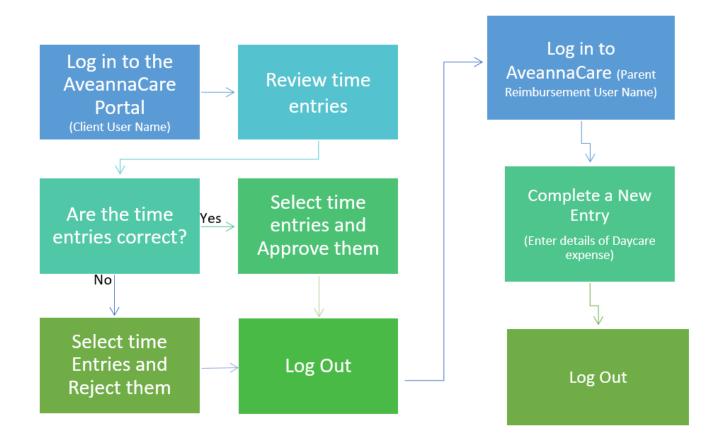


SUPPORT SERVICES

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**th of each month. For example, all April charges are entered by the **8**th of May. **Payment** is issued on the **15**th 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.





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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 <u>Client's</u> <u>username.</u> | | | | | | avea hea | nna Ilthcare | | | | | | |
|----|--|---------------------|-----------------|---------------|-------------|---------------------------------|-------------|------------------|-------------|----------|---------------|----------|------------|----------|
| | https://aveanna.dcisoftware.com/ | | | | | | S | ign In | | | | | | |
| | | | | | da | lia.caregiver | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | R | emember me | | | Forgot y | your pas | sword? | | | |
| | | | | | | | 2 | iign In | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | _ | _ | | | | | | |
| 2. | Go to the "Entries Requiring Sign O |)##" | | | | aveanna | | HOME | | | | | | |
| | tab. | | | | D | ASHBOARD | | ł | Home / | Entrie | s Requiring S | Sign Off | | |
| | | | | | | NTRIES REQU | RING S | ion < 1 | Entri | ies | Requir | ring Sig | n Off | |
| | | | | | Ð | NTRIES | | _ | From | m (MI | NDD/1111) | | 10 | |
| | | | | | | | | Help 🕢 Site M | lap ave.anr | na 👗 E | nglish 🗸 | | | |
| | DASHBOARD Home / Entries Requirie | ng Sign Off | | | | | | | | | | | | |
| | | iiring Sign Off | | | | | | | | | | | | |
| | ENTRIES From (MM/DD/YYY) ACCOUNTS | n) | Ĩ | To (MM/DD | ^^^^ | | i | Type Service C | lode | | | | | |
| | SCHEDULES Type Employee | | | Select Unit | | | * | Type Payrate 1 | | | | | | |
| | | | | | | | | | R | iset | Search | | | |
| | Select All | | | | | | | | | | | | | |
| | | | | | | | | | | Showing | Export | | | |
| | id 💌 Sen Dat | vice Employee e | Service Code | Start Time | End Time | EVV Locations | Units | Pay Rate Name | | EVV | Action | | | |
| | 20245891 Mar 202 | 21, Bell Train 3 | Respite | 03:34 PM | 03:37 PM | Clock In: N/A Clock Out: N/A | 0.05 | Standard | Pending | No | SR | | | |
| | 36248890 Mar | 21, Bell Train | Respite | 03:29 | 03:32 | Clock In: N/A | 0.05 | Standard | Pending | No | SR | | | |
| 3. | Apply a checkmark to one line entry or reject entry(s) by clicking " S " to s | | | | | | ect" | opti | ons | wil | l beco | me av | ailable. S | Sign off |
| | | - | | | | - | | | | | | | | |
| 4. | or click Select All to select all unapp | proved t | ime | e ent | rie | s. | | | | | | | | |
| 5. | Click Sign Off or Reject. | | | | | | | | | | | | | |

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|-----------------------------------|------------------|------------|-----------------|------------|---------------|-----------------|----------|---------------------------------|-------------------|---|-------------------|----------|------------|--|--|
| Hame / Entries Requiring Sign Off | | | | | | | | | | | | | | | |
| | En | tries Re | equiring | Sign Off | | | | | | | | | | | |
| | From (MM/DD/YYY) | | | | | То (ММ/DD/үүүү) | | | | | Type Service Code | | | | |
| | Type Employee | | | | Select Unit 🗸 | | | | Type Payrate Name | | | | | | |
| | | | | | | | | | | | | | Reset | Search | |
| (| Uns | select All | Sign Off Reje | α | | | | | | | | | | | |
| | | _ | | | | | | | | | | | | Export Export | |
| | | Id 🔹 | Service | Employee | Service Code | Start Time | End Time | EVV Locations | Units | | Pay Rate | Status | Show | ing 5 out of 5 records Action | |
| | | | Date | | | | | | | | Name | | | | |
| | | 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 | SR | |
| | | 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 | SR | |
| | | 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 | SR | |
| | | 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 | SR | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| ne time entries | s ha | ave b | een a | pproved | or rej | ected | | | | | | | | | |

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 <u>https://aveanna.dcisoftware.com/</u> using parent reimbursement | aveanna healthcore |
|---|-----------------------------------|
| username and password. | Sign In dalia.caregiver |
| | Remember me Forgot your pessword? |





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| Note: Contact a local AveannaCare branch if a username and/or password has not been issued. TIP: Visit <u>aveannasupportservices.com</u> to find a local branch. | | | | | | | | | |
|--|---|--|----------------------------|--|---|--|--|--|--|
| You can also visit <u>https://aveannasupports</u> vi vi | ervices.com/reso deos and printal | | | urces/avea | nnacare/ to access | | | | |
| 2. Click on Add Entry . | DASHBOARD ENTRES ACCOUNTS PROFILE CERTIFICATION SCHEDULES AVAILABUTY | Home > Dashboard | e 02/12/2017 to 02/18/2017 | Total Hours Approved Hours: Pendine Hours: | Add Entry 02/12/2017 to 02/16/2017 3.00 0.00 | | | | |
| Complete all real Entry Type and Employee Name will default. 3. Complete/Update the following fields. a. Account Type. Select "Hourly". b. Client. c. Service Code. Select "Day Care Reimbursement". d. Service Date. (Only if the date is different) e. Check-In/out. f. Reason. (See Note below.) | Clock (| the Add Entry Type: * Employee Name: Account Type: * Client: * Service Date: * Check In: * Kin EVV Location: Out EVV Location: Check Out Date: Reason: Diagnostic Code: Notes: Attachment: Statements: * | Diagnostic Code | 4:00 PM | | | | | |







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| | Note: For Day Care Reimbursement alwa | ays select the first reason code from the drop-down menu. The selected |
|----|---|--|
| | - | ison code does not affect payment. |
| | | |
| | | Employee Name: Bell Train Account Type * Hourly |
| | | Citer * Ave Aren's -12122 x Serier Cote * Day Can Benbursament V |
| | | service Daex.* 651172233 |
| | | |
| | | Reason: O |
| | | Diagnostic Code Diagnostic Code |
| | | Atachmerc (20009 Fig) |
| | | Suzamiva: C certify the time worked in true and antizense * |
| | | |
| | | |
| 4. | Click on the blue plus sign next to the | Reason: 0 |
| | reason to display the reason code | and and a second a |
| | drop-down menu. | |
| | | Add Reason Codes: * Select Reason 🗘 |
| | | Select Reason |
| | Select a Reason from the drop-down | Added Reason Codes: 1. Care Provider did not clock in/out in real time - 170 2. Care Provider did not clock in in real time - 150 |
| | menu. | 3. Care Provider did not clock out in real time - 160 |
| | | Diagnostic Code: 4. Issue with the app AveannaCare Mobile EVV - 200 5. Care Provider shift change - 190 |
| | | 6. The service was provided outside of the home - 230 |
| | | 7. The environment was unsafe - 240 8. Family/Consumer did not want to receive service - 130 |
| | | 9. Different reason, NOTE REQUIRED - 999 Attachment: Chuose File |
| | | |
| 5. | Once the Reason Code is selected, | |
| | click the plus sign. | Add Reason Codes: * 1. Care Provider did not clock in/out in real time - 170 🗘 🛟 |
| | 1 0 | |
| | | |
| 6. | Click Yes on the alert. | Add Reason Code 🗙 |
| | | |
| | | Are you sure you want to add reason code - 1. Care Provider did not clock in/out in real time - 170 |
| | | |
| | | No |
| | | |
| | | |
| 7. | Apply a check mark to the | Statements: * 🛛 I certify the time worked is true and accurate |
| | statements and click Save. | |
| | | |
| | | |
| | | Cancel Save |
| | | |





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| 8. Click Yes , on the alert. | Alert 🗙 | |
|-------------------------------------|--|--|
| | Are you sure you want to add a new punch for 04:00 hour(s) for Test Client - 1234560 for Jul 02, 2023 ? | |
| | No | |

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

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingü.stica. 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)。 Aveanna Healthcare, LLC does not discriminate on the basis of race, color, religion, national origin, age, sex, sexual orientation, gender identity or expression, disability, or any other basis prohibited by federal, state, or local law. © 2023 Aveanna Healthcare, LLC. The Aveanna Heart Logo is a registered trademark of Aveanna Healthcare LLC and its subsidiaries.

