

**MOBILE WEB EDITION** 

SUPPORT SERVICES

This guide can be used to create a Transportation Reimbursement punch by accessing the AveannaCare Portal using a mobile device. This guide provides examples of both mileage and trip reimbursement.

# Creating a Mileage Reimbursement Punch

1. Access your phone's web browser. For example, Edge C or Chrome O. Search aveanna.dcisoftware.com.





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2. Add the username and password. Press Sign in.

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Forgot your password?	Forgot your password?
Sign In	Sign In
Go to Full Site Copyright © 2025 Direct Care Innovations. All rights reserved.	Go to Full Site Copyright © 2025 Direct Care Innovations. All rights reserved.

CREATING TRANSPORTATION REIMBURSEMENT PUNCH MobileWeb Edition Page 2 of 23



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3. Review all the alerts. Swipe up, then press ok.



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4. When the Home page loads, press on the three lines on the top right-hand corner. When the menu appears, press New Entry.

<ul> <li>News Post L Created Date: Aug 04, 2023 08:33:25 AM</li> <li>Subject: Recordatorio de horas extras (trabajar más de 40 horas a la semana) y confirmación de pago por parte del cliente</li> <li>Message: HORAS EXTRAS Los centros regionales no autorizan ni reembolsan las horas extraordinarias ni Created Date: Feb 15, 2023 08:18:27 AM</li> </ul>	News Post Lui addisoftware.com          Image: Second Control Contect Contecont	8:43 🖪	😰 🗟 🗐 71% 🛢	8:43 🖪	😰 🕈 🗟 🗐 71% 🖬
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5. The Add New Entry page will load. Press on the "Hourly" field and select Client Transportation.

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6. Start typing the client's first name. When the name appears, select it.

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7. In the "Service Code" field, select the service being provided. Press on the field, and a menu will appear. Select Transportation Reimbursement.

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8. Next, select the date the service was provided. Press on the calendar to access the monthly calendar. The date can also be free-texted.

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9. Next, enter the beginning number of miles being reported. Press in the Start Odometer Reading, enter "0". Press on the End Odometer Reading and enter the number of miles being reported.

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10. Swipe up to the Select Reason field. Press the field, and the menu will appear. Select the first reason. **Important**: Always select the first option for this field.

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11. Once the reason is selected, it will populate the field. Next, press on the Blue plus sign <sup>•</sup> to save the reason code. Once it is saved, it will appear in a box right underneath the field.

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Copyright © 2025 Direct Care Innovations. All rights reserved.	



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12. Lastly, press Save and Yes on the alert to save the punch entry.

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Action : 🖨	No
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Choose File	Choose File
Cancel	Cancel
Save	Save
Copyright © 2025 Direct Care Innovations. All rights reserved.	Copyright © 2025 Direct Care Innovations. All rights reserved.



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# Creating a Trip Reimbursement Punch

This process can be done for trip reimbursements and bus or train passes.

1. Press on the three lines on the top right-hand corner. When the menu appears, press New Entry.

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Hours:0:06:38 Client Name: Test Client	>	Entries	
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Service Date: Mar 14, 2025		Search	
Hours:0:08:01 Client Name: Test Client	>	Site Map	
Account Type: Hourly Status: <mark>Pending</mark>		Logout	
Service Date: Mar 06, 2025 Hours:0:05:30 Client Name: Test Client Account Type: Hourly Status: Pending	>		
Service Date: Mar 11, 2025 Hours:0:08:00 Client Name: Test Client Account Type: Hourly Status: Pending	>		
Service Date: Mar 07, 2025 Hours:0:09:30 Client Name: Test Client Account Type: Hourly Status: Ponding	>		



**MOBILE WEB EDITION** 

SUPPORT SERVICES

2. The Add New Entry window will open. Press on the Hourly field and select Client Transportation.

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**MOBILE WEB EDITION** 

SUPPORT SERVICES

3. Press on the Type Client Name field. Start typing the client's name. When the name appears, select it.

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**MOBILE WEB EDITION** 

SUPPORT SERVICES

4. Press on the Select Service field. When the menu appears, select Transportation Reimbursement.

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End Odometer Reading	End Odometer Reading
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**MOBILE WEB EDITION** 

SUPPORT SERVICES

5. Enter the date services were provided. Press on the calendar icon. A calendar will appear. Select the date. The date can also be free-texted.

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CREATING TRANSPORTATION REIMBURSEMENT PUNCH MobileWeb Edition Page 17 of 23



**MOBILE WEB EDITION** 

SUPPORT SERVICES

6. Enter the Start Odometer Reading. Always start at "0". Next, enter the End Odometer Reading. This field can vary depending on whether the reimbursement is for a trip (e.g., Uber or Lyft) or a transportation pass (e.g., Bus or Train pass).

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SUPPORT SERVICES

#### **MOBILE WEB EDITION**

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#### **Trip Reimbursement**

Note: Always Start the Odometer at **0** and End the Odometer with the total number of trips for that day. In this example, 2 trips are punched by entering "0" in the **Start** Odometer Reading and "2" in the End Odometer Reading fields.

#### **Transportation Pass Reimbursement**

**Note:** For bus passes or train passes. Always Start at 0 and End at 1 for one day per month. Click on the Attachment field and add a receipt of purchase.



**MOBILE WEB EDITION** 

SUPPORT SERVICES

7. Next, press on the Select Reason dropdown. When the menu appears, select the first option. **Important**: Always select the first option in this field.

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03/24/2025	<b></b>		2. Care Provider did not clock in in real time	0
0			3. Care Provider did not clock-out in real-time	0
2			4. Issue with the app AveannaCare Mobile EVV	0
2.00			5. Care Provider shift change	0
Select Reason			6. The service was provided outside of the home	0
Diagnosis Code	•		7. The environment was unsafe	0
Add Notes for Punch			8. Family/Consumer did not want to receive service	0
Choose File			9. Different reason, NOTE REQUIRED	0
Cancel			Cancel	



**MOBILE WEB EDITION** 

#### SUPPORT SERVICES

8. Now press on the Blue plus sign<sup>(\*)</sup> to save the reason code. The code will be displayed directly below the reason field.

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Add Notes for Punch	Save
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#### **MOBILE WEB EDITION**

#### ADDING RECEIPTS

Adding receipts is only required when an Aveanna team member instructs you to attach receipts. Some examples can be Lyft or Uber receipts.

- a) Click on Choose File
- b) Choose Camera to take a picture of the receipt or Choose Image to attach a screenshot.

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Choose File	Camera Camcorder Photos & videos

When the Image is attached, it will appear as an attachment.





**MOBILE WEB EDITION** 

SUPPORT SERVICES

9. Press on the Save button and press Yes on the Alert to finalize the entry.

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Action : 🖨	
Diagnosis Code	No
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Choose File	Choose File
Cancel	Cancel
Save	Save
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