

## Overview

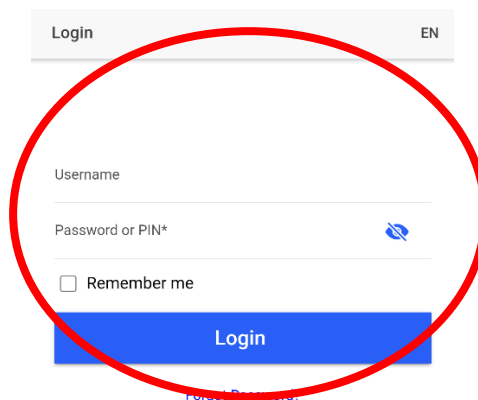
This guide will cover how to use the AveannaCare Mobile EVV app to punch and approve hours worked.

Care providers should use the AveannaCare Mobile EVV app to Clock In and Clock Out. Clients verify the hours worked using their Client Pin or the Client Portal. The verification method selected when the care provider clocks in should be the same verification method used when the care provider clocks out. Please see below for steps associated with each method.

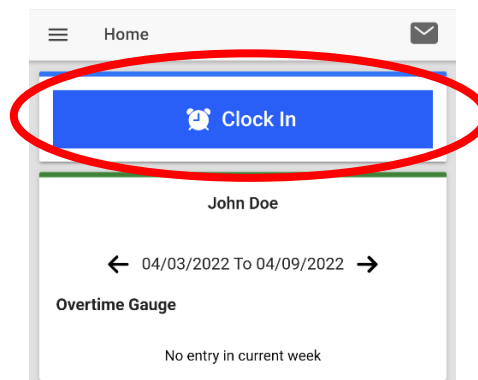
## Clock In and Clock Out using Client PIN EVV Method

**This method works best if the Client will be present at the start and end of the shift.**

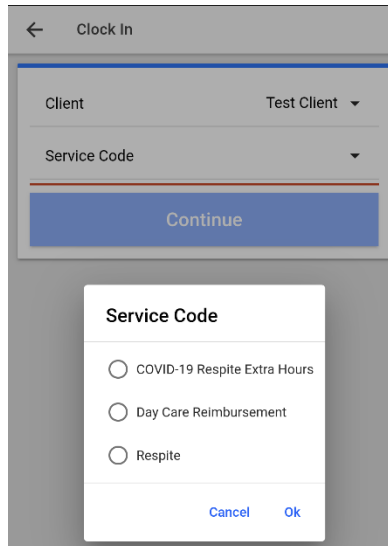
1. Care provider logs into AveannaCare Mobile EVV app with their username and PIN or Password.



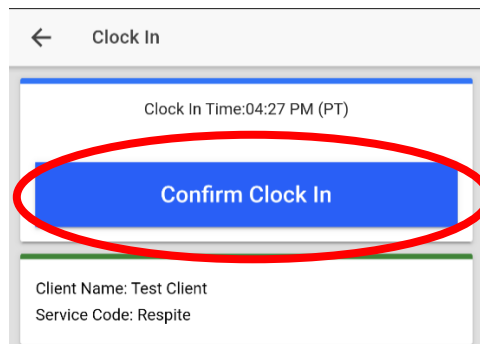
2. Select **Clock In** button at the top



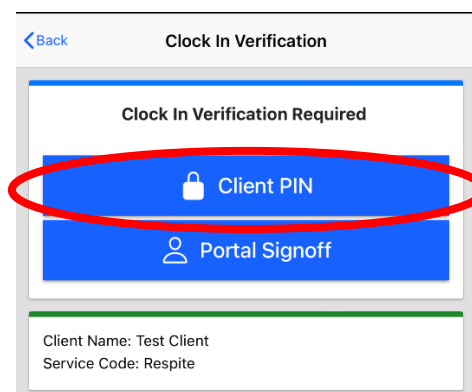
3. Select the appropriate **Client Name** and **Service Code** combination and click **“Continue”**.



