

4 Steps to Call-In for PCA Aides



1

Dial from **patient's** phone

866-406-8465 (for English)
866-406-8467 (for Spanish)
866-406-8469 (for Mandarin)
866-577-6336 (for Bengali)

The automated recording will say



“Welcome to HHAeXchange
Press 1 to Call In
Press 2 to Call Out
Press 3 for F.O.B Confirmation”



Press 1 to call-in

2

The automated recording will say
“Enter Your Assignment ID.”



3

Enter your Assignment ID

Everyone has a personal Assignment ID.
To find yours, call C&T Home Care at
(718)424-4200 and ask to speak with an
EVV Coordinator.



4

It will ask to confirm your Assignment ID.
Press 1 if correct
Press 0 if incorrect



DONE!

YOU ARE ALL SET WITH
CALLING IN.

If you enter Assignment ID incorrectly several times, the system will not allow you to clock in and you must call C&T Home Care at (718)424-4200 and ask for an EVV Coordinator.

4 Steps to Call-Out for PCA Aides



1

Dial from **patient's** phone

866-406-8465 (for English)
866-406-8467 (for Spanish)
866-406-8469 (for Mandarin)
866-577-6336 (for Bengali)

The automated recording will say



“Welcome to HHAeXchange
Press 1 to Call In
Press 2 to Call Out
Press 3 for F.O.B Confirmation”

Press 2 to call-out

2

The automated recording will say
“Enter Your Assignment ID.”



Enter your Assignment ID

3

The Assignment ID always
stays the same.



4

It will ask to confirm your Assignment ID.
Press 1 if correct
Press 0 if incorrect



It will ask for duties; follow the patient's Plan of Care
and enter the codes of the duties you completed today,
and the system will say
“Your call has been successfully registered.”



DONE!

YOU ARE ALL SET WITH
CALLING OUT.



List of Duty/Task Codes for EVV (only for PCA , Not CDPAP)

TASKS	
PERSONAL CARE	
Bath –	<input checked="" type="checkbox"/> Tub (100) <input checked="" type="checkbox"/> Shower (101) <input checked="" type="checkbox"/> Bed (102)
Patient requires total care – (103)	
Mouth Care/Denture Care – (106)	
Hair Care –	<input checked="" type="checkbox"/> Comb (107) <input checked="" type="checkbox"/> Shampoo (108)
Grooming	<input checked="" type="checkbox"/> Shave (109) <input checked="" type="checkbox"/> Nails (110)
Dressing – (111)	
Skin Care – (112)	
Foot Care – (113)	
Toileting –	<input checked="" type="checkbox"/> Diaper (114) <input checked="" type="checkbox"/> Commode (115) <input checked="" type="checkbox"/> Bedpan/ Urinal (116) <input checked="" type="checkbox"/> Toilet (117)
NUTRITION	
Patient is on a prescribed nutrition – (201)	
Prepare –	<input checked="" type="checkbox"/> Breakfast (202) <input checked="" type="checkbox"/> Lunch (203) <input checked="" type="checkbox"/> Dinner (204) <input checked="" type="checkbox"/> Snack (205)
Assist with feeding – (206)	
ACTIVITIES	
Transferring – (300)	
Ambulation –	<input checked="" type="checkbox"/> Assist with walking (301) <input checked="" type="checkbox"/> Assist patient to walk with assistive device (302)
Assist with home exercise program – (305)	
Range of Motion Exercise – (306)	
Turning and positioning Q2 hours – (311)	
HOUSEKEEPING	
Empty foley bag – (409)	
Assist with ostomy care – (410)	
Remind to take medication – (411)	
Change bed linen – (500)	
Patient Laundry – (501)	
Light Housekeeping – (502)	
Do patient shopping and errands – (506)	
SPECIAL NEEDS	
Accompany patient to medical appointment – (508)	
Monitor patient safety – (511)	

For special scenarios, such as for live-in aides and for aides with mutual cases - or if you have any issues - please call C&T Home Care at (718)424-4200 and ask to speak with an EVV Coordinator.