

### Daily IVR Check-in Procedure and Tip Sheet

- Check-in to the IVR daily, Monday through Saturday, between the hours of 03:00 and 17:00, by:
  - Phone: 1-888-802-2851;
  - Website: <https://www.rbhmonitoring.com/>; or
  - iPhone App: RBH Daily
- When prompted, enter your ID number;
- When prompted, enter your selected PIN;
- You will be provided with a confirmation number; and
- You will be notified as to whether you are required to test and, if so, which panel. If called to test:
  - And you **HAVE** received your MedTox packet from HPSP:
    - Present at any of the test sites on the information sheet included in the packet prior to their closing time;  
Make sure to bring the paper chain-of-custody form with you, which should be included in the packet;
    - Remember to bring your ID and your MedTox card included in your packet;
    - Mark the testing panel as instructed via the IVR
  - And you **HAVE NOT** received your MedTox packet from HPSP:
    - Present at an electronic test site (supplied to you by HPSP and visible on [www.RBHMonitoring.com](http://www.RBHMonitoring.com)) with your ID.
  - If you encounter any issues, contact HPSP at 1-888-802-2843 and ask to speak with HPSP support staff.
  - **REMEMBER:**
    - Once you begin the testing process (i.e. check in at the front desk), you must complete the test at that time. Leaving the testing site for any reason will result in a “missed” test.
    - You are not required to check the IVR on Sundays or state holidays; however, it is strongly encouraged to check the IVR daily as part of your routine (this will help avoid missed tests.)

#### Tips:

- Check-in early. You can check the IVR between 03:00 and 17:00 Pacific time.
- Record your confirmation code. Keep a log of confirmation codes and their corresponding dates. If checking in with your smart phone, consider taking a “screen shot.”

If you experience any difficulty with your check-in:

- Before 07:00: Leave a message for your agreement monitor and try the IVR again later in the morning.
- After 07:00: Call the HPSP Main Line at (888) 802-2843 to check if you need to test and report your experience.
- Getting close to 17:00: Call your Agreement Monitor on the HPSP Main Line (888) 802-2843 and use the “zero out” feature to talk with someone.
- Saturday before 17:00: Call RBH’s Monitoring Programs Director at (503) 802-9813. Leave a message if there is no answer.
- If you miss the daily testing notification, you may choose to go test. If it is past 17:00 and you realize you forgot to check to see if you are required to test that day, you can go to an open collection site with your chain-of-custody form and request a Test Panel D. If you were not scheduled that day, the test will not count towards your monitoring agreement requirements, but if you were scheduled to test, it will protect you from a report of non-compliance.