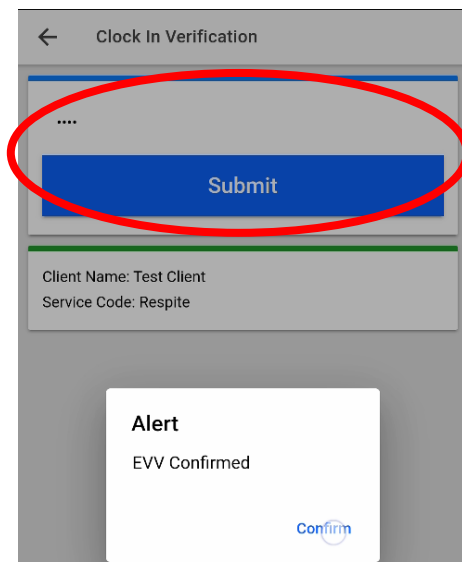
4. Select **Confirm Clock In**.



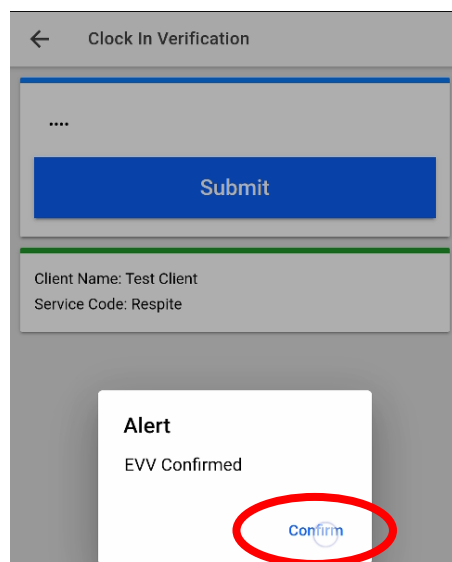
5. The client will be using their PIN to verify the starting Clock In. **Select Client PIN**.



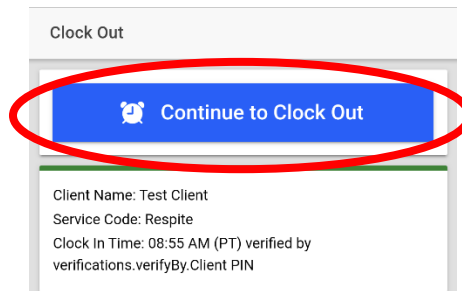
6. Hand the device to the Client. **Client must verify** the **Client Name** and **Service Code** are correct.
  - a. If **incorrect**, select the left arrow at the top left-hand corner and hand back to Care Provider to make necessary changes.
  - b. If **correct**, Client will enter their unique four-digit PIN and hit the Submit button.



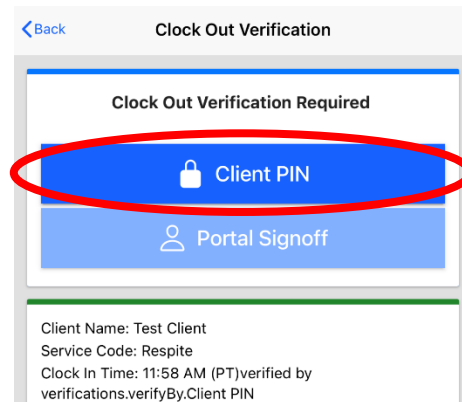
7. An alert will appear “**Alert EVV Confirmed**”. **Select Confirm**. Hand device back to Care Provider. Put away device and provide care as usual.



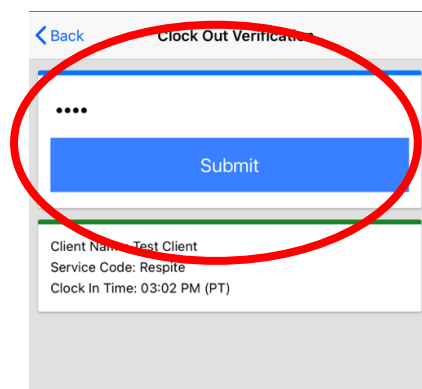
- When the shift is over, the Care Provider will log back into the app and select the button “**Continue to Clock Out**”



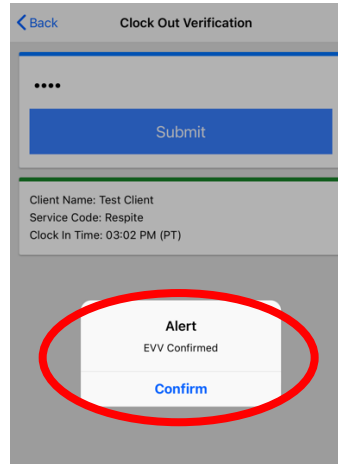
- Hand the device to the Client. The **client will use their PIN** to verify the ending Clock Out.



