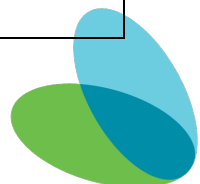SUPPORT SERVICES

AveannaCare Phase 1 Business Rule Error Messages

The following guide can be used to troubleshoot error messages. Look at the "error message" column, then review the "possible issue" column to identify what could be causing the error message. Finally, the "what to do" column will give instructions on how to correct the error message.

Phase 1 Business Rule Error Messages

The following guide can be used to troubleshoot error messages when saving an entry.

Error Message	Possible Issue	What to do
There is no active Authorization for this account. Please contact your supervisor.	• There is a pending authorization from the regional center. • There has been a service change.	• **Care Provider or Client:** Contact the office for additional support.
Please select at least one statement.	• The statements were not selected.	• **Care Provider:** Review the statements portion of the entry and check off the applicable statements.
Timely Filing Employees Punch Entry.	• You are entering a date that has exceeded the allowed time to bill.	• **Care Provider:** Confirm the date and service code attempting to enter is correct. • **Care Provider or Client:** If entering something past 70 days, call the office for assistance.
No valid pay rate punch entry.	• You are entering a date that has not been approved.	• **Care Provider:** Confirm the date and service code attempting to enter is correct. • **Care Provider:** If the date is prior to their date of hire, unable to enter per policy (only applies to EOR) • **Care Provider or Client:** Call the office for other possible resolutions.

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Duplicate/Overlapping Employee punch.	• You are entering a date/time that has been entered already.	• **Care Provider:** Confirm the date and service code attempting to enter is correct. • **Care Provider or Client:** Use the entries filter to search for that date and verify that the date/time is not overlapping. Attempt a different date/time. (Watch out for multiple Care Providers and Service Codes) • **Care Provider or Client:** If punch ID is provided in error message, search by punch ID to validate no conflicts exist.
Authorization expiration date.	• You are entering a date that has exceeded the allowed time to bill.	• **Care Provider:** Confirm the date and service code attempting to enter is correct. • **Client:** Review the expiration date for the corresponding authorization entry. • **Care Provider or Client:** Call the office for additional assistance.
Authorization Daily Max.	• You are exceeding the number of hours approved for that day.	• **Care Provider or Client:** Confirm the date, service code and number of hours attempting to enter are correct. • **Client:** Review the daily max for the corresponding authorization entry. • **Care Provider or Client:** Review any entries already submitted for that date. • **Care Provider or Client:** Call the office for additional assistance.

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Authorization remaining balance.	• You are exceeding the number of hours approved for that service's time period.	• **Care Provider:** Confirm the date, service code and number of hours attempting to enter are correct. • **Client:** Review the remaining authorization hours for the corresponding authorization entry. • **Client:** Review any entries already submitted for that authorization. • **Care Provider or Client:** Call the office for additional assistance.

Phase 2 Business Rule Error Messages

The following guide can be used to troubleshoot error messages after a punch has been rejected.

