



## Overview

Thank you for using the Interactive Voice Response (IVR) callback system. In the event you receive a random callback from your Buprenorphine provider, please follow the following steps to ensure the system accurately reflects that you received the call. **The random callback is typically scheduled for the next day.**

## Steps

1. You will receive a call from the following number: \_\_\_\_\_
2. The recording will say, "Hello! You have an important message from your provider."
3. You will be prompted to enter your ID number. This number is the last four digits of your social security number. If you don't enter it correctly, it will ask you to re-enter your ID.
4. The recording will then say, "You have been selected for a random medication callback" and will give you a specific date and time. It is typically the for the following day.
5. The recording will repeat the date and time of your callback.
6. The recording will then tell you what to bring to your doctor's office. "Please remember to bring all of your medication in its secure packaging. Do not take your dose at home. Instead, you will take your dose with staff when you arrive at your doctor's office. Please call your doctor immediately if you have any questions or concerns about your callback visit."
7. Lastly, you will be asked to press "1" to indicate that you have received the message. You have the option to listen to the recording again by pressing "#."

## Questions

### What if I am not able to answer the call?

IVR will leave a voicemail for you stating the same information as above. It will give you the date and time of the callback and will remind you what to bring for the callback visit.

### Questions about the IVR callback system or your callback visit?

Contact: