

After a shift has been recorded with TVV (IVR), the Employer can approve the time worked by calling in to the same TVV (IVR) line and following a few steps. As the Employer, it’s your choice to call and review shifts daily or you can call less often and review multiple shifts on the same call. Follow instructions from your FMS Provider as you will need to approve shifts timely so that your employees are paid timely.

1. Call the toll-free number from a phone number that has been registered with the FMS Provider.
2. Press “3” to begin Employer Shift Review and Approval.
3. Enter your six-digit Employer ID. You must enter six digits. The system will read the ID back to you, you will confirm the ID by pressing “1”.
4. Enter your six-digit PIN. You must enter six digits. The PIN is like a password set up for you by the FMS Provider and should not be shared with your Employees. The system will read the PIN back to you, and you will confirm the PIN by pressing “1”.
5. The system will read shift information to you, including the Consumer ID, Employee ID, date and start time of the shift, date and end time of the shift, how long the shift was, and the service code.
6. You’ll be prompted to press “1” to approve, “2” to repeat the shift information, or “3” to skip approval. If you do not press one of these numbers, the shift information will be repeated automatically.
7. If any other shifts need to be approved, those shifts will be read aloud, and you will have the same options for approving, repeating, or skipping.
8. After all shifts have been reviewed the system will state “Thank you for shift approval. Goodbye.”

Here is a place for you to write in the information you need when making a call to review and approve shifts. The Consumer you are an Employer for or the FMS that helps the Consumer will give you the information you need.

Information You Need	My Information
TVV Phone Number	English: +1 833-378-2166 Spanish: +1 833-378-2191
My Employer ID	
My PIN	
The Consumer’s ID	
The Employee’s ID	