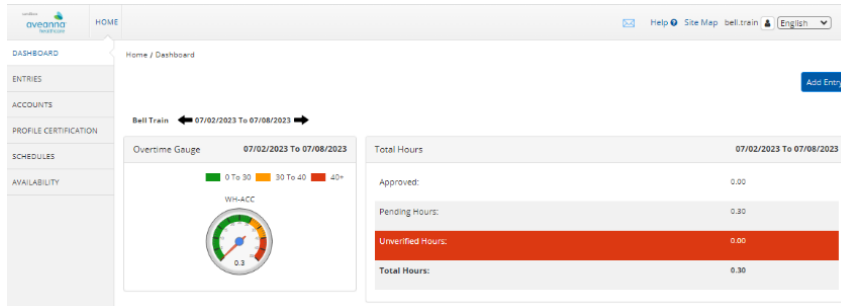


Edit a Punch

Complete these steps to make changes to time entries. To complete these steps the entries tab must be selected.



Category	Hours
Approved:	0.00
Pending Hours:	0.30
Unverified Hours:	0.00
Total Hours:	0.30

1. Select the entries row you need to edit.

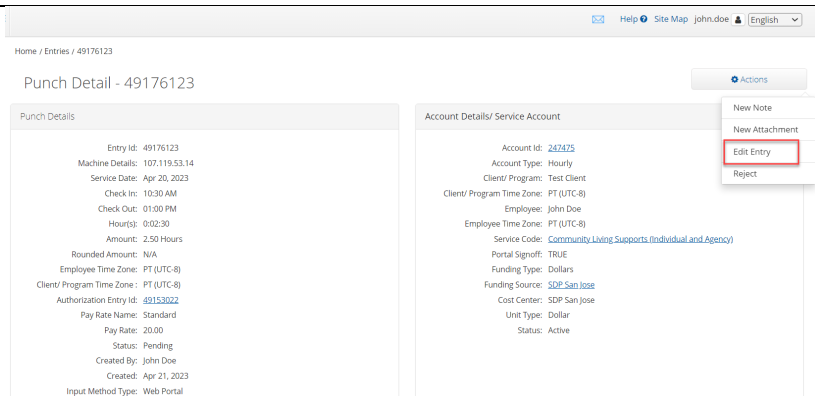
Id	Service Date	Type	Account Type	Ref.	Client Name	Service Code	Amount	Unit Type	Status
49176123	Apr 20, 2023	Punch	Hourly		Test Client	Community Living Supports (Individual and Agency)	0:02:30	Dollar	Pending
49164245	Apr 13, 2023	Punch	Hourly		Test Client	Community Living Supports (Individual and Agency)	0:02:00	Dollar	Pending
49162272	Apr 14, 2023	Punch	Hourly		Test Client	Community Integration Supports	0:05:00	Dollar	Pending

Note: If the status is **unvalidated**, **rejected**, or **approved** edits will **not** be available.

Id	Service Date	Type	Account Type	Ref.	Client Name	Service Code	Amount	Unit Type	Status
49176123	Apr 20, 2023	Punch	Hourly		Test Client	Community Living Supports (Individual and Agency)	0:02:30	Dollar	Pending
49164245	Apr 13, 2023	Punch	Hourly		Test Client	Community Living Supports (Individual and Agency)	0:02:00	Dollar	Pending
49162272	Apr 14, 2023	Punch	Hourly		Test Client	Community Integration Supports	0:05:00	Dollar	Pending

2. Click on the **Actions** menu and select **Edit Entry**.

Note: Changes can only be made before hours are approved or rejected.



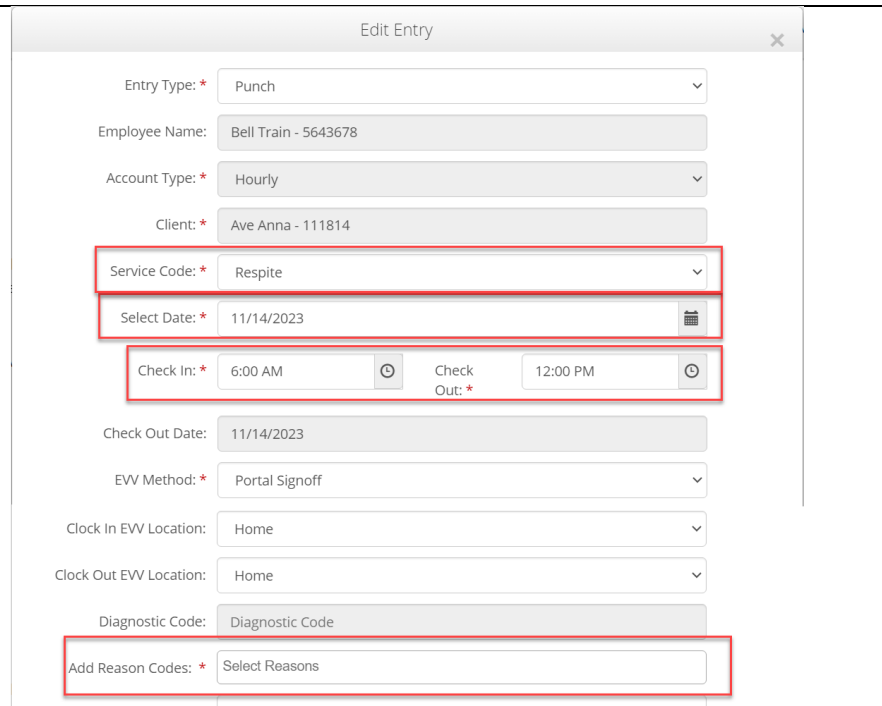
Punch Detail - 49176123

Actions

- New Note
- New Attachment
- Edit Entry**
- Reject



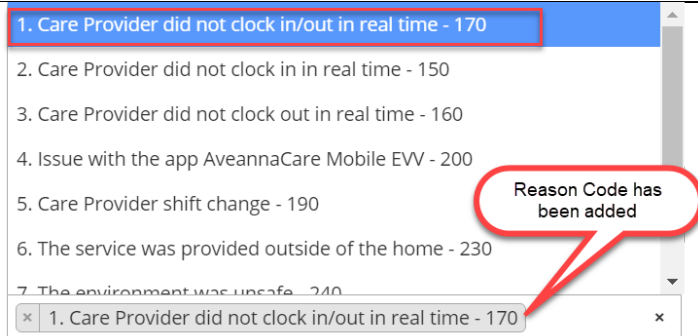
3. Update the entry as needed.



The screenshot shows the 'Edit Entry' form with the following fields highlighted by red boxes:

- Service Code: * Respite
- Select Date: * 11/14/2023
- Check In: * 6:00 AM
- Check Out: * 12:00 PM
- Add Reason Codes: * Select Reasons

Note: To add a reason code, click on the **Add Reason Code** field (a drop-down menu will appear) **click on one** reason.

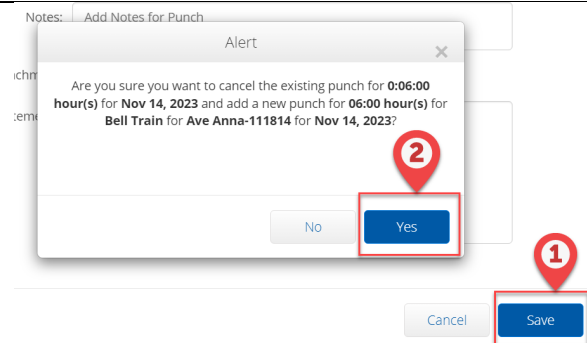


The screenshot shows the 'Add Reason Codes' dropdown menu with the following options:

1. Care Provider did not clock in/out in real time - 170
2. Care Provider did not clock in in real time - 150
3. Care Provider did not clock out in real time - 160
4. Issue with the app AveannaCare Mobile EW - 200
5. Care Provider shift change - 190
6. The service was provided outside of the home - 230
7. The environment was unsafe - 240

A red box highlights the first option, and a callout bubble says "Reason Code has been added".

4. Click **Save**, an alert will appear, click **Yes**.



The screenshot shows an alert dialog box with the following text:

Alert

Are you sure you want to cancel the existing punch for **0:06:00 hour(s)** for **Nov 14, 2023** and add a new punch for **06:00 hour(s)** for **Bell Train** for **Ave Anna-111814** for **Nov 14, 2023**?

Buttons: No, Yes

Buttons: Cancel, Save

Red boxes and callouts highlight the 'Yes' button (labeled '2') and the 'Save' button (labeled '1').

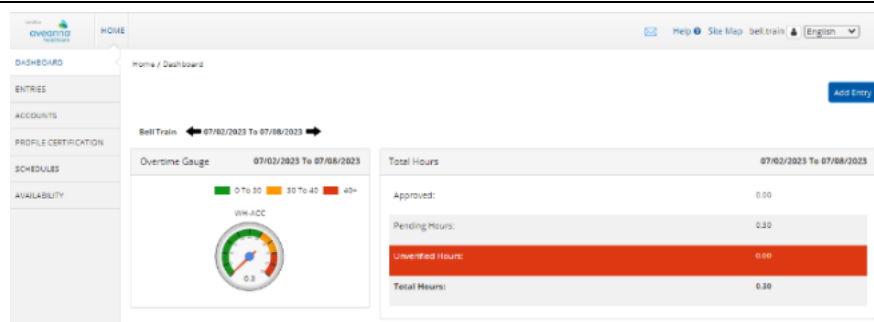


The original will be in a rejected status. A new line item will be created.

Id	Service Date	Type	Account Type	Ref.	Client Name	Service Code	Amount	Unit Type	Status
4916272	May 10, 2023	Punch	Hourly	36249084	Ave Anna	Respite	0:05:54	Hour	Pending
36249084	May 10, 2023	Punch	Hourly	Ave Anna	Respite	0:05:54	Hour	Rejected	

Reject a Time Entry

To complete these steps the entries tab must be selected.



1. Select the entries row that needs edits.

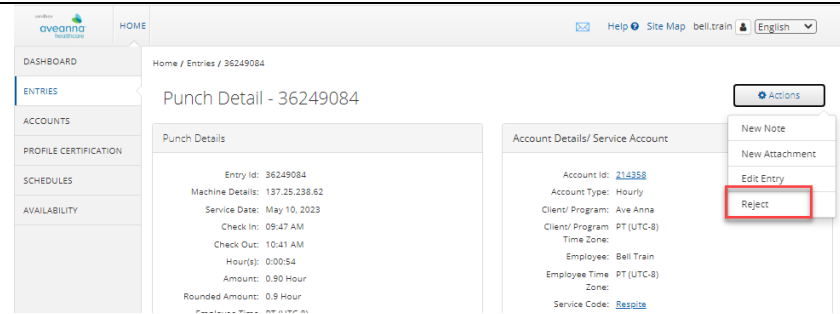
Id	Service Date	Type	Account Type	Ref.	Client Name	Service Code	Amount	Unit Type	Status
49176123	Apr 20, 2023	Punch	Hourly		Test Client	Community Living Supports (Individual and Agency)	0:02:30	Dollar	Pending
49164245	Apr 13, 2023	Punch	Hourly		Test Client	Community Living Supports (Individual and Agency)	0:02:00	Dollar	Pending
49162272	Apr 14, 2023	Punch	Hourly		Test Client	Community Integration Supports	0:05:00	Dollar	Pending

Note: If the status is **unvalidated**, or **approved** reject will **not** be available.

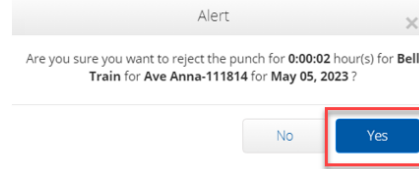
Id	Service Date	Type	Account Type	Ref.	Client Name	Service Code	Amount	Unit Type	Status
49176123	Apr 20, 2023	Punch	Hourly		Test Client	Community Living Supports (Individual and Agency)	0:02:30	Dollar	Pending
49164245	Apr 13, 2023	Punch	Hourly		Test Client	Community Living Supports (Individual and Agency)	0:02:00	Dollar	Pending
49162272	Apr 14, 2023	Punch	Hourly		Test Client	Community Integration Supports	0:05:00	Dollar	Pending

2. Click on the Actions menu and select **Reject**.

Note: Reject can only be selected before hours are approved.




3. Click **Yes** on the alert.



Note: The time entry will be updated to a rejected status.

36249017	May 05, 2023	Punch	Hourly	Ave Anna	Respite	0:00:02	Hourly	Rejected
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Tip: visit <https://aveannasupportservices.com/resources/care-provider-resources/aveannacare/> to access videos and printable user guides.

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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