- The client will **enter their unique four-digit PIN** and hit the **Submit** button to confirm Clock Out punch.



11. The client will **confirm** sign-off of Clock Out punch.

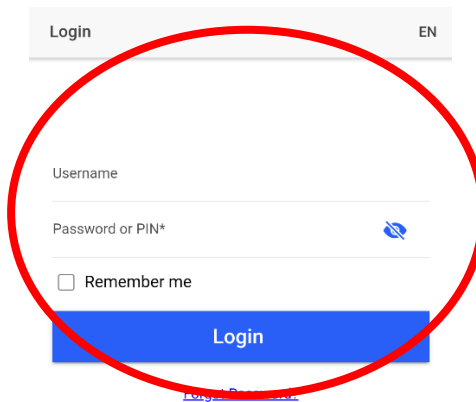


12. You have successfully completed client verification for your shift!

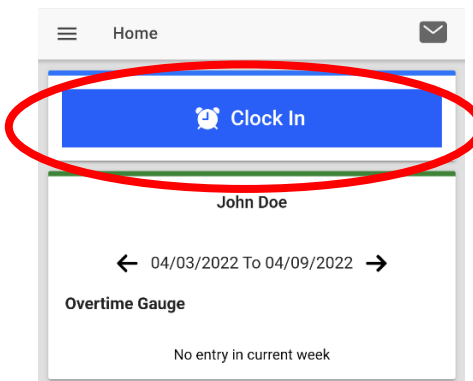
## Clock In and Clock Out using Portal Signoff EVV Method

Choose this method if the Client may not be available at the end of the shift.

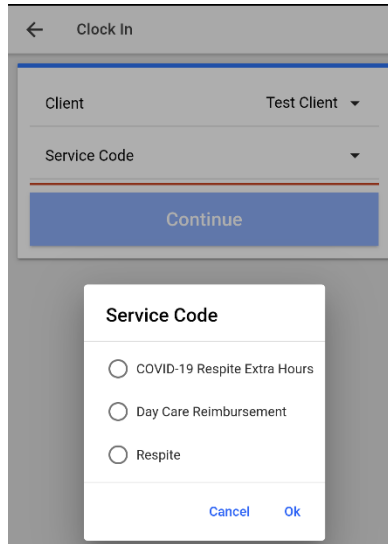
1. Care provider logs into AveannaCare Mobile EVV app with their username and PIN or Password.



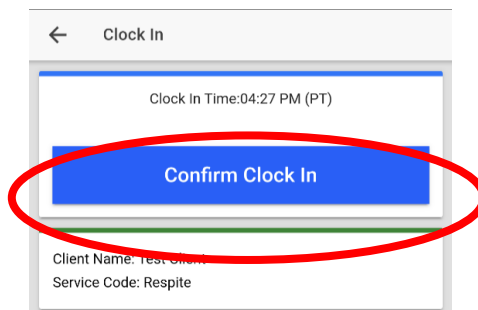
2. Select **Clock In** button at the top



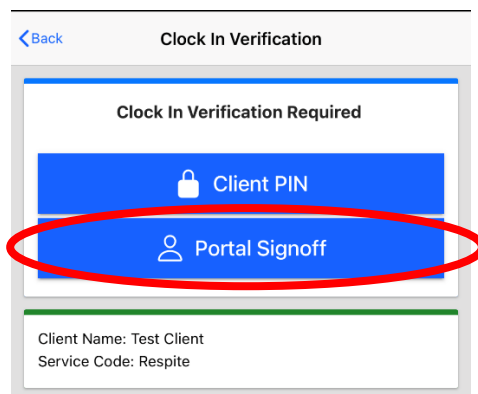
3. Select the appropriate **Client Name** and **Service Code** combination.



