

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>					avec	anna						
	username.					he	althcare.						
	https://aveanna.dcisoftware.com/					-	ign In						
				da	lia caregiver								
										-			
					lemember me			Forgot y	our pass	word?			
							Sign In						
2.	Go to the "Entries Requiring to Sign Off"				aveanna		HOME						
	lau.			D	ASHBOARD		ł	iome / E	intries	Requiring S	iign Off		
				E) O	NTRIES REQU	RING S	KIN <	Entri	es	Requir	ing Sig	n Off	
				Ð	NTRIES		_	From	n (MM	/DD/YYYY)		10	
	Overando HOME						Help 🛛 Site M	ap ave.ann	a 🛔 En	glish 🗸			
	DASHBOARD Home / Entries Requiring Sign Off												
	off Requiring Sign C	off											
	ENTRIES From (MM/DD/YYY) ACCOUNTS	i	To (MM/DD			i	Type Service C	ode					
	SCHEDULES Type Employee		Select Unit			~	Type Payrate N	lame					
								Re	set	Search			
	Select All												
								-		Export 2			
	Id Service Employee	Service Code	Start Time	End	EVV Locations	Units	Pay Rate Name	Status	EVV	Action			
	2 36248991 Mar 21, Bell Train 2023	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 2002	Respite	03:29	03:32	Clock In: N/A	0.05	Standard	Pending	No	SR			
3.	Apply a checkmark to one line entry. The or reject entry(s) by clicking " S " to sign of	"Sig f or "	n Of ′R″ †	f ″ c	or " Rej o Piect.	ect"	opti	ons	wil	beco	me av	ailable. S	ign off
4.	or click Select All to select all unapproved	time	e en	trie	S.								
5.	Click Sign Off or Reject.												

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	Home / Entries Requiring Sign Off														
	Entries Requiring Sign Off														
	F	From (MM/DD/YYYY)				To (MM/DD/YYYY)				Type :	Type Service Code				
	[Type Employee				Select Unit			~	Type I	Type Payrate Name				
													Reset	Search	
	Uns	select All	sign Off Reje	α											
														Export	
					a			market and and				<i>a</i>	Show	ing 5 out of 5 records	
		ld •	Date	Employee	Service Code	Start Time	End Time	EVV 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	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	
me entries	ha	ave b	een a	pproved	or rei	ected	•								
			•		- · • j										

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.dcisoftware.com/ using parent reimbursement	aveanna healthcare	
	username and password.	Sign In dalia.caregiver Remember me Forgot your password? Sign In	





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Note: Contact a local AveannaCare branch if a username and/or password has not been issued.										
TIP: Visit aveannasupportservices.com to find a local branch.										
You can also visit https://aveanpacupportservices.com/resources/care_provider_resources/aveanpacere/telaseses										
videos and printable user guides										
2. Click on Add Entry.	DASHBOARD Home > Dashboard									
	ENTRIES Add Entry									
	ACCOUNTS People Camper Caupe 02/12/2017 to 02/18/2017 Total Hours 02/12/2017 DOtal Hour									
	SCHEDULES 0-30 30-40 40+ A Antonio 200									
	AVAILABILITY Bendine House 0.00									
Complete all	required fields on the Add New Entry window.									
Entry Type and Employee Name will	Add New Entry									
default.										
2 Complete / Indate the following	Entry Type: * Punch ~									
fields	Employee Name: Bell Train									
a Account Type Select	Account Type: * Hourty									
"Hourly"	i de la competition de la comp									
h Client	Client: * Ave Anna5 - 121212									
c. Service Code. Select	Service Code: * Day Care Reimbursement ~									
"Day Care	Service Date: * 11/14/2023									
Reimbursement".										
d. Service Date. (Only if the	CHECK III. VIOLAIVI									
date is different)	Clock In EVV Location: Community									
e. Check-In/out.	Clock Out EVV Location: Community									
f. Reason. (See Note below.)										
	Check Out Date: 11/14/2023									
	Add Reason Codes: * Care Provider did not clock in & clock out - 170 ×									



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Note: To add a reason code, click on	1. Care Provider did not clock in/out in real time - 170								
the Add Reason Code field (a drop-	2. Care Provider did not clock in in real time - 150								
down menu will appear) click on one									
reason.	3. Care Provider did not clock out in real time - 160								
Important: For Day Care	 4. Issue with the app AveannaCare Mobile EVV - 200 5. Care Provider shift change - 190 								
Reimbursement always select the first									
reason code from the drop-down	6. The service was provided outside of the home - 230								
menu. The selected reason code does									
not affect payment.	7. The environment was upsafe 240								
4. Apply a check mark to the	Statements: V I certify the time worked is true and accurate								
statements and click Save.									
	Cancel								
5. Click Yes , on the alert.	Notes: Add Notes for Punch								
	Are you sure you want to cancel the existing punch for 0:06:00								
	Bell Train for Ave Anna-111814 for Nov 14, 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

