

CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

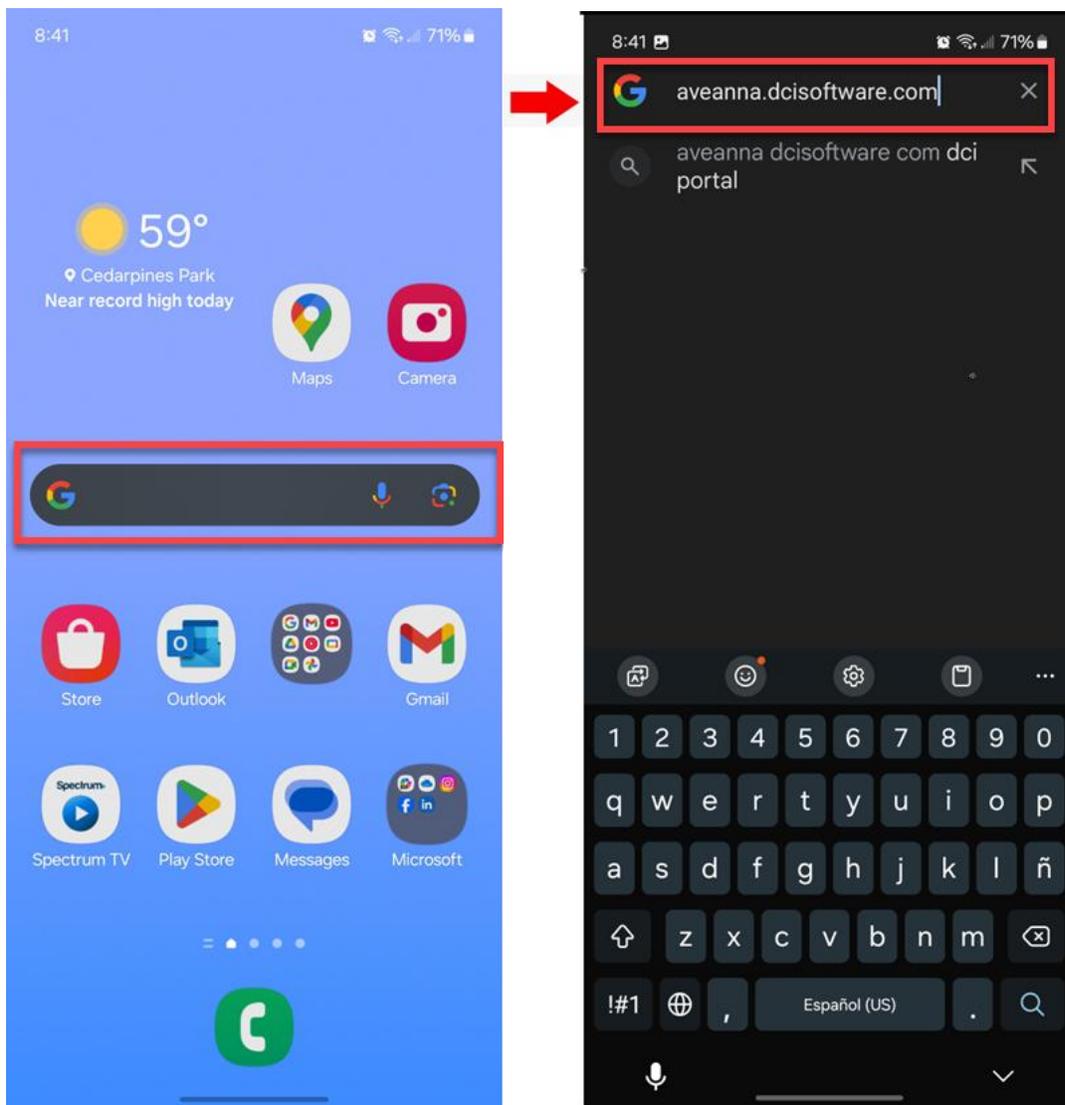


SUPPORT SERVICES

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

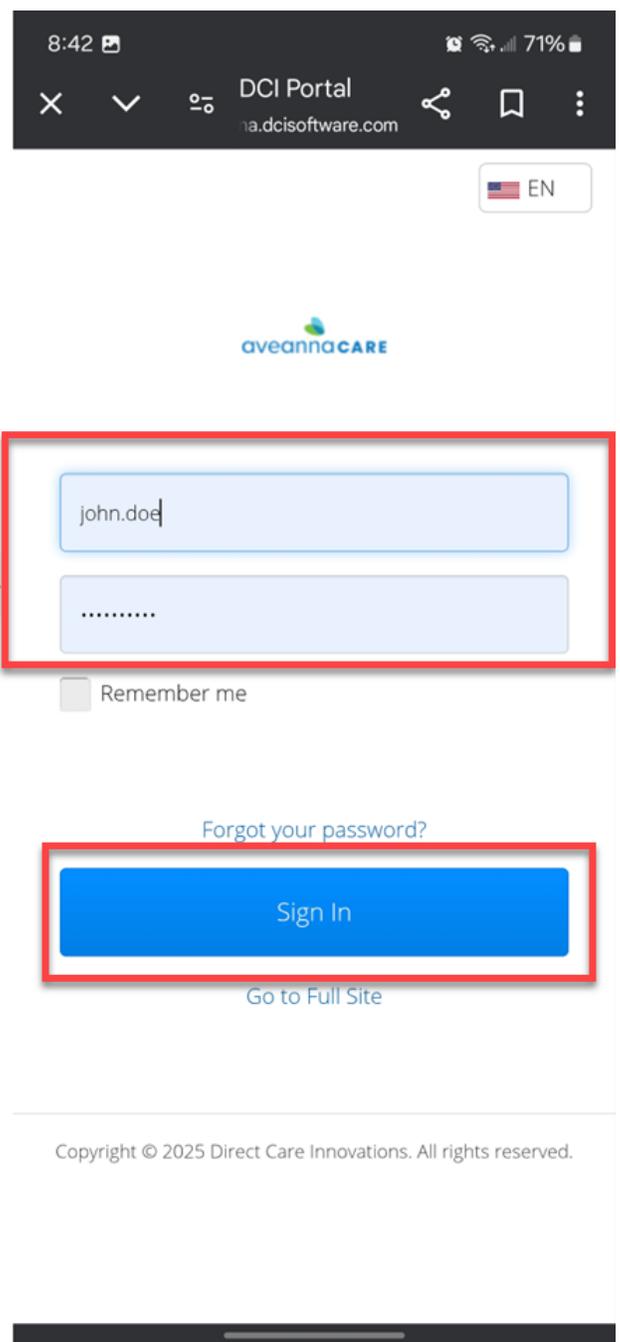
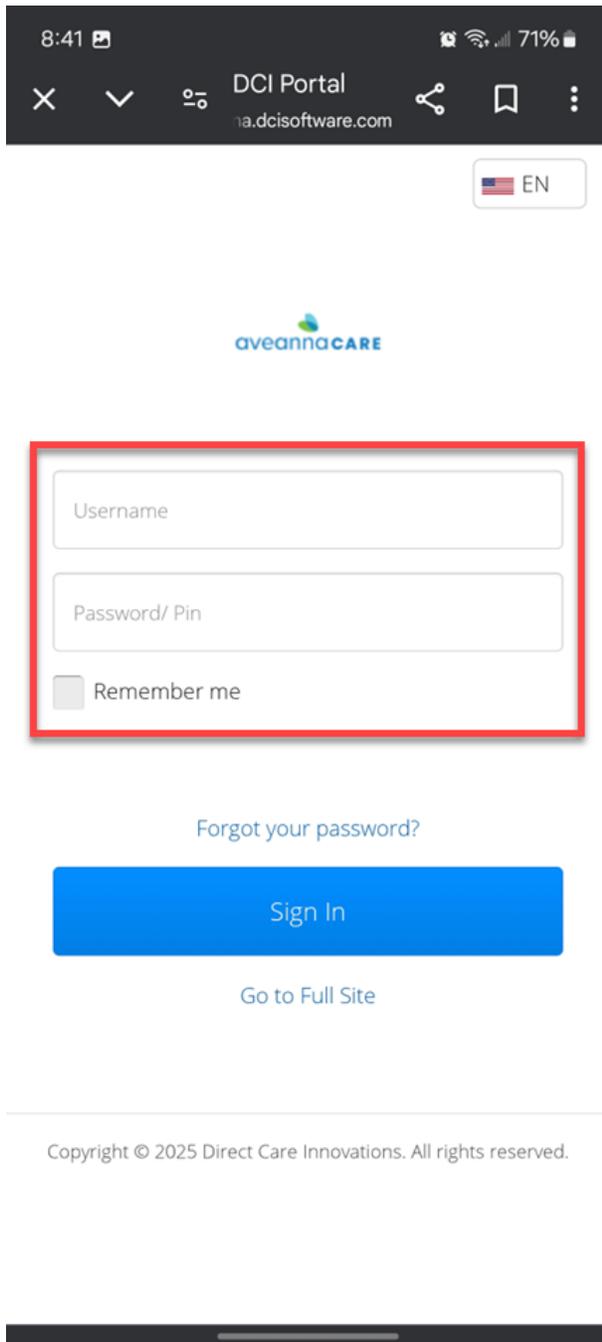
1. Access your phone's web browser. For example, Edge  or Chrome . Search aveanna.dcssoftware.com.



CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

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



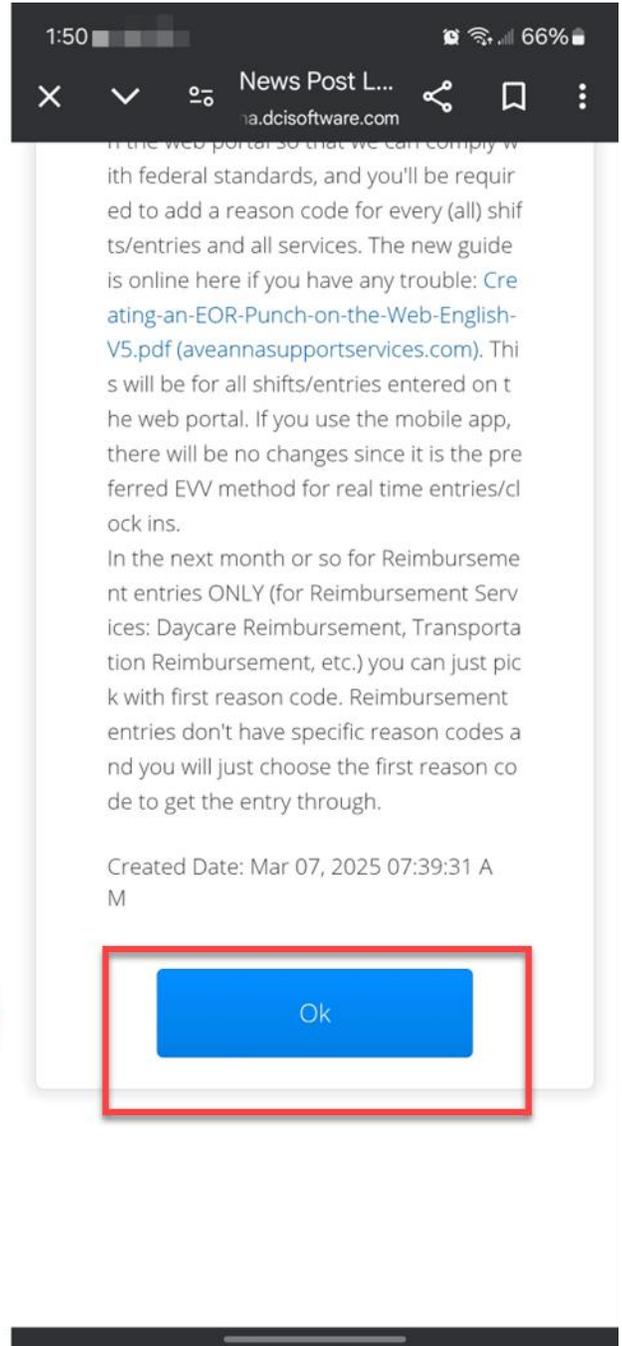
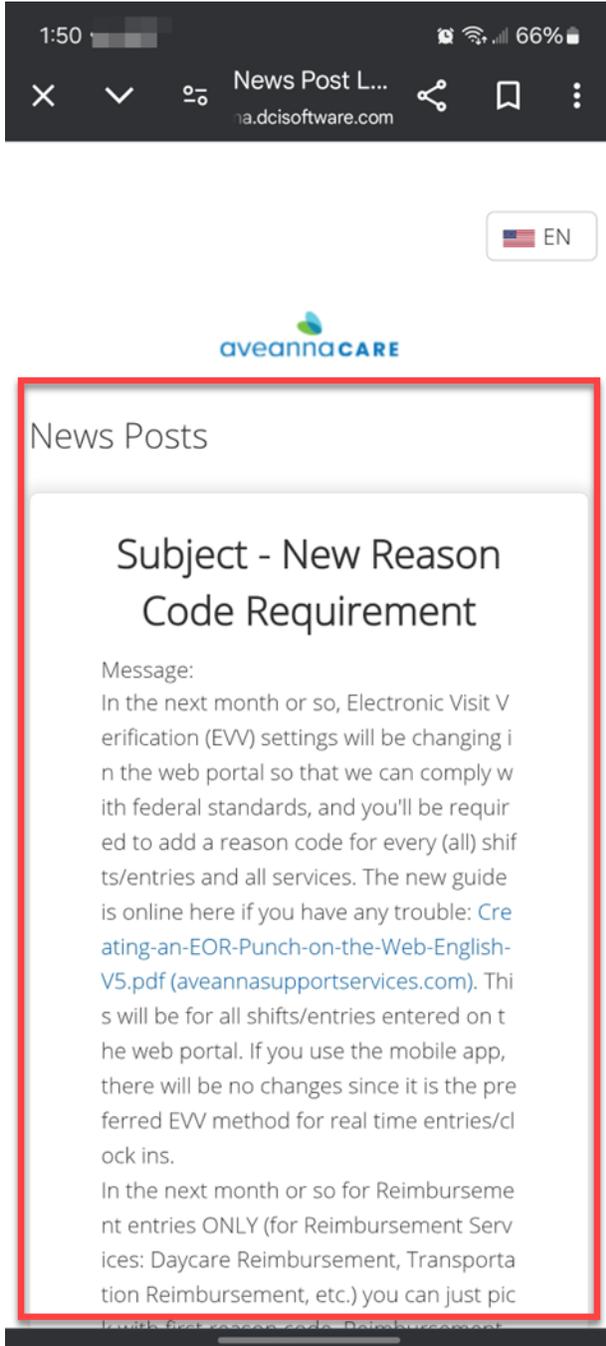
CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION



SUPPORT SERVICES

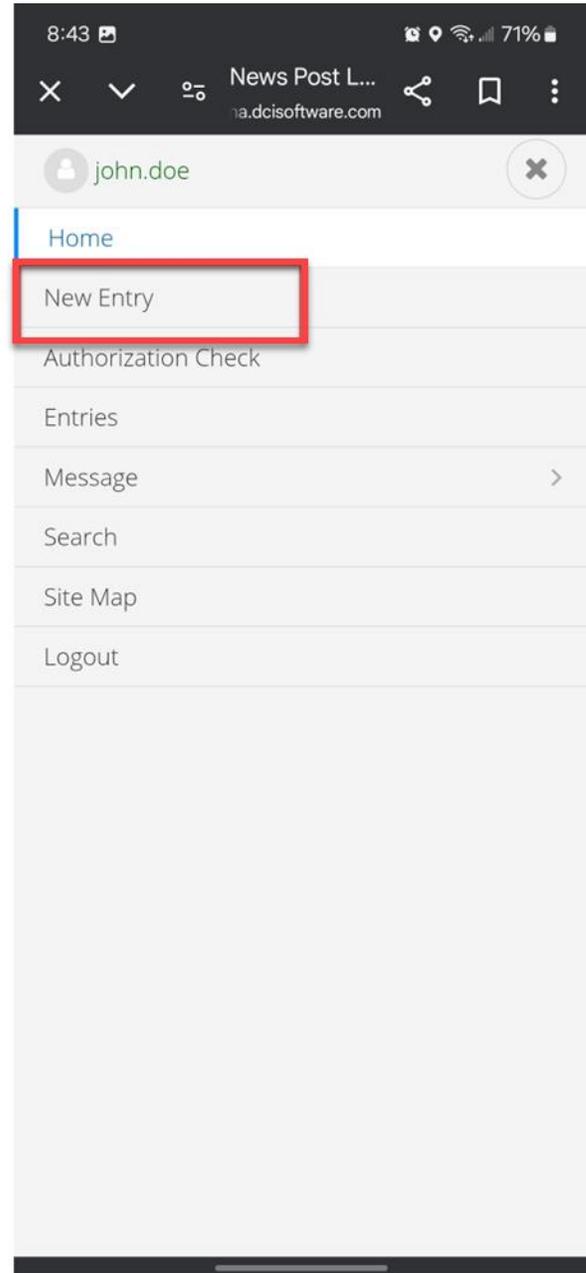
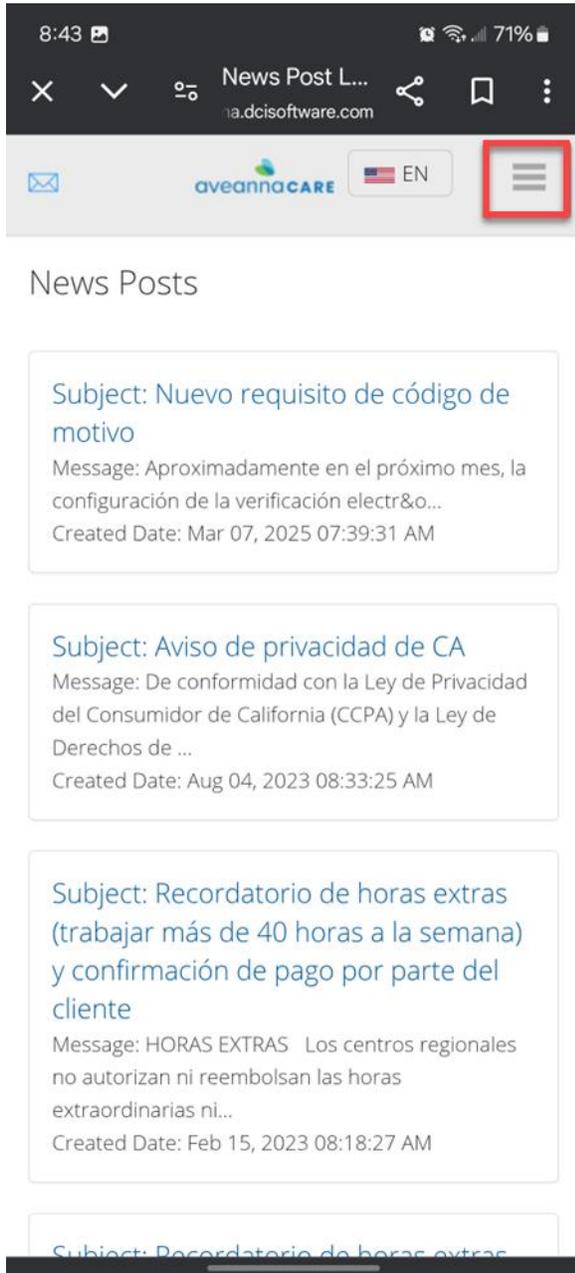
3. Review all the alerts. Swipe up, then press ok.



CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

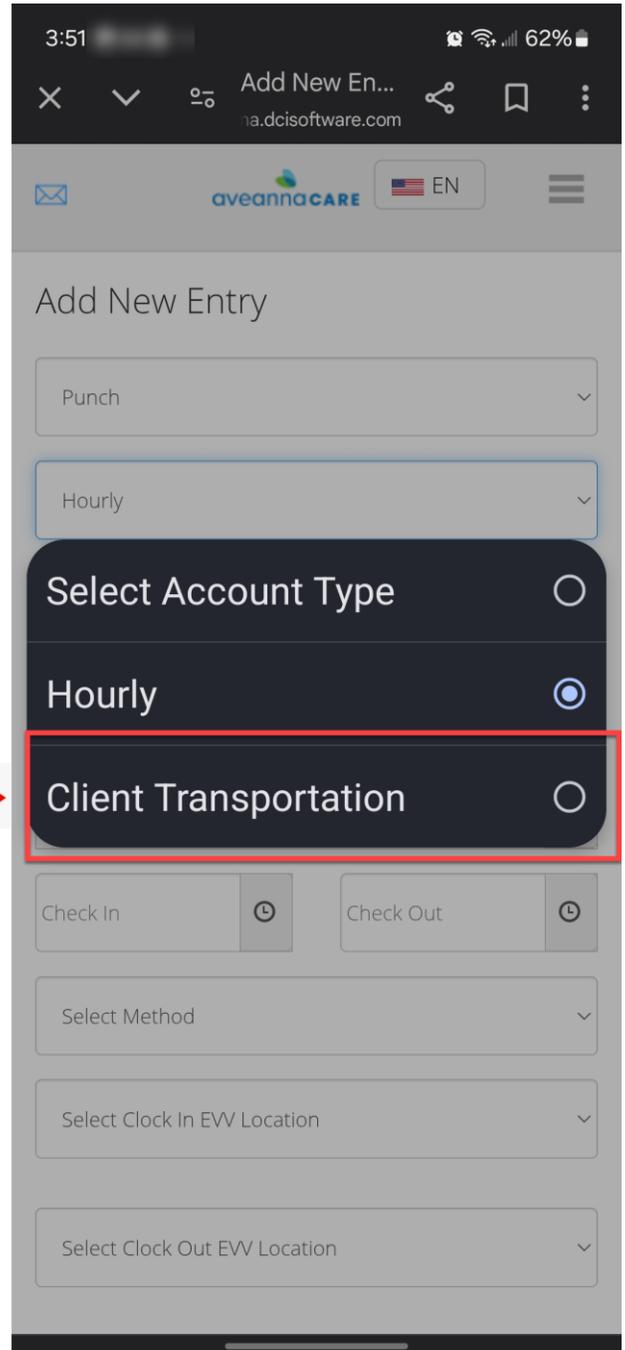
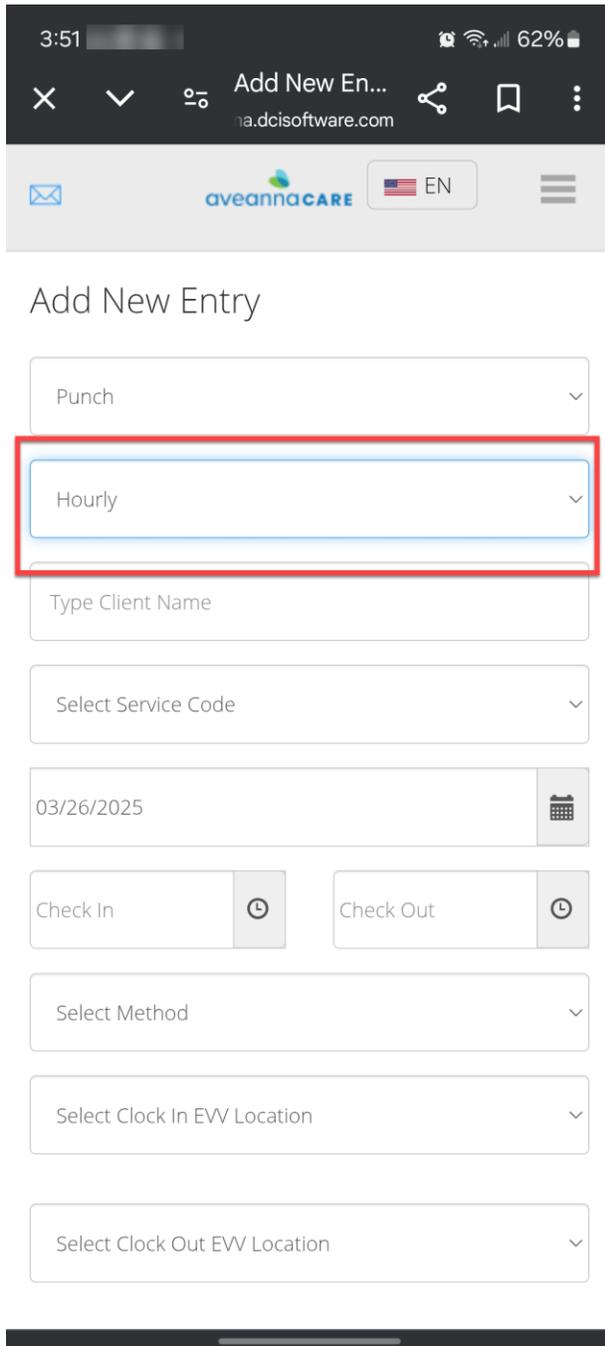
- When the Home page loads, press on the three lines on the top right-hand corner. When the menu appears, press New Entry.



CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

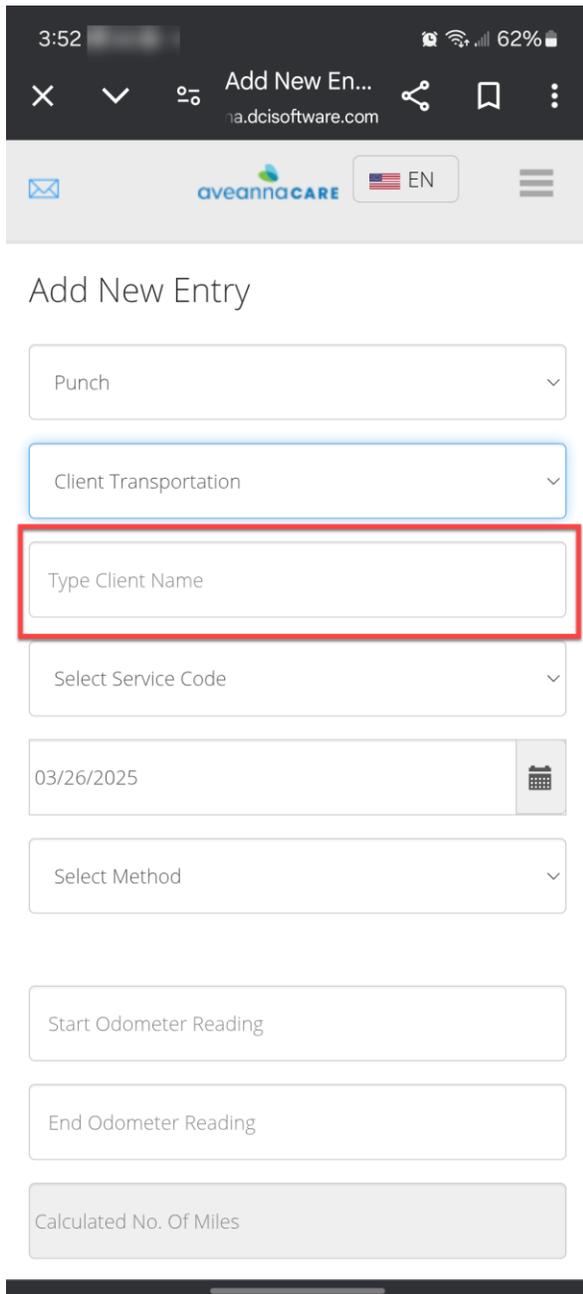
5. The Add New Entry page will load. Press on the “Hourly” field and select Client Transportation.



CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

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



3:52 Add New En...
na.dcisoftware.com

aveannacare EN

Add New Entry

Punch

Client Transportation

Type Client Name

Select Service Code

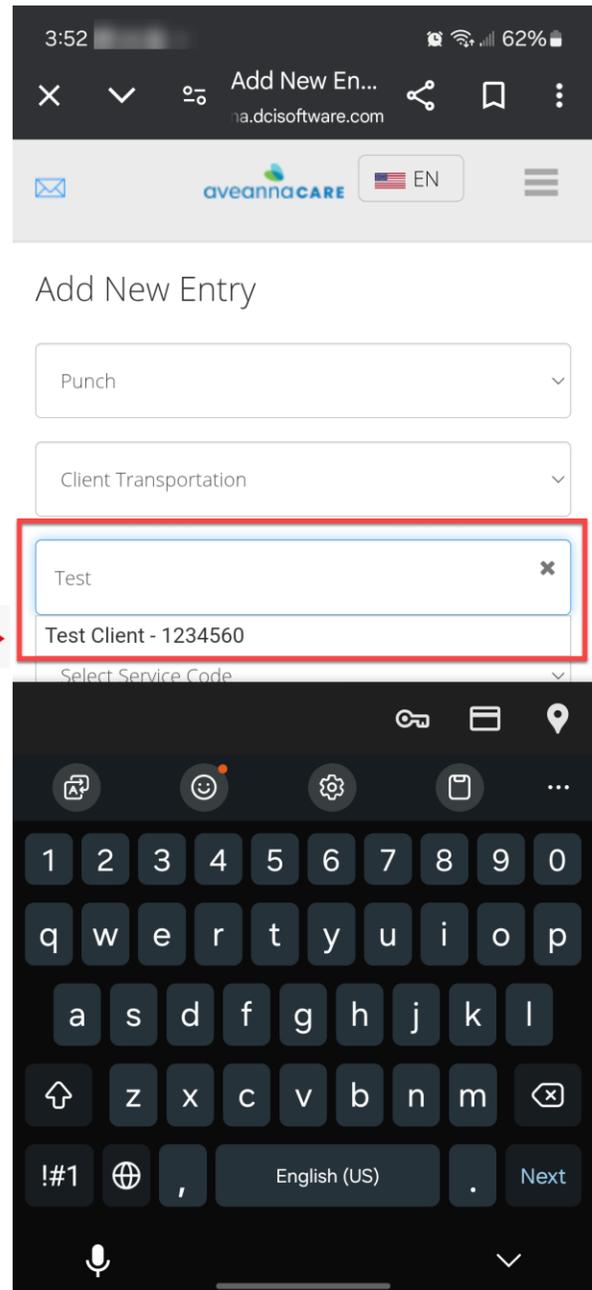
03/26/2025

Select Method

Start Odometer Reading

End Odometer Reading

Calculated No. Of Miles



3:52 Add New En...
na.dcisoftware.com

aveannacare EN

Add New Entry

Punch

Client Transportation

Test

Test Client - 1234560

Select Service Code

1 2 3 4 5 6 7 8 9 0

q w e r t y u i o p

a s d f g h j k l

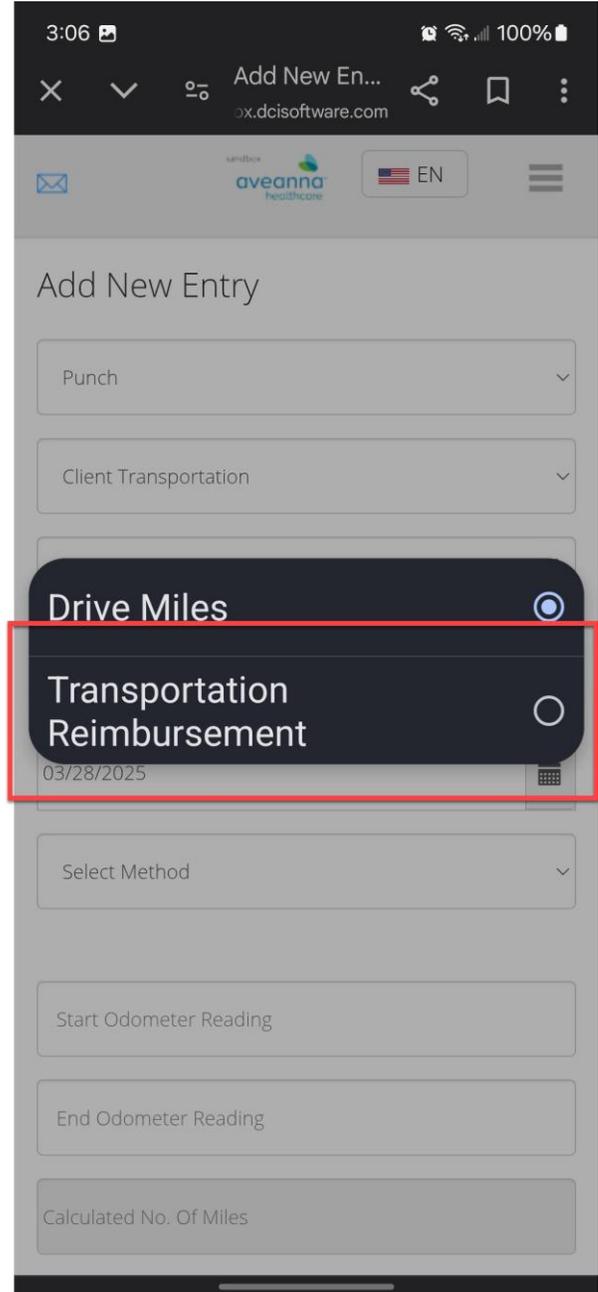
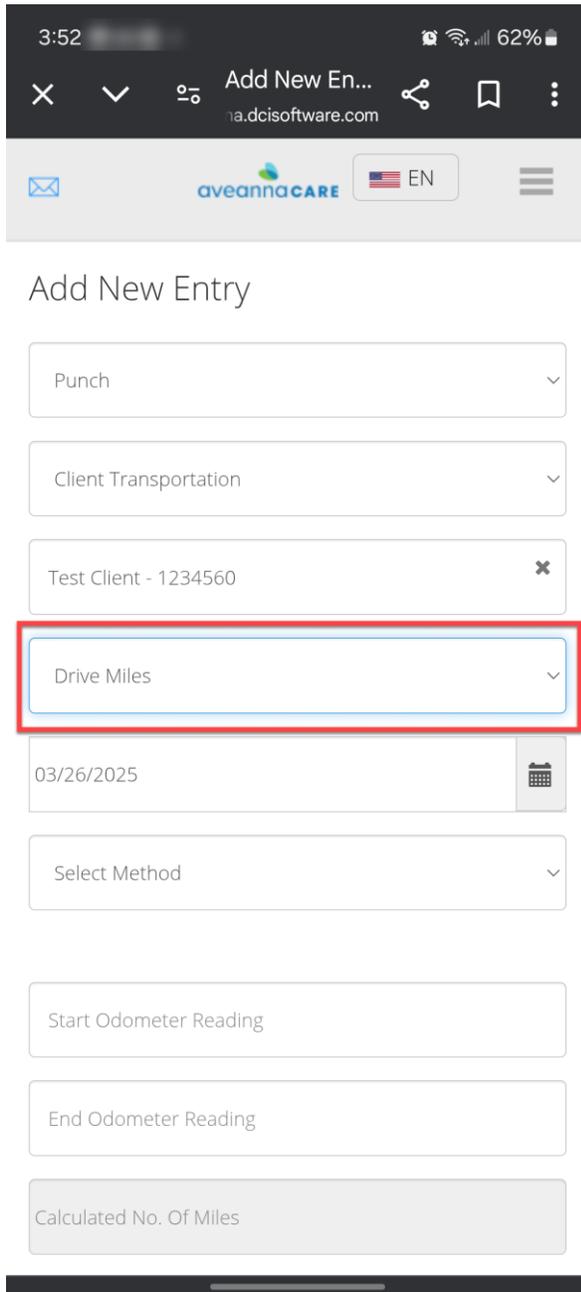
z x c v b n m

