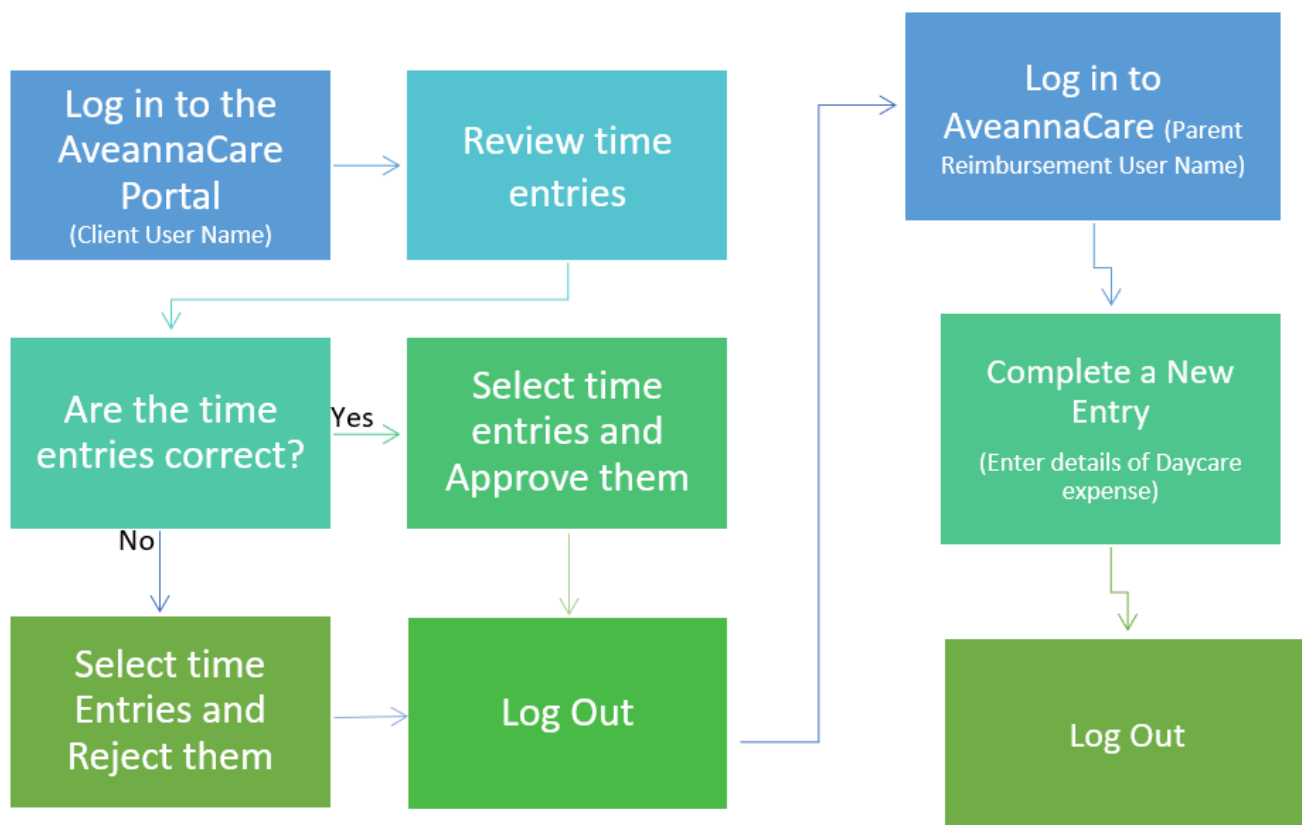


## Respite and Day Care Reimbursement Flowchart Infographic

This flowchart visual illustrates how families can use the AveannaCare Portal to log in as a client and approve respite hours and then log in as a parent user to submit punch entries for reimbursement of Day Care services.

**Note:** Day Care reimbursement services are due on the **8<sup>th</sup>** of each month. For example, all April charges are entered by the **8<sup>th</sup>** of May. **Payment** is issued on the **15<sup>th</sup>** of every month.


