

Using the CDWA IP Self-Service Payroll IVR



By calling the CDWA Self-Service Payroll IVR, Providers can access recent pay amounts, hours used and hours remaining. You will need your 9-digit Provider One ID, or your Person ID, and PIN number. The default PIN is the last 4 digits of your social security number (unless it has been reset by you). For help with your PIN, email InfoCDWA@consumerdirectcare.com.

Locating your Person ID

You can find your Person ID in the [DirectMyCare Web Portal](#).

1. After logging in, select your name in the upper right-hand corner of the screen.(Fig. 01)
2. Your Person ID is located in the "Basic Information" section. (Fig. 02)

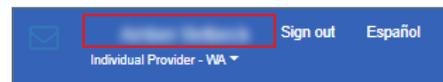


Fig. 01

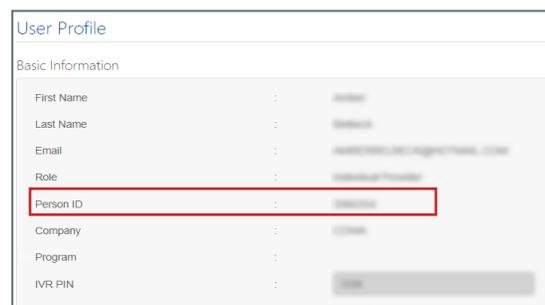


Fig. 02

Accessing the IVR

1. Call **866-214-9899**
2. **Press 1** for self-service payroll information.
3. **Press 1** to enter your **7-digit Person ID** and 4-digit PIN.
Press 2 to enter your **9-digit Provider One ID** and 4-digit PIN.
 - Your default PIN is the last 4 digits of your social security number.
 - Press 1 if you wish to reset your PIN (see instructions) →

NOTE: You will be directed to remain on the line while the information is gathered. All information will be current as of the end of previous day.

4. Select one of the following options when presented:
 - **Press 1 for recent pay amounts.** This is the amount deposited into your account.
 - **Press 2 to hear the hours used last week** by client or service, as well as total hours used for the current month.
 - **Press 3 to hear how many hours you have submitted and how many you have left** to use for the current week. This is based upon your Work Week Limit.
 - **Press 4 to hear your date of hire.**

If you press 1 to reset your PIN

1. Enter your date of birth in the mm/dd/yyyy format.
Example 02/09/1990
2. Enter the last 4 digits of your social security number.
3. Enter your new 4 digit PIN number.
New PIN cannot be 1234. If 1234 is chosen, PIN will default to last 4 digits of SSN.
4. Verify the new PIN is correct.
Once verified, you will be routed to the pay options.