



eRSP Telephony Use

Getting approval

Telephony punches are only to be considered to replace the ERSP app during the instances listed below. For a DSP to be authorized to use the Telephony feature, they must first inform their supervisor. Those who require Telephony Punches daily due to “Dead Zones” where services are provided to individuals, must receive approval from their directors before utilizing the Telephony Punch system on a regular basis.

To use Telephony, DSPs are required to call the 1-800-624-0349 number from a designated phone number (Individual’s phone who is being provided services) to ensure that staff members are in full compliance with EVV standards.

Criteria Required for Telephony Punches:

- The ERSP app is nonresponsive
- Service is being provided in a “Dead Zone” with no cell service.
- Provider's cell phone has been damaged or is inoperable.

Addendum for Cell Phone Use:

Supervisors that require staff members to record their clocks via telephony on a regular basis via their own personal cell phone will have to follow the below guidelines in order to utilize this workflow and get a sign off from the program director.

Criteria Required for Telephony Punches via Cell Phone:

- The eRSP app is nonresponsive
- Service is being provided in a “Dead Zone” with poor internet connection
 - Documentation provided to Supervisor
- No accessible landline
- Geo Tracking must be turned ON

Staff will be required to record either their clock-in or clock-out punches via the telephony phone number 1800-624-0349 along with their Telephony ID (Their Employment Code). A staff member's Telephony ID code can be found under their personal profile tab within ERSP.

- Supervisors will be required to manually approve all punches recorded via Telephony. (From Red to Blue) for those utilizing this type of punch.



- **This is only required by staff who use their cell phones to record their telephony punches.**
- If a staff member is capable of using the individual's cellphone, landline, or the job site's phone, then shift approval at a supervisory level is no longer required within the system.

Director Approval Form for Cell Phone Use:

- Complete all fields and have both the supervisor and director sign the 'Continuous eRSP Telephony Use – Director Approval Form.'
- Store the completed form in the Attachments Tab of the Individual profile in eRSP
 - Make visible to the DSP – change to 'Yes'