



MatrixCare Telephony Guide: Lifematters' employees use the MatrixCare TELEPHONY call-in system to confirm their shifts and report tasks completed during shifts.

ARRIVAL: Follow the instructions below when you arrive each day. The voice recording will also prompt you.

1. Call 1-855-858-8970 using the client's phone. You must call from the client's phone or facility phone for the call to register correctly.
2. Enter your Personal MatrixCare ID number found on the front of your ID card, followed by the # sign.
3. Press 1 for Arrival.
4. Stay on the phone until you hear, "arrival confirmed, goodbye."
5. If you cannot clock in or have trouble clocking in, call Lifematters immediately at 301-652-7212 (for MD and DC cases) or 571-282-2600 (for VA cases).

DEPARTURE: Follow the instructions below when you leave each day. The voice recording will also prompt you.

1. Call 1-855-858-8970 using the client's phone.
2. Enter your Personal MatrixCare ID number found on the front of your ID card, followed by the # sign.
3. Press 1 to enter "expense or task codes." By entering these codes you fill out an electronic version of a time sheet for your shift. You are required to either enter task codes OR submit a time sheet for each shift. Each task code is an activity of daily living (ADL) that you performed for your client. On your paper time sheet, each ADL has a number next to it. This is the number you will enter over the phone, if you completed that task, at the end of your shift. After pressing 1, you enter the task code, a pound (#) sign, then 1 again, if you have additional codes to enter. After you enter your last code, you press 2.
 - a. For example, if you completed "tub/shower, dressing assistance, incontinence care, and transfer-bed/chair" tasks for your shift, you would enter: 1, 01#, 1, 10#, 1, 13#, 1, 27#, 2.
4. Press 2, stay on the phone until you hear, "departure confirmed, goodbye."

5. If you cannot clock out or have trouble clocking out, call Lifematters immediately at 301-652-7212 (for MD and DC cases) or 571-282-2600 (for VA cases).

*Live-in caregivers are required to clock in and out each day as well.

PRACTICE IN ORIENTATION:

1. Practice clocking in for a client.
2. Practice clocking out for a client who has the following task codes:
 - a. Bathing, shaving, lotion, dressing, ambulation
 - b. Bathing, incontinence care, skin care, wheel chair, bedside commode
 - c. Incontinence care, supervise, walker, toilet, prepare meal, clean kitchen

What is the sequence of codes that must be entered to successfully clock out?