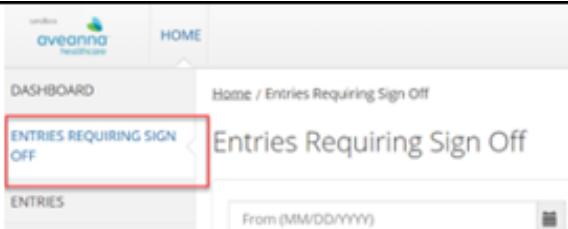
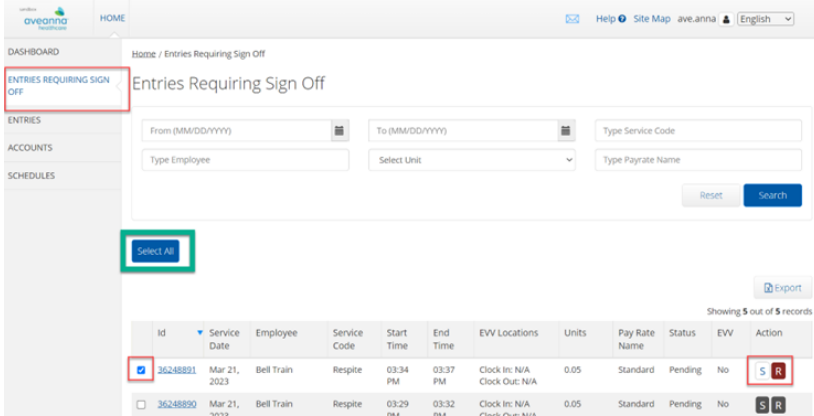


**Note:** The office will approve the Day Care reimbursement punch entries. Client does not need to approve/sign-off on Day Care reimbursement punch entries.



## Approving/Sign-off Respite Entries in the AveannaCare Portal

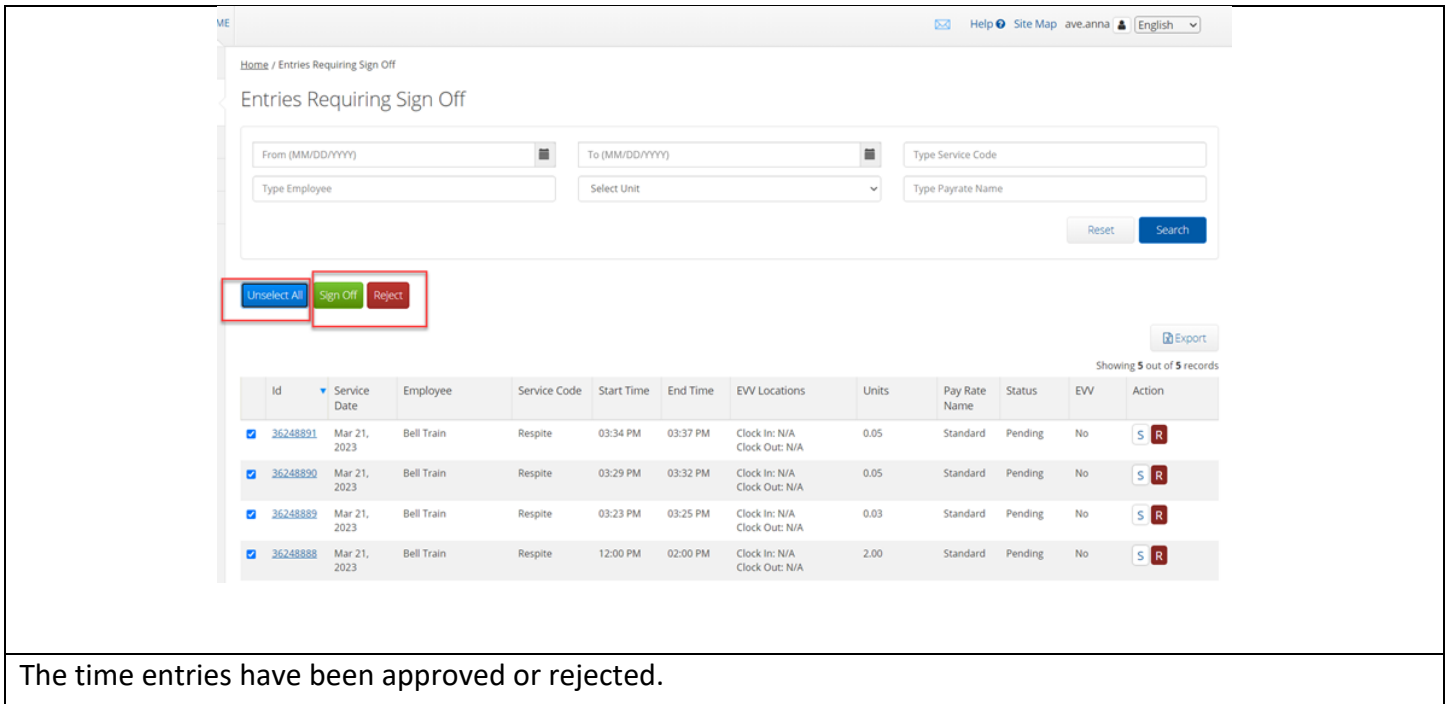
This guide provides step-by-step instructions on how to approve/sign-off on Respite hours in the AveannaCare Portal.

