

IVR Frequently Asked Questions (FAQ's)

Q- Who can call in first attend dates?

A- The provider of the services.

Q-What is the IVR number to call in start dates?

A- The IVR phone number is 718.596.4080.

Q- What is the procedure if I don't have a DOE file number?

A- For charter school providers, use the first 6 digits of the Social Security Number of the provider.

Q- What is my PIN number?

A- For charter school providers, the PIN # is the last 4 digits of the persons Social Security Number.

Q- How do I know if I have successfully entered the information into the IVR system?

A- A confirmation number will be issued to the provider by the IVR system. Please be prepared to write down and reference this number when needed.

Q- When I called into the IVR it wasn't working. What do I do?

A- Contact the IVR Help Desk at 718.758.7702.

Q- Who do I call to make sure the start dates are entered correctly?

A- Contact the IVR Help Desk at 718.758.7702.

Q-What services does the IVR system understand?

A- The following services:

1. Counseling
2. Speech
3. Occupational Therapy
4. Physical Therapy
5. Vision
6. Hearing
7. SETSS
8. ESL
9. Alternate Placement Paraprofessional
10. Orientation and Mobility Instruction
11. Crisis Management Paraprofessional
12. Oral Transliteration
13. Travel Training
14. Cued Speech
15. Sign Language
16. Toilet Training
17. Health Paraprofessional
18. Interim Placement Paraprofessional
19. Special Transportation Paraprofessional