

IVR QUICK REFERENCE GUIDE for TOTS

**This guide outlines the most common functions for the Louisiana TOTS Provider IVR.
Providers may contact the IVR for attendance information, voiding transactions, and support questions.**

Checking if Child Authorized for Care

IVR Response	Action
Provider TOTS number	1-888-281-0326
Press 1 (one) for English or 2 (two) for Spanish	Provider selects language
For support questions, press 1 (one)	Provider enters 1 (one) if they are having trouble with the IVR.
For attendance information, press 2 (two)	Provider enters the number 2 (two) if they want to confirm child is authorized for care.
Please enter your 9-digit provider number	Provider enters their 9-digit provider number followed by pound (#) sign.
If the Provider number is valid, then IVR prompts caller to enter the 11-digit time and attendance number followed by the pound (#) sign.	Provider enters 11-digit time and attendance number followed by pound (#) sign.
If the 11-digit TOTS number is valid	IVR response validates that child is authorized for care at provider number entered
If you received an error response on the IVR, please contact your local DCFS Parish office	Possible error responses: <ul style="list-style-type: none"> • invalid provider number • time and attendance number entered is not authorized for this provider number

Confirm Attendance on Child(ren)

IVR Response	Action
Provider TOTS number	1-888-281-0326
Press 1 (one) for English or 2 (two) for Spanish	Provider selects language
Press 2 (two) for attendance information	
Please enter your 9-digit provider number	Enter 9-digit provider number followed by (#) sign.
IVR will prompt caller to enter the 11-digit time and attendance number for child whose attendance is being confirmed.	Enter 11-digit time and attendance number followed by the pound (#) sign
IVR prompts caller to enter 2-digit child number	Provider enters the 2-digit child number (01, 02 etc) followed by the pound (#) sign
For attendance for today press 1 (one) or press 2 (two) for previous day's attendance	Provider presses 1 (one) for today's attendance or 2 (two) for previous day's attendance
IVR prompts caller to enter the two-digit month and two-digit day	IVR plays back date that was entered
If date is correct, then attendance details are given to caller	IVR plays back child number and indicates "is recorded as present"
If date entered is not correct, press 1 (one) for voiding a transaction	
Other attendance options include: <ul style="list-style-type: none"> • for information for same child for a different date (press 2) • for information on another child with the same time and attendance number (press 3) • for information on another child with a different time and attendance 	If provider enters 1 (one), then he/she will be taken to the "Void Menu". Steps for voiding a transaction are in the How to Void a TOTS Transaction box below.
To return to main menu, press 5	

How to Void a TOTS Transaction

IVR Response	Action
Provider TOTS number	1-888-281-0326
From the main menu press 2 for attendance information	Provider enters 2
Please enter your 9-digit provider number	Provider enters their 9-digit provider number followed by the pound (#) sign
IVR will prompt caller to enter the 11-digit time and attendance number for child whose attendance is being confirmed	Provider enters the 11-digit time and attendance number followed by the pound (#) sign
IVR prompts caller to enter 2-digit child number	Provider enters the two-digit child number (01, 02 etc) followed by the pound (#) sign.
Attendance for today press 1 (one) or 2 (two) for previous day attendance	Provider presses 1 (one) or presses 2 (two)
IVR prompts caller to enter the 2-digit month and 2-digit day	IVR plays back date that was entered
If this information is not correct, press 1	Provider presses 1 (one) and is taken to the Void Menu
Void Menu Options: To submit a void request for the child number and date entered, press 1 (one)	Provider presses 1 (one)
If date entered is not correct, press 1 (one) for voiding a transaction	
Caller will hear "You have requested to void an attendance transaction for child number and for the date entered". This will permanently remove the attendance transaction from the records. To continue voiding this transaction, press 1 (one)	Provider presses 1 (one)
Void is successfully completed	



Tracking Of Time Services

**Child Care Provider
Help Desk:
1-888-281-0326**



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