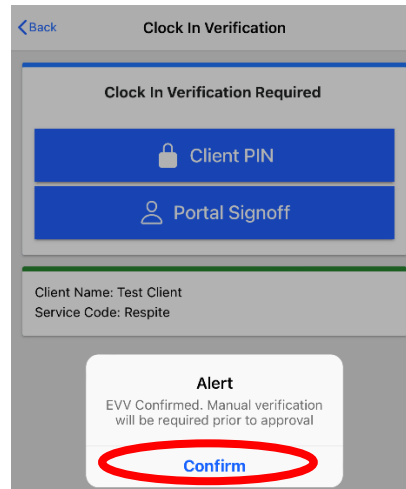
4. Select **Confirm Clock In**.



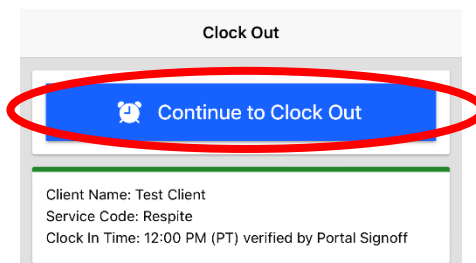
5. The client will be logging in later to verify the shift. Select **Portal Signoff**.



- 6. An alert will appear “**Alert** EVV Confirmed. Manual verification will be required prior to approval”  
Select **Confirm**. This is a reminder that the Client **must** login to AveannaCare and signoff on the shift(s).

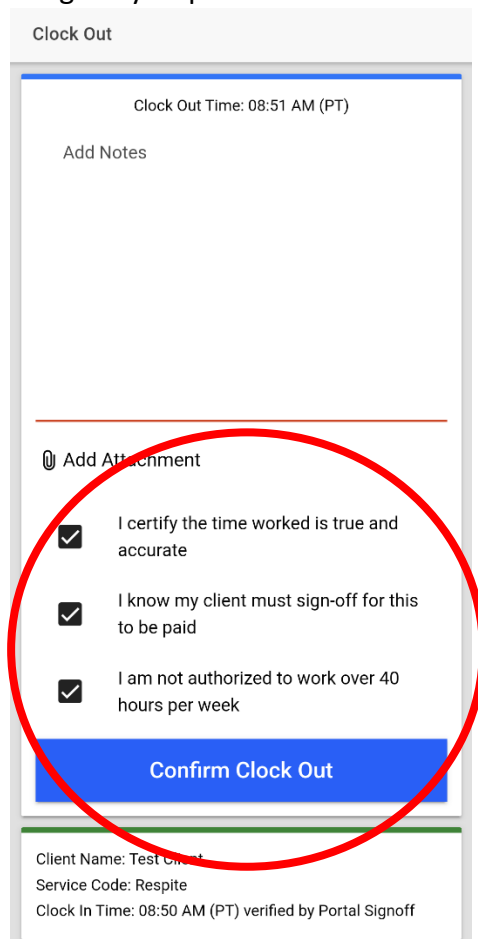


- 7. When the shift is over, the Care Provider will log back into the app and Select “**Continue to Clock Out**”





8. **Check off the boxes** to acknowledge any required statements and **Select Confirm Clock Out**.



Clock Out

Clock Out Time: 08:51 AM (PT)

Add Notes

Add Attachment

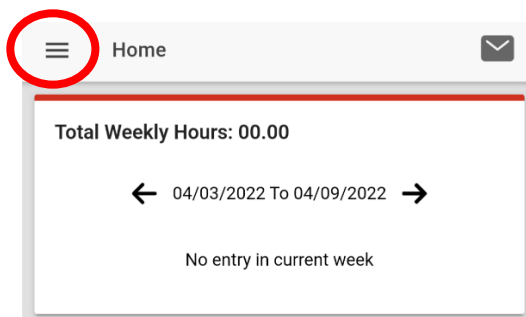
- I certify the time worked is true and accurate
- I know my client must sign-off for this to be paid
- I am not authorized to work over 40 hours per week

Confirm Clock Out

Client Name: Test Client  
Service Code: Respite  
Clock In Time: 08:50 AM (PT) verified by Portal Signoff

9. To **verify the shift**, the **client must login to AveannaCare Mobile EVV app** with their username and PIN or Password.