Error Message	Possible Issue	What to do
Authorization Weekly Max	• Punch has exceeded the weekly authorized amount.	• **Care Provider:** Review entries submitted for that week/verify your schedule with client/client family. • **Client:** Verify authorization has a remaining balance.
Authorization Monthly Max	• Punch has exceeded the monthly authorized amount.	• **Care Provider:** Review entries submitted for that month verify your schedule with client/client family. • **Care Provider:** Resubmit hours depending on how many hours are available. • **Client:** Approve new entries.
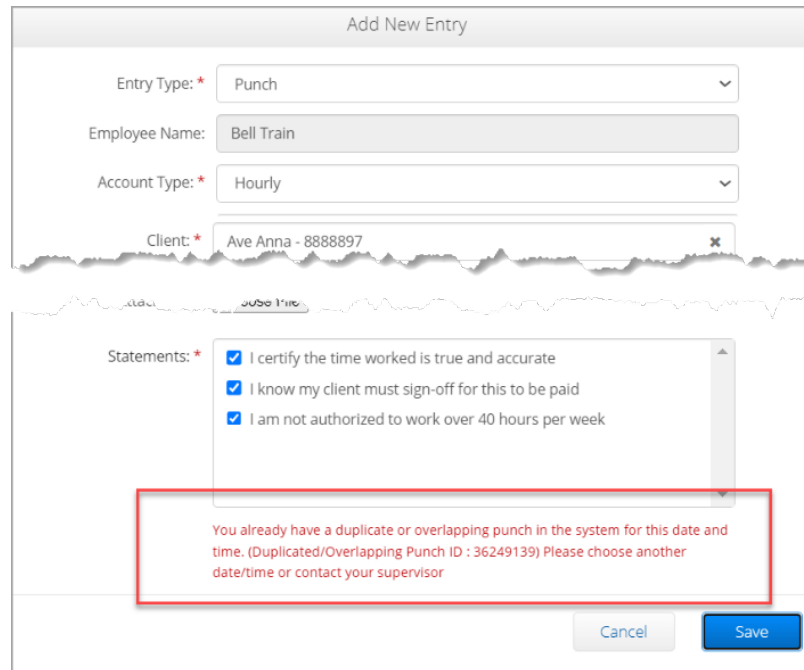
Max Hours Per Day Per Employee Per Funding Source	• Punch has exceeded 24 hours/day limit.	• **Care Provider:** Review your entries submitted for that date, punches cannot exceed daily maximum hours.
Max Hours Per Week Per Employee Per Funding Source	• Punch has exceeded 40 hours/week Overtime limit.	• **Care Provider:** Review your entries submitted for that week: You might have exceeded our overtime policy. Resubmit remaining balance for that week.
Duplicate/Overlapping Client Punch	• Punch is overlapping time with another punch for that client.	• **Care Provider:** Review your entries submitted for that date to confirm no overlapping and verify your schedule with client/client family. • **Client:** If multiple Care Providers are available, verify each Care Provider has submitted hours correctly.
Max Hours Per Week Per Employee Per Cost Center	• Punch has exceeded hours per week limit.	• **Care Provider:** Review your entries submitted for that week do not exceed weekly limit.
Max Hours Per Week Per Client Per Funding Source	• Punch has exceeded hours per week limit	• **Care Provider:** Review your entries submitted for that week do not exceed weekly limit.
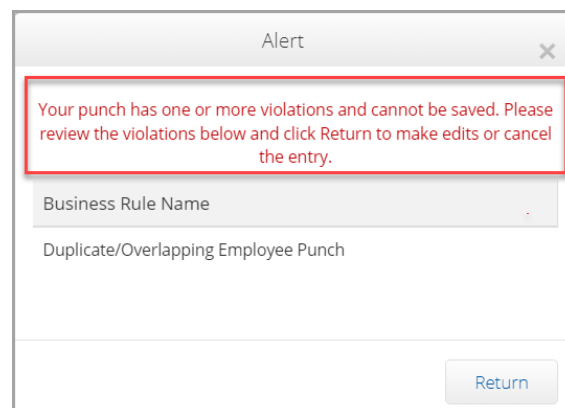
Error Alert Display Area

The error message will be visible at the bottom of **Add New Entry** window after **pressing Save**. Or it will appear as an **Alert** after pressing save.

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Business Rules Errors Display Area

Care Providers can view error business rules by accessing the punch entry details. Follow the below steps to access the Business Rule messages.

