

KanTime User Guide

Telephony



iLIFE

Choice. With Confidence.

Table of Contents

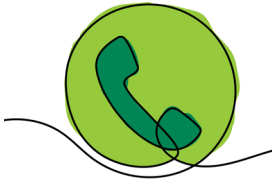
<u>Telephony</u>	<u>3</u>
<u>How To Do a Check-in?</u>	<u>3</u>
<u>How To Do a Check-out?</u>	<u>5</u>
<u>Telephony Information</u>	<u>7</u>

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.**
Note: The word Clinician means 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 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.

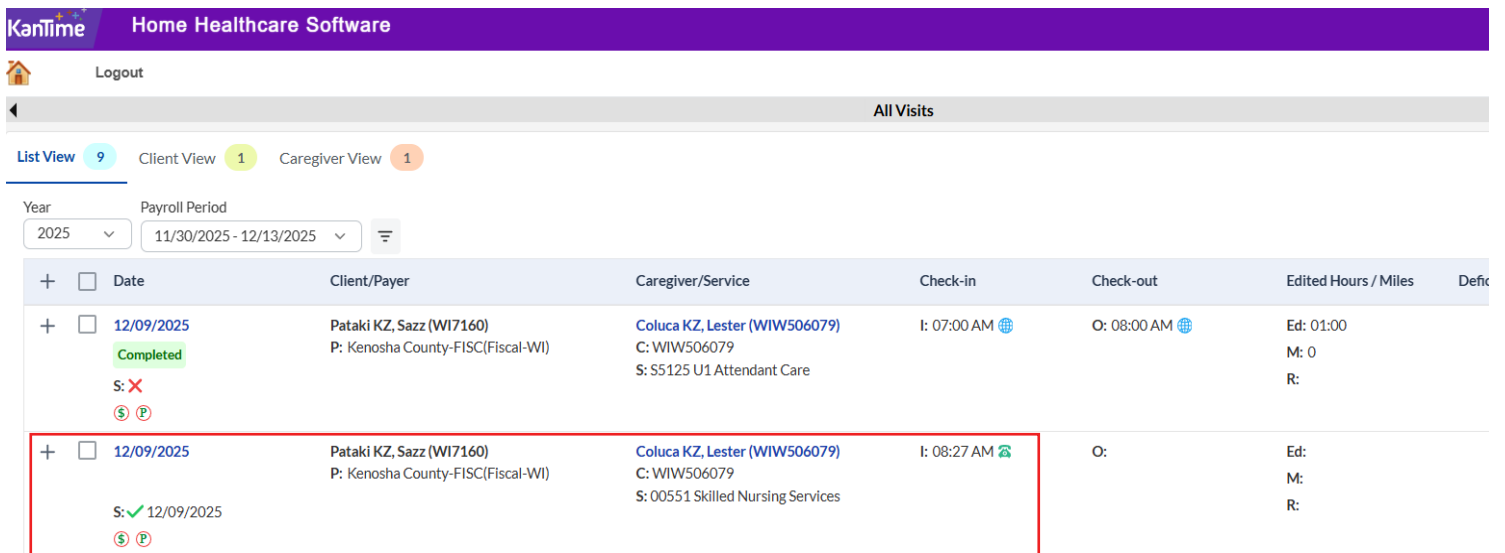
How To Do a Check-in?

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, press the # and the call will be disconnected.

Example: For Employer/Client, Sazz Pataki KZ, the visit is on 12/09/2025 and the Employee - Lester Coluca KZ, will be clocking the visit using Telephony. Employee calls on the Toll-Free number and clocks in for the shift at 8:27 AM. The same time is updated in the KanTime web-based portal instantly as shown in the figure below:



+	<input type="checkbox"/>	Date	Client/Payer	Caregiver/Service	Check-in	Check-out	Edited Hours / Miles	Defi
+	<input type="checkbox"/>	12/09/2025 Completed	Pataki KZ, Sazz (WI7160) P: Kenosha County-FISC(Fiscal-WI)	Coluca KZ, Lester (WIW506079) C: WIW506079 S: S5125 U1 Attendant Care	I: 07:00 AM 🌐	O: 08:00 AM 🌐	Ed: 01:00 M: 0 R:	
+	<input type="checkbox"/>	12/09/2025 S: ✓ 12/09/2025	Pataki KZ, Sazz (WI7160) P: Kenosha County-FISC(Fiscal-WI)	Coluca KZ, Lester (WIW506079) C: WIW506079 S: 00551 Skilled Nursing Services	I: 08:27 AM 🌐	O:	Ed: M: R:	

How To Do a Check-out?