10. Navigate to menu at the top left corner represented by **3 horizontal lines**



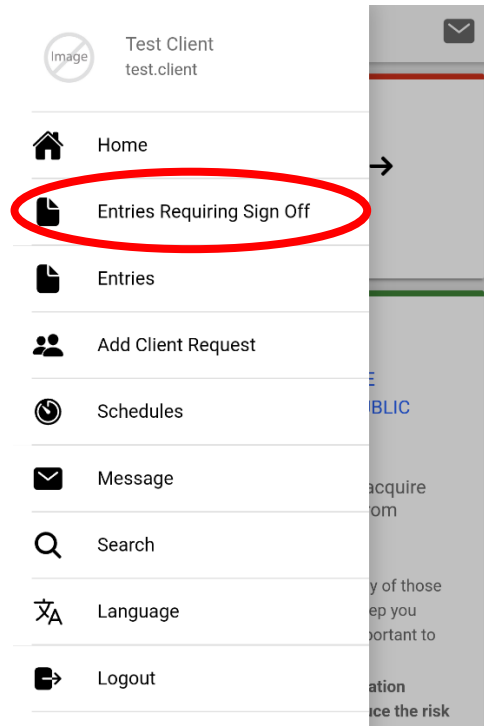
Home

Total Weekly Hours: 00.00

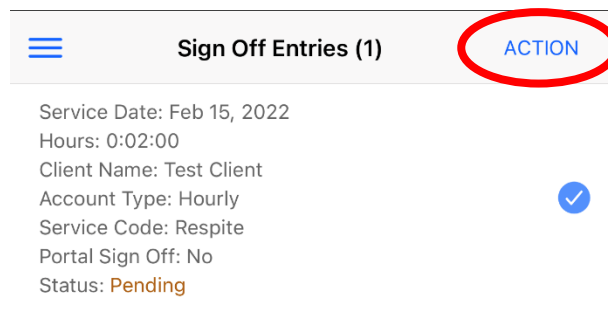
← 04/03/2022 To 04/09/2022 →

No entry in current week

**11. Select “Entries Requiring Sign Off”**

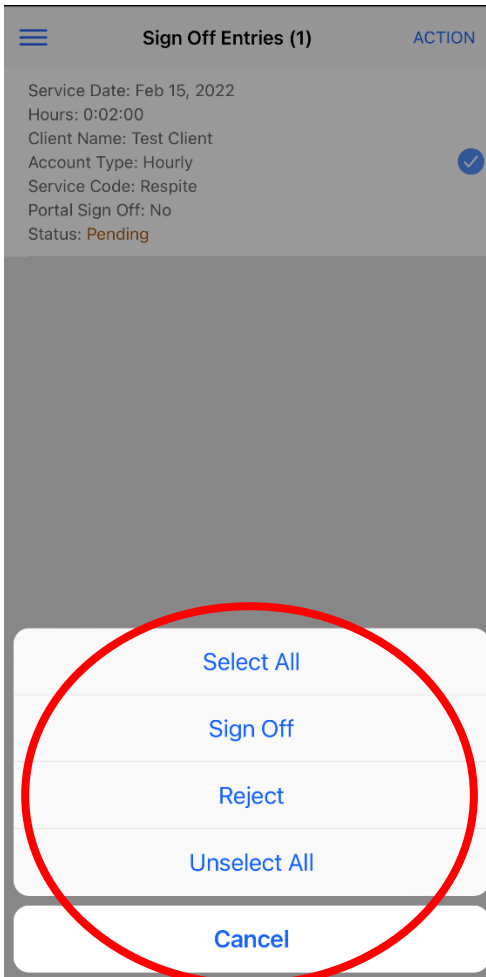


**12. Hold down on a Pending entry (not a light tap) and the Actions button will become visible in the top right-hand corner.**



