

Mobile Device Solution



How it works

- ✓ Mobile devices (cellphones and tablets) record visits via an application, text, or phone call (between the provider, the agency, and/or the member), as needed

Advantages

- + GPS functionality
 - + Locates the provider
 - + Ability to update schedules in real time
 - + Documents service provision in real time
 - + Tracks mileage and travel expenses in real time
 - + Enables providers and agency staff to communicate in real time



Challenges

- Issues with providing support for new operating systems as quickly as they are released
- App management features may be weak
- OS manufacturers do not provide vendors with all the code necessary to totally manage the device



Onsite Dedicated Tablets

How it works

- ✓ EVV Solution uses designated tablets to record visits via an EVV application, text, or phone call



Advantages

- + Can securely verify that a provider was on site



Challenges

- Risk of misplacement
- Risk of theft
- Risk of being easily damaged/broken



Electronic Random Number Match Devices

How it works

- ✓ Can securely verify that the provider was on site

| | | | |
|-------|-------|-------|-------|
| 73735 | 45963 | 78134 | 63873 |
| 02965 | 58303 | 90708 | 20025 |
| 98859 | 23851 | 27965 | 62394 |
| 33666 | 62570 | 64775 | 78428 |
| 81666 | 26440 | 20422 | 05720 |
| 15838 | 47174 | 76866 | 14330 |
| 89793 | 34378 | 08730 | 56522 |
| 78155 | 22466 | 81978 | 57323 |
| 16381 | 66207 | 11698 | 99314 |
| 75002 | 80827 | 53867 | 37797 |
| 99982 | 27601 | 62686 | 44711 |
| 84543 | 87442 | 50033 | 14021 |
| 77757 | 54043 | 46176 | 42391 |
| 80871 | 32792 | 87989 | 72248 |
| 30500 | 28220 | 12444 | 71840 |

Advantages

- + Can securely verify that the provider was on site



Challenges

- Unable to verify the services provided during a visit
- Unable to track individual caregiver locations in the field
- Lack of data that can be used to optimize care delivery and care coordination



IVR /VRU

Interactive Voice Response/Voice Response Unit



- ➔ Interactive Voice Response (IVR) is an automated telephony **system** that interacts with callers, gathers information and routes calls to the is a technology that allows a computer to interact with humans through the use of voice and [DTMF](#) tones input via a keypad.
- ➔ The term **voice response unit (VRU)** is sometimes used as well.
- ➔ The terms are distinct and mean different things to traditional telecommunications professionals—the purpose of an IVR is to take input, process it, and return a result, whereas that of an automated attendant is to route calls.
- ➔ In telecommunications, IVR allows customers to interact with a company’s host system via a telephone keypad or by speech recognition, after which services can be inquired about through the IVR dialogue.
- ➔ IVR systems can respond with pre-recorded or dynamically generated audio to further direct users on how to proceed.
- ➔ IVR systems deployed in the network are sized to handle large call volumes and also used for outbound calling, as IVR systems are more intelligent than many [predictive dialer](#) systems
- ➔ IVR systems are used to service high call volumes at lower cost. If callers do not find the information they need, the calls may be transferred to a live agent.
- ➔ A single large IVR system can handle calls for thousands of applications, each with its own phone numbers and script. Call centers use IVR systems to identify and segment callers.
- ➔ The caller can be given the option to wait in the queue, choose an automated service, or request a callback.
- ➔ The system may obtain [caller line identification](#) (CLI) data from the network to help identify or authenticate the caller. IVR also enables customer prioritization.
- ➔ IVRs will also log call detail information into its own database for auditing, performance report, and future IVR system enhancements.
- ➔ IVR is difficult of use and a lack of appreciation of the caller's needs as well as objections to providing a voice response to an automated system.
- ➔ Companies have also been criticized for using IVR to reduce operational costs as the solution replaces the need for human agents to address voice inquiries.



IP Telephony/VoIP

Voice over Internet Protocol (also voice over IP, VoIP or IP telephony)

- **IP telephony**
- **Voice over Internet Protocol** (also **voice over IP, VoIP** or **IP telephony**) is a methodology and group of technologies for the delivery of [voice communications](#) and [multimedia](#) sessions over [Internet Protocol](#) (IP) networks, such as the [Internet](#). The terms **Internet telephony, broadband telephony, and broadband phone service** specifically refer to the provisioning of communications services (voice, [fax](#), [SMS](#), voice-messaging) over the public Internet, rather than via the [public switched telephone network](#) (PSTN).

Connecting to a VoIP service provider can be implemented in several ways:

- **Dedicated VoIP phones connect directly to the IP network** using technologies such as wired [Ethernet](#) or [Wi-Fi](#).  These are typically designed in the style of traditional digital business telephones.
- **Analog Telephone Adapter connects to the network and implements the electronics and firmware** to operate a conventional analog telephone attached through a modular phone jack. Some residential Internet gateways and [cablemodems](#) have this function built in. 
- **Softphone** application **software installed on a networked computer** that is equipped with a microphone and speaker, or headset. The application typically presents a dial pad and display field to the user to operate the application by mouse clicks or keyboard input.
- **Calls and SMS text messages** sent over mobile data or [Wi-Fi](#) on many personal computers and other Internet access devices 

https://en.wikipedia.org/wiki/Voice_over_IP