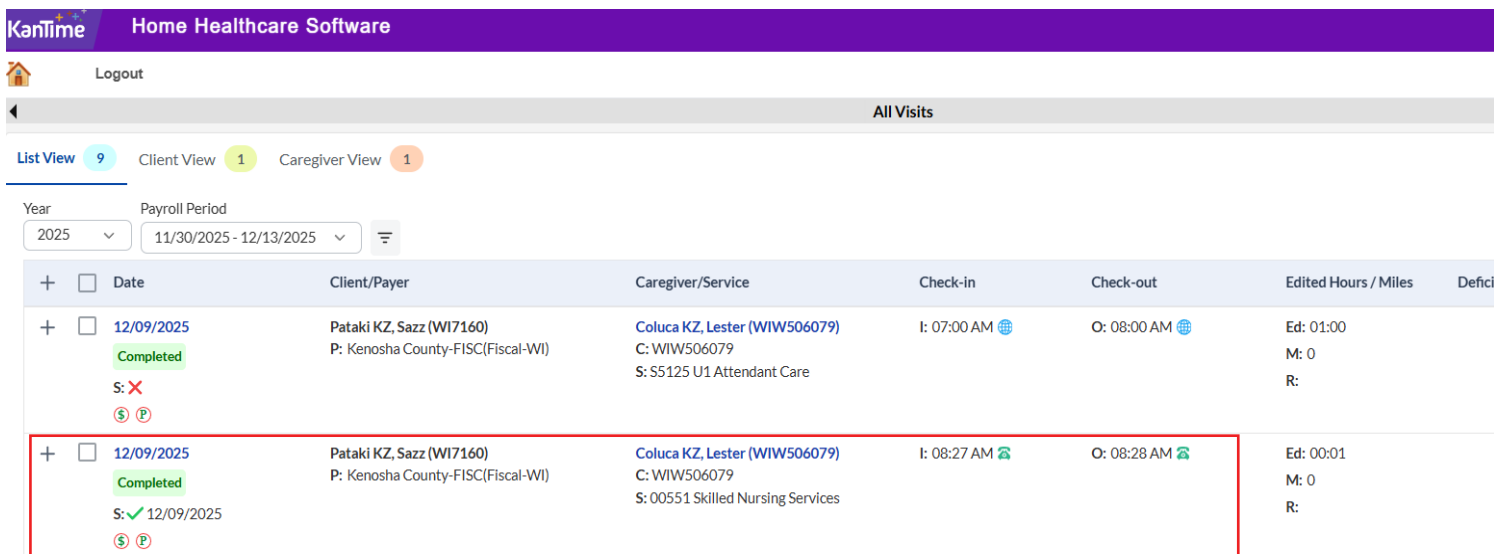
1. Call iLIFE's toll-free number **1-877-918-2266**.
2. The system greets you with a welcome message and asks user to choose a language, **press 1 for English and press 2 for Spanish**; or the system will continue in English.
3. Enter your **payroll ID** followed by #.
4. The system verifies the ID #, 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, press # and 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 at 8:28 AM 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.



KanTime Home Healthcare Software								
Logout								
All Visits								
List View 9 Client View 1 Caregiver View 1								
Year		Payroll Period						
2025		11/30/2025 - 12/13/2025						
+	<input type="checkbox"/>	Date	Client/Payer	Caregiver/Service	Check-in	Check-out	Edited Hours / Miles	Defici
+	<input type="checkbox"/>	12/09/2025	Pataki KZ, Sazz (WI7160) P: Kenosha County-FISC(Fiscal-WI)	Coluca KZ, Lester (WIW506079) C: WIW506079 S: S5125 U1 Attendant Care	I: 07:00 AM	O: 08:00 AM	Ed: 01:00 M: 0 R:	
+	<input type="checkbox"/>	12/09/2025	Pataki KZ, Sazz (WI7160) P: Kenosha County-FISC(Fiscal-WI)	Coluca KZ, Lester (WIW506079) C: WIW506079 S: 00551 Skilled Nursing Services	I: 08:27 AM	O: 08:28 AM	Ed: 00:01 M: 0 R:	

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.