A legend at the bottom explains various status icons: Timesheet Status (Planned, In-progress, Completed, Approved, Missed Visit, Visit Plan Not Approved, No Authorization, Partial Authorization, No Clinician, Deleted), Chart Status (Open, Submitted, Sent for Correction, Approved, Non-Billable, Invoiced, Payrolled, Non-Payable, Supplies), Schedule Type (Regular Visits, Misc Visits, Billable Misc Visits), and EVV Location Verified (Yes - Within the location, No - Outside location, No - Could not verify). The main table shows three visits for Gary Brown on 04/02/2020. The third visit is highlighted with a red arrow, showing a check-in time of 04:44 AM and a checkout time of 04:44 AM.

Clinician	Visit Date	Payer	Client	Service	Planned Time	Check-in	Check-out	Edited Hours	Miles	Doc Time (min)	Travel Time (min)	Visit Notes	Approved	Notes	Edit
Brown, Gary (AIDE)	04/01/2020	Medicaid - Telephony	Doe, John (348)	359 PEDI N Regular T elemedicine VisitNote	10:00 AM-11:00 AM	Checkin						eChart	<input type="checkbox"/>		
Brown, Gary (AIDE)	04/02/2020	Medicaid - Telephony	Doe, John (348)	359 PEDI N Regular T elemedicine VisitNote	03:00 AM-04:00 AM	Checkin						eChart	<input type="checkbox"/>		
Brown, Gary (AIDE)	04/02/2020	Medicaid - Telephony	Doe, John (348)	359 PEDI N Regular T elemedicine VisitNote	12:00 AM-01:00 AM	04:44 AM	Checkout		0			eChart	<input type="checkbox"/>		

How To Do a Check-out?

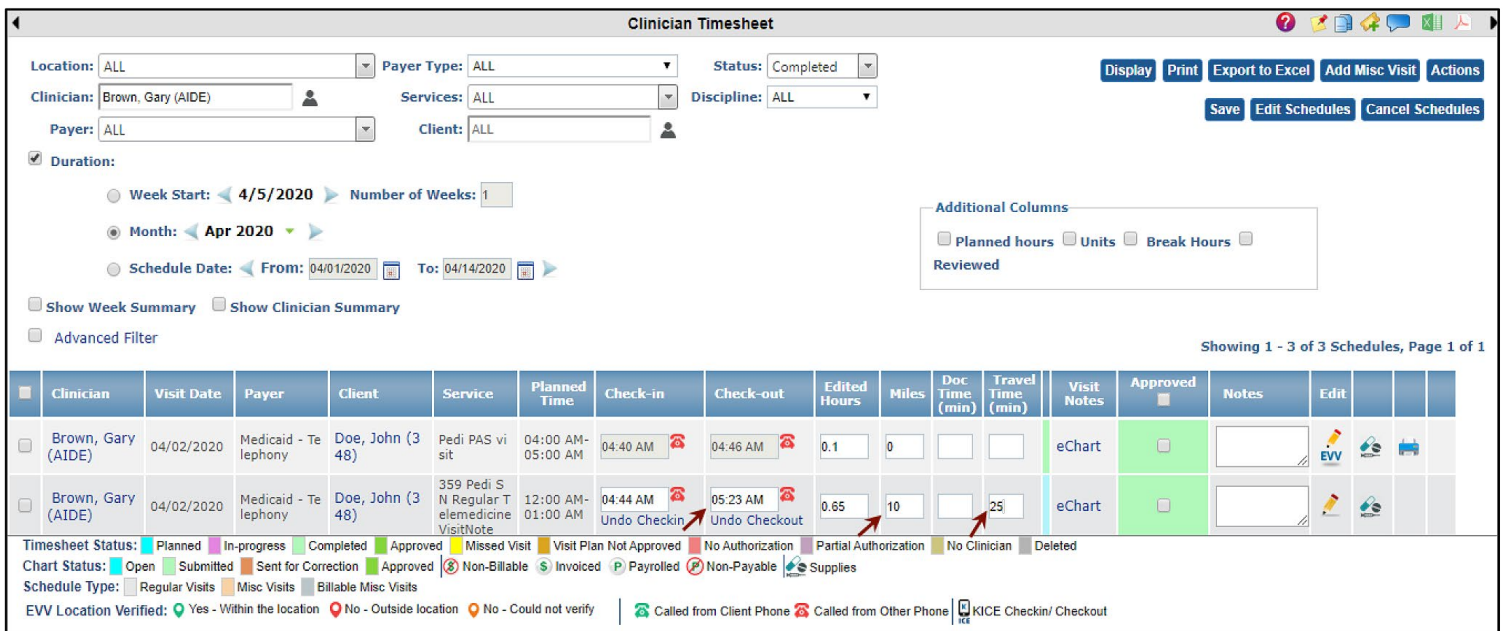
1. Call iLIFE's toll-free number **1-877-918-2266**.
2. The system greets you with a welcome message and asks user to choose a language, **press 1 for English and press 2 for Spanish**; or the system will continue in English.
3. Enter your **payroll ID** followed by #.
4. The system verifies the ID #, reads out your name and waits for you to confirm with a message, **"Press 1 to confirm the Clinician or press 2 to change Clinician and put in another ID." If your name is correct press 1.**
Note: The word Clinician is used for employees in KanTime.
5. A message **'There are no Scheduled Visit, You will be continuing with Ad Hoc Visit. Press 1 to check in, 2 to check out'** will be played. Please **press 2**.
6. If you are required to have EVV (electronic visit verification) after you check in there will be an option to 'Press 1 for voice recording otherwise hangup'.
7. To record your employer's voice, press 1, the recording will start after one beep sound which will be played after the prompt message.
Note: If the employer does not leave a voice recording, they will need to approve the timesheet in the web-based portal before the timesheet due date.
8. Your Employer must tell the details with their voice which are mentioned in the prompt message. The recording can be done for 90 seconds.
Note: If your employer is not available to complete the voice recording, they can go into KanTime to verify the visits before they approve your paycheck.
9. Once the voice recording is done, the call will be disconnected.

