Interactive Voice Response (IVR)
For Contract Agency Providers
and Independent/RSA Providers

The IVR system is used to record the provision of related services to students with Individualized Education Programs (IEPs). This document clarifies the circumstances in which you, as a provider of services, must call into the system, and provides tips that will help to ensure the information you call in is properly captured.

IVR Call In Number	
Contract agency providers	(718) 596-4080
Independent providers	(718) 596-4099
IVR Help Desk	(718) 758-7702

1. How do I know if I should call IVR?
Providers of any service listed in the "Service" columns in the table below must call their start dates into IVR.

2. What if IVR has trouble recognizing my voice?

Every question on the system can be answered either verbally or with the telephone keypad; however, it is highly recommended that you utilize the keypad to enter information into IVR using the numeric codes below.

Service	Enter	Service	Enter	Language	Enter
Alternate Placement	9	Orientation and Mobility	10	Sign language	0
Counseling	1	Physical Therapy	4	English	1
Crisis Management	11	SETSS	7	Spanish	2
Cued Speech	14	Sign Language	15	Chinese	3
ESL	8	Special Transportation	19	Bengali	4
Health	17	Speech	2	Arabic	5
Hearing Services	6	Travel Training	13	Haitian Creole	6
Interim Placement	18	Toilet Training	16	Russian	7
Occupational Therapy	3	Vision	5	Korean	8
Oral Transliteration	12				

Should you choose to speak into the telephone receiver on your call into IVR, voice recognition is best achieved with the following in mind:

- *Speak clearly using your everyday tone of voice. If the system is having difficulty understanding, speak more slowly.*
- *Place the call from a location with a minimum of background noise.*
- *Although you can use any phone, a corded land-line phone works best.*

3. Is it required that I call my start dates into IVR?

Yes. You must call IVR to record the first date you deliver a service mandated on the student's IEP. If you note a discrepancy, contact your agency supervisor. However, if you are splitting the mandate frequency with another provider, report to IVR as per the mandate authorized in the transmittal received by your agency.

Note: If you are an independent/RSA provider and you have an RSA2 Approval Letter to serve a student, call IVR as per the mandate indicated on your Approval Letter.

4. When should I call IVR?

You should call IVR on the same day you first see the student. You should expect to call IVR:

   a. *immediately after you have delivered your first session*

   b. *if there is a change to the mandate, the IEP has been authorized in CAP, your agency has received a new transmittal and you are made aware (school designee or agency supervisor) that your student shows un-served again in compliance SEC reports for the new mandate you are supposed to serve*

Note: if you are an RSA provider and the mandate is changed, a new RSA will need to be issued after the IEP is authorized in CAP by the office who issued the prior RSA.

5. Do I have to call into IVR after each IEP meeting?

Not necessarily. You must call into IVR if:

   a. *the IEP meeting results in a change in the mandate and the agency has received a new authorized transmittal or*

   b. *the student re- appears un-served on the DOE's compliance report for the same mandate you were providing. Check with your point person in the school to ascertain this status.*

Note: If you are an RSA provider, you will need a new RSA to reflect the mandate change.

6. Do I have to call IVR at the start of a new IEP if there is no change to the services?

No.

7. I received a confirmation number at the end of my call into IVR. Does this indicate that I've entered all information?

No. The confirmation number only means that IVR has received the information you entered. To ensure accuracy, listen closely when the system repeats what you've entered before you confirm it. To check that the entry has registered properly, check with your point person at the school.

8. **Do I need to call IVR twice if a student has a split mandate (once for the individual session and once for the group session)?**

    Yes. You will need to call in the start date for the individual session separately from the group session start date if both mandates were authorized via transmittal to your agency. However, the start date for the individual and group mandate should be delivered on different days and reported to IVR accordingly.

    Note: If you are an RSA provider, you will need 2 separate RSAs.

9. **When the system asks for my PIN number, is that the last four digits of my Social Security Number?**

    Yes.

    Note: If you are an RSA provider, the PIN number will be listed on the RSA2-Approval Letter.

10. **If I've completed the call into IVR successfully, how long will it take for the student to appear on my student caseload in the Special Education Student Information System (SESIS)?**

    It may take up to two days for the student to appear in SESIS. If the student doesn't show up after that, please see the point person in your school to find out why.

    For more information on SESIS Encounter Attendance, please refer to the SESIS website here.