1. Log in to the portal using the <b>Client's username.</b> <a href="https://aveanna.dcsoftware.com/">https://aveanna.dcsoftware.com/</a>	
2. Go to the "Entries Requiring to Sign Off" tab.	
3. Apply a checkmark to one line entry. The "Sign Off" or "Reject" options will become available. Sign off or reject entry(s) by clicking "S" to sign off or "R" to reject. 4. or click <b>Select All</b> to select all unapproved time entries. 5. Click <b>Sign Off</b> or <b>Reject</b> .	



# Respite and Day Care Reimbursement Flowchart and Guide

## - Client/Family



Home / Entries Requiring Sign Off

Entries Requiring Sign Off

From (MM/DD/YYYY) To (MM/DD/YYYY) Type Service Code

Type Employee Select Unit Type Payrate Name

Reset Search

Unselect All Sign Off Reject

Export

Showing 5 out of 5 records

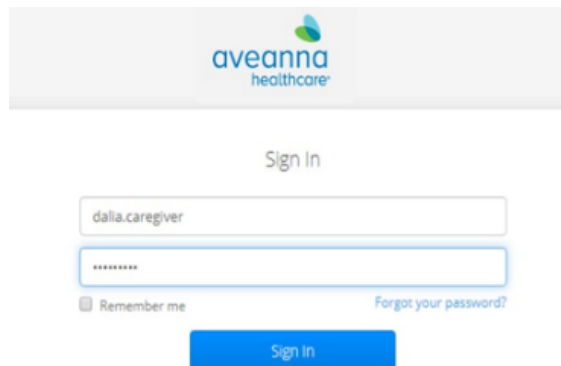
Id	Service Date	Employee	Service Code	Start Time	End Time	EV Locations	Units	Pay Rate Name	Status	EVV	Action
36248891	Mar 21, 2023	Bell Train	Respite	03:34 PM	03:37 PM	Clock In: N/A Clock Out: N/A	0.05	Standard	Pending	No	S R
36248890	Mar 21, 2023	Bell Train	Respite	03:29 PM	03:32 PM	Clock In: N/A Clock Out: N/A	0.05	Standard	Pending	No	S R
36248889	Mar 21, 2023	Bell Train	Respite	03:23 PM	03:25 PM	Clock In: N/A Clock Out: N/A	0.03	Standard	Pending	No	S R
36248888	Mar 21, 2023	Bell Train	Respite	12:00 PM	02:00 PM	Clock In: N/A Clock Out: N/A	2.00	Standard	Pending	No	S R

The time entries have been approved or rejected.

## Creating a Day Care Reimbursement Entry

This quick reference guide (QRG) can be used to create a Day Care Reimbursement punch entries in the AveannaCare Portal online.

1. Log in to <https://aveanna.dcsoftware.com/> using parent reimbursement username and password.

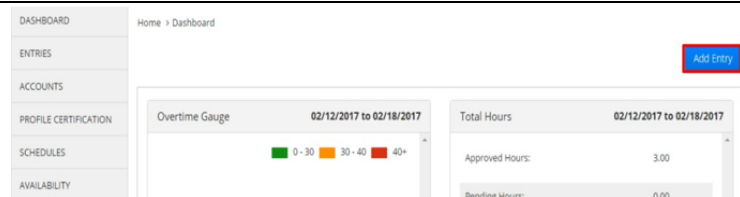


**Note:** Contact a local AveannaCare branch if a username and/or password has not been issued.

**TIP:** Visit [aveannasupportservices.com](https://aveannasupportservices.com) to find a local branch.

You can also visit <https://aveannasupportservices.com/resources/care-provider-resources/aveannacare/> to access videos and printable user guides