How To Do a Check-out?

Example:

Continuing the same example.

Clinician calls on the Toll-Free number and clocks out for the visit. The same time is updated in the KanTime web-based portal instantly. As shown in the figure below, once the check-out is done, the schedule status will be updated as completed. Other details like Mileage and Travel Time (if captured) will also be updated in the timesheet.



Clinician Timesheet

Location: ALL Payer Type: ALL Status: Completed

Clinician: Brown, Gary (AIDE) Services: ALL Discipline: ALL

Payer: ALL Client: ALL

☒ Duration:

Week Start: 4/5/2020 Number of Weeks: 1

Month: Apr 2020

Schedule Date: From: 04/01/2020 To: 04/14/2020

☐ Show Week Summary ☐ Show Clinician Summary

☐ Advanced Filter

Additional Columns: ☐ Planned hours ☐ Units ☐ Break Hours ☐ Reviewed

Showing 1 - 3 of 3 Schedules, Page 1 of 1

	Clinician	Visit Date	Payer	Client	Service	Planned Time	Check-in	Check-out	Edited Hours	Miles	Doc Time (min)	Travel Time (min)	Visit Notes	Approved	Notes	Edit		
<input type="checkbox"/>	Brown, Gary (AIDE)	04/02/2020	Medicaid - Telephony	Doe, John (348)	Pedi PAS visit	04:00 AM-05:00 AM	04:40 AM	04:46 AM	0.1	0			eChart	<input checked="" type="checkbox"/>				
<input type="checkbox"/>	Brown, Gary (AIDE)	04/02/2020	Medicaid - Telephony	Doe, John (348)	359 Pedi S N Regular T elemedicine VisitNote	12:00 AM-01:00 AM	04:44 AM	05:23 AM	0.65	10		25	eChart	<input checked="" type="checkbox"/>				

Timesheet Status: ■ Planned ■ In-progress ■ Completed ■ Approved ■ Missed Visit ■ Visit Plan Not Approved ■ No Authorization ■ Partial Authorization ■ No Clinician ■ Deleted

Chart Status: ■ Open ■ Submitted ■ Sent for Correction ■ Approved ■ Non-Billable ■ Invoiced ■ Payrolled ■ Non-Payable ■ Supplies

Schedule Type: ☐ Regular Visits ☐ Misc Visits ☐ Billable Misc Visits

EVV Location Verified: ● Yes - Within the location ● No - Outside location ● No - Could not verify

Called from Client Phone Called from Other Phone KICE Checkin/ Checkout

Telephony Information

- **Aid Task Entry:** Respond to system prompts (1 for performed, 2 for declined) or enter task codes.
Note: My Choice Wisconsin does not require that you enter tasks. You may skip this prompt.
- **Clinician:** The term used in KanTime for employees.
- **Adhoc:** A term used when no schedules are programmed into the system. iLIFE will not be using schedules so all visits will be Adhoc.
- **Mileage and Travel Time:** These can be entered during the call if it applies to your job.
- **Voice Recording:** An option to record an Employee's/Client's voice signature is available if you are required to submit EVV (Electronic Visit Verification).
Note: If the employer does not leave a voice recording, they will need to approve the timesheet in the web-based portal before the timesheet due date.
- **Break Time:** You may start and end break hours with Telephony by dialing into the toll free number before and after your break.