



Telephone Prompt Menu
1-845-565-1163

Hello, you have reached the Options/ CDPAS program at Independent Home Care.

Si necesitas a alguien que hable español, presione ocho-8

If this is a medical emergency please hang up and dial 9-1-1.

Your call is important to us. Please listen carefully to the menu. The selections have changed.

If you know your party's extension, you may dial it at any time. Please note our fax number is 845-565-0314.

If you are calling for any reason related to the telephone timekeeping system, press 7

Press/Prompt #	TYPE OF INFORMATION NEEDED
1	For Intakes press 1
1	If you are an insurance company calling about a new case or referral, press 1.
2	If you are not yet enrolled in our program and would like more information, press 2
3	For information regarding health assessments or hiring a new personal assistant, press 3.
4	If you are calling about an issue with your pay check or direct deposit, press 4.
5	If you are calling about an existing prior authorization, press 5.
6	For employment verifications or to report a Medical Leave if you are a Personal Assistant, press 6.