13. Select **“Actions”**, you will have the options seen in the screenshot.

a. Select All, Sign Off, Reject, Unselect All, Cancel



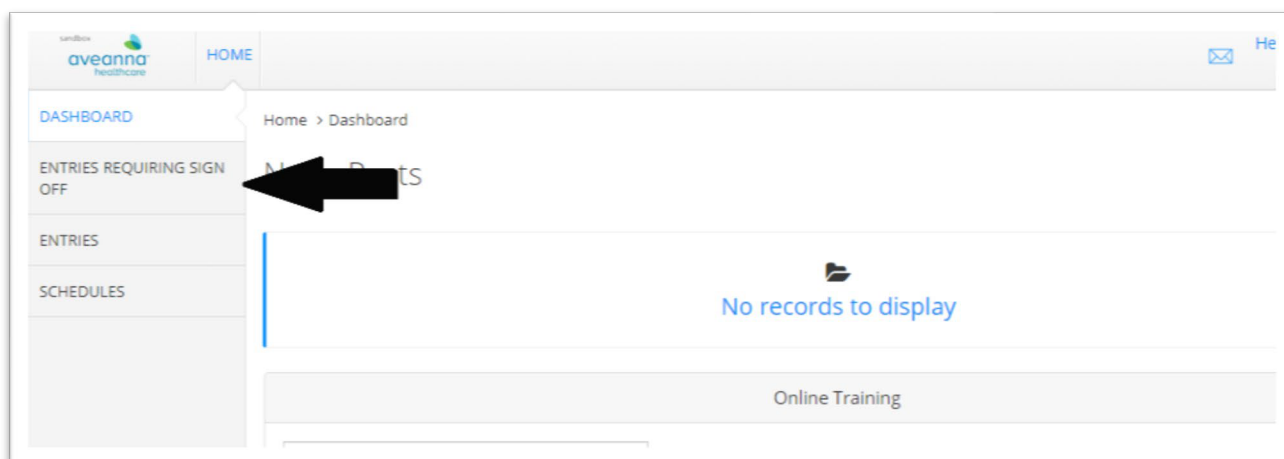
14. If all **Pending entries are OK**, choose **Select All** and then select **Sign Off**.

15. You have now successfully completed client verification for all shifts pending client sign off!

Client may also use the AveannaCare web portal to sign-off on previous worked shifts.

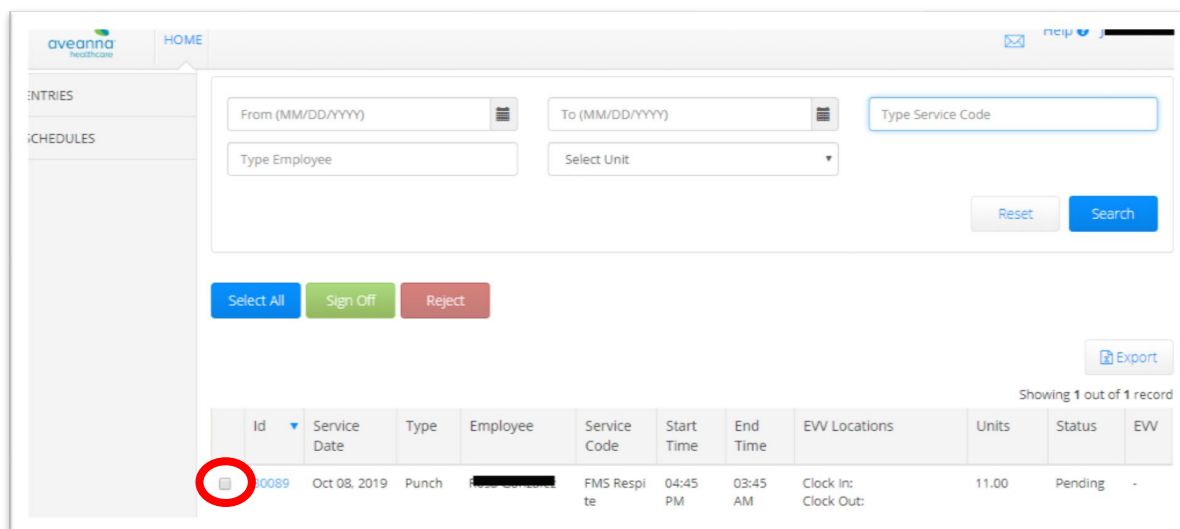
After the Care Provider has completed their shift. You will sign into the AveannaCare web portal here:  
<https://aveanna.dcisoftware.com>