2. Click on **Add Entry**.

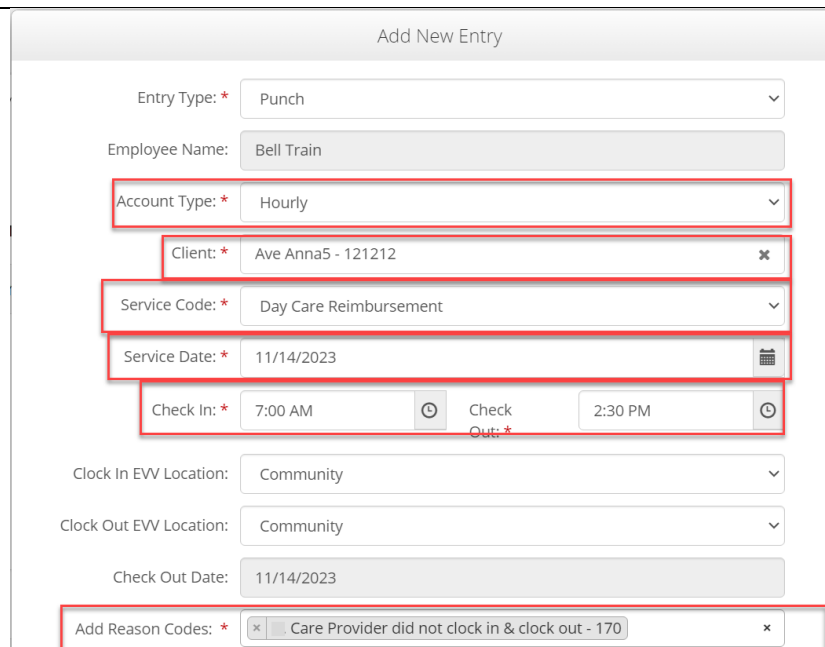


The screenshot shows the AveannaCare dashboard. On the left is a sidebar menu with options: DASHBOARD, ENTRIES, ACCOUNTS, PROFILE CERTIFICATION, SCHEDULES, and AVAILABILITY. The main content area has a breadcrumb 'Home > Dashboard' and a red 'Add Entry' button in the top right. Below the button, there are two summary cards: 'Overtime Gauge' for the period 02/12/2017 to 02/18/2017, showing a bar chart with categories 0-30, 30-40, and 40+; and 'Total Hours' for the same period, showing 'Approved Hours: 3.00' and 'Pending Hours: 0.00'.

Complete all required fields on the **Add New Entry** window.

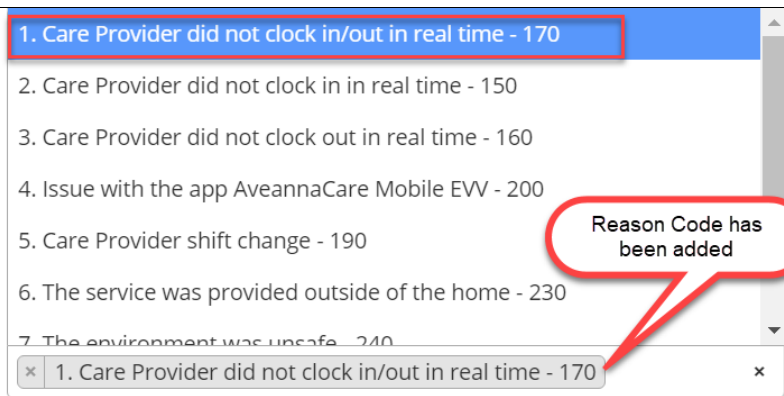

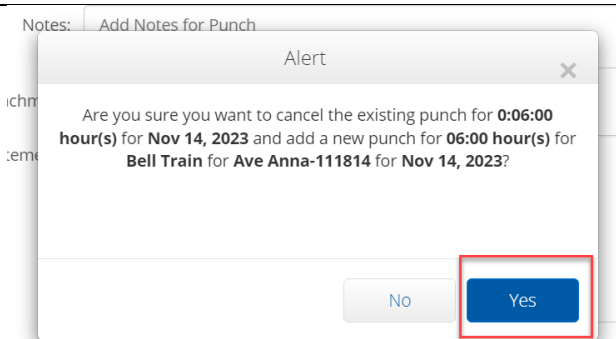
**Entry Type** and **Employee Name** will default.

3. **Complete/Update** the following fields.
- Account Type. Select "Hourly".
  - Client.
  - Service Code. Select "Day Care Reimbursement".
  - Service Date. (Only if the date is different)
  - Check-In/out.
  - Reason. (See Note below.)



The screenshot shows the 'Add New Entry' form. The following fields are highlighted with red boxes: 'Entry Type' (set to 'Punch'), 'Employee Name' (set to 'Bell Train'), 'Account Type' (set to 'Hourly'), 'Client' (set to 'Ave Anna5 - 121212'), 'Service Code' (set to 'Day Care Reimbursement'), 'Service Date' (set to '11/14/2023'), 'Check In' (set to '7:00 AM') and 'Check Out' (set to '2:30 PM'), 'Clock In EVW Location' (set to 'Community'), 'Clock Out EVW Location' (set to 'Community'), 'Check Out Date' (set to '11/14/2023'), and 'Add Reason Codes' (set to 'Care Provider did not clock in & clock out - 170').



<p><b>Note:</b> To add a reason code, click on the <b>Add Reason Code</b> field (a drop-down menu will appear) <b>click on one</b> reason.</p> <p><b>Important:</b> For Day Care Reimbursement always select the <b>first reason</b> code from the drop-down menu. <b>The selected reason code does not affect payment.</b></p>	
<p>4. <b>Apply a check mark</b> to the statements and click <b>Save</b>.</p>	
<p>5. Click <b>Yes</b>, on the alert.</p>	

**Note:** To punch entry for other reimbursement services see guides under “**EVV AveannaCare Guides to Download**” here: <https://aveannasupportservices.com/resources/care-provider-resources/aveannacare/>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-255-8360 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-255-8360 (TTY: 711)。

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