1. Access the entry line item by clicking on the **Id** type.	
2. Once the **Punch Detail** (Figure A) window is visible, scroll down to the **Business Rules Tab** (Figure B)	
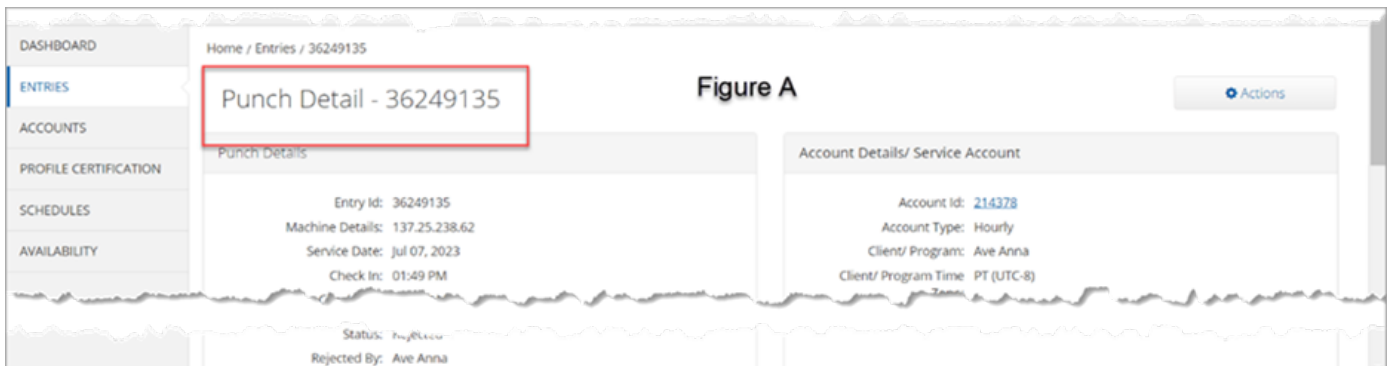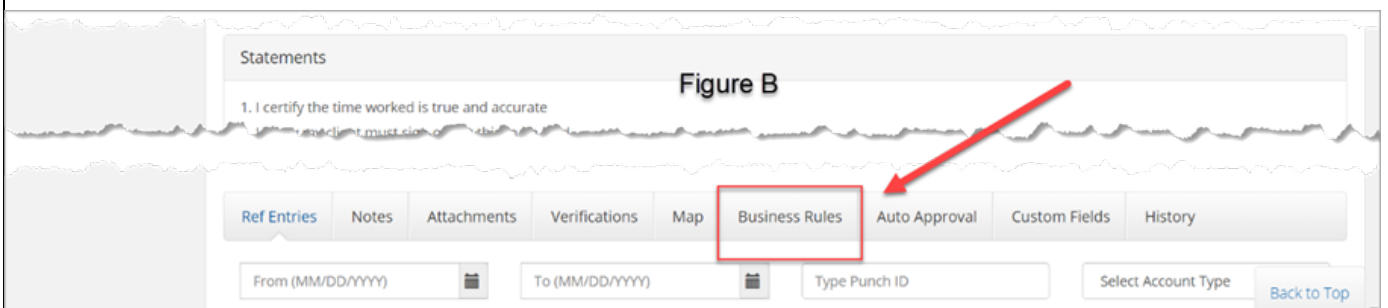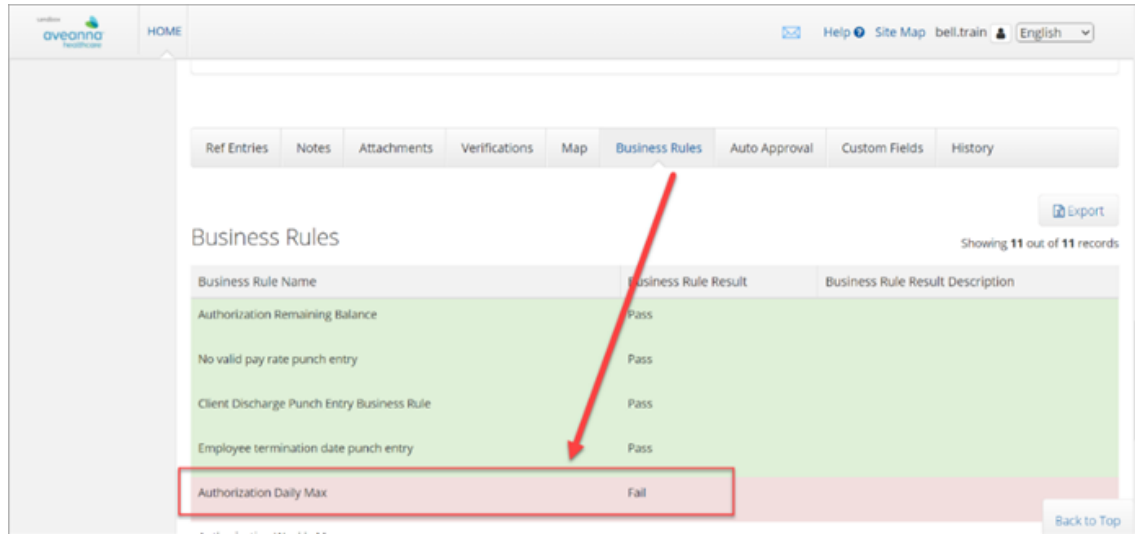
3. All possible **Business Rules** errors will be displayed.