1. Go to “**Entries Requiring Sign Off**” tab.

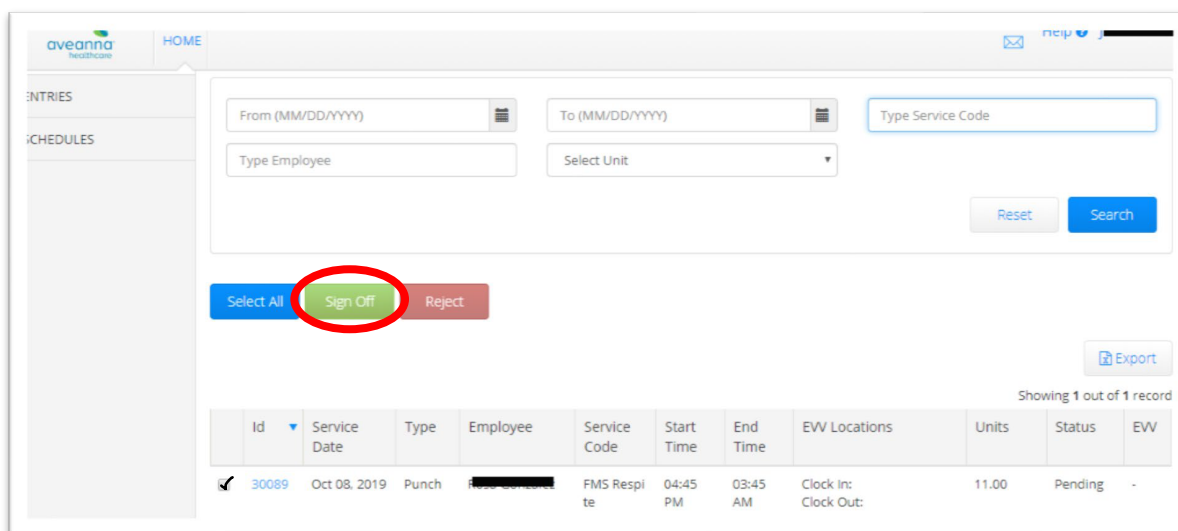


Once you are in that tab, then you will have the ability to either “**Sign Off**” or “**Reject**” entries that you select.

2. Select **punch(es)** to sign-off on by checking the corresponding box

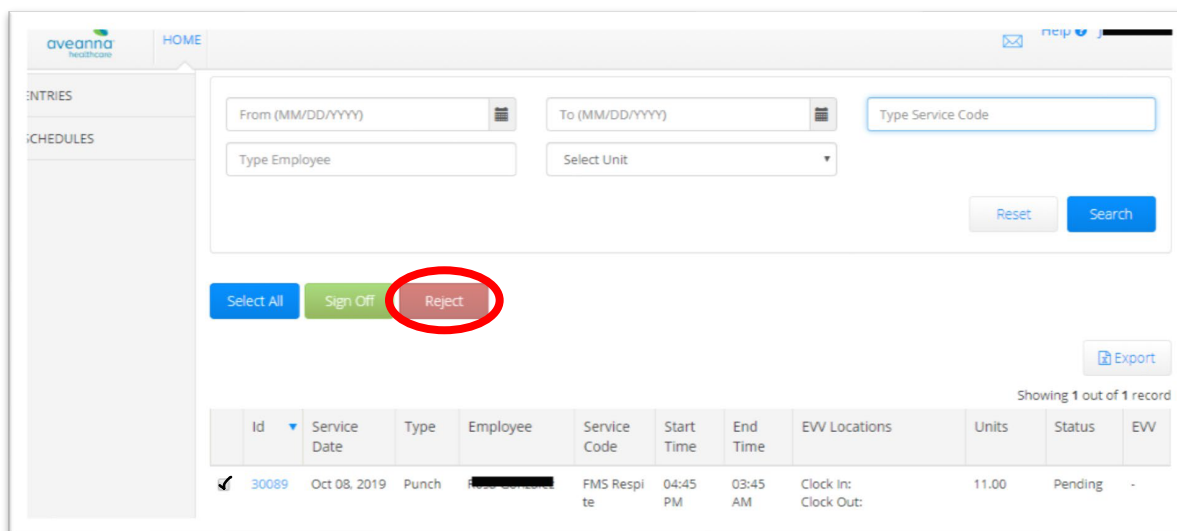


3. Select **“Sign Off”** button to verify punch.



OR

Select **“Reject”** button to reject punch.



You can sign-off on all punches at once by clicking the “Select All” button and then clicking the “Sign Off” button.

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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