



## **Christiana Care Monitoring Program Program Guidelines**

**Title: Daily Testing Notification**

**Pages: 1**

**Initial Date: 6/12/2019**

**Revision Date:**

### **Guideline:**

**For the purpose of this document, “call” refers to either a phone call to the IVR, a log on to the website (<https://christianacaremonitoring.com>) or use of the app to check to see if a test is required**

1. All participants are required to call the Interactive Voice Response (IVR) system or log on to the website daily (through the internet or the mobile app), except for holidays recognized by the state of Delaware, Saturdays, and Sundays. Participants are required to call or log on between 5:00am Eastern Time and 7:00pm Eastern Time.
2. Participants are permitted three missed calls per rolling 12-month period.
  - a. This means that the initial missed call is erased at the anniversary date of that call and subsequent missed calls are erased on their anniversary dates.
  - b. At the time of the fourth missed call, a participant will be scheduled to test as soon as possible. Participants will be scheduled to test following each missed daily call to IVR after the fourth missed call. Toxicology tests scheduled due to a missed daily call to the IVR are not considered as part of or counted as part of the required annual testing schedule.T
  - c. Example: A participant misses calls on 5/29/19, 6/4/19, 7/1/19, and 8/4/19 at which time the participant is scheduled for an additional test and will be scheduled for an additional test following any subsequent missed calls through 5/28/20. On 5/29/20, the 5/29/19 call is eliminated and on 6/4/20, the 6/4/19 call is eliminated. In the above example, the participant will have two missed calls on record as of 6/5/20.
3. If the IVR system, the website or app are contacted prior to 5:00am or after 7:00pm, the participant will NOT receive their individualized testing message; rather a message will inform each participant that they’ve contacted the system outside the hours of operation. This will be considered a missed call.
4. The agreement monitor will contact the participant at the time of the 4<sup>th</sup> missed call and confirm that the call was missed and discuss why.
5. Participants who fail to test will be reported as non-compliant and a test may be scheduled in the interim.
6. When completing the non-compliance report for failure to test, the agreement monitor will note the dates that the participant failed to call the IVR.