!#1 , English (US) . Next

CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

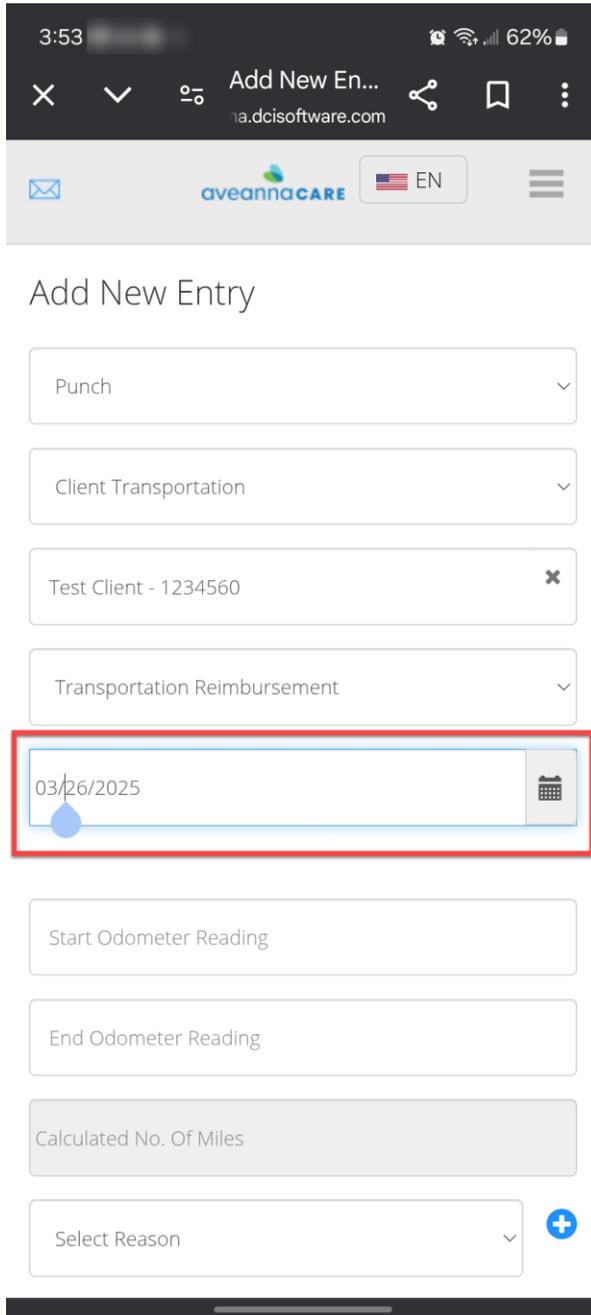
7. In the "Service Code" field, select the service being provided. Press on the field, and a menu will appear. Select Transportation Reimbursement.



CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

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



3:53 62%

Add New En...
na.dcisoftware.com

aveannacare EN

Add New Entry

Punch

Client Transportation

Test Client - 1234560

Transportation Reimbursement

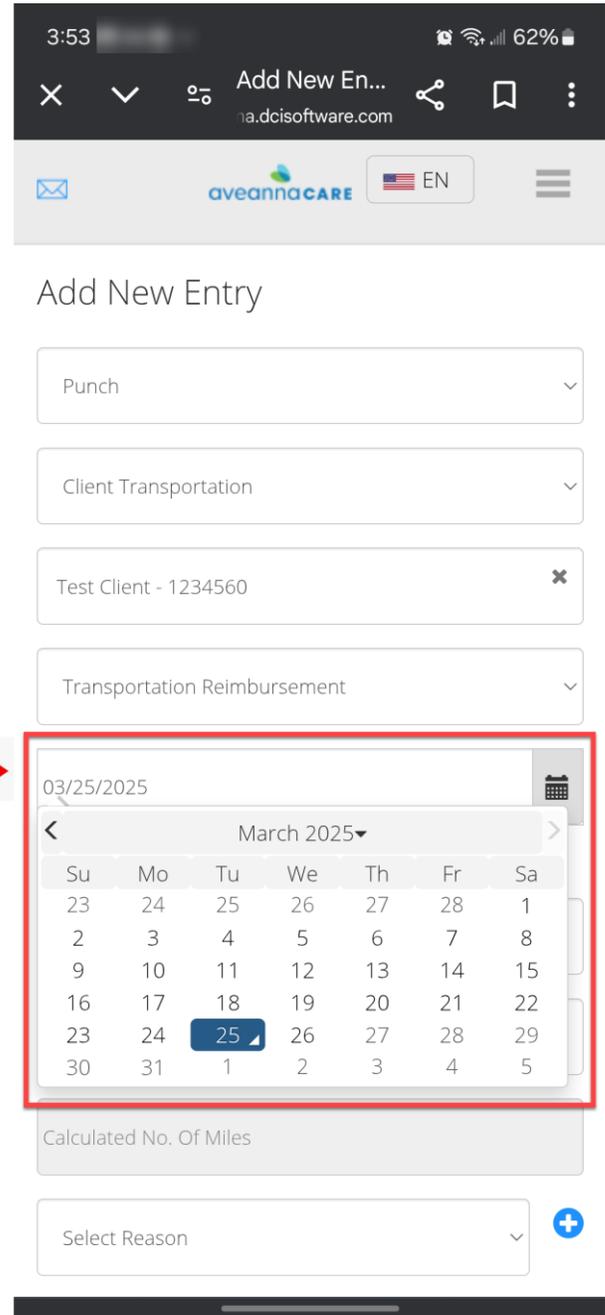
03/26/2025

Start Odometer Reading

End Odometer Reading

Calculated No. Of Miles

Select Reason



3:53 62%

Add New En...
na.dcisoftware.com

aveannacare EN

Add New Entry

Punch

Client Transportation

Test Client - 1234560

Transportation Reimbursement

03/25/2025

March 2025

Su	Mo	Tu	We	Th	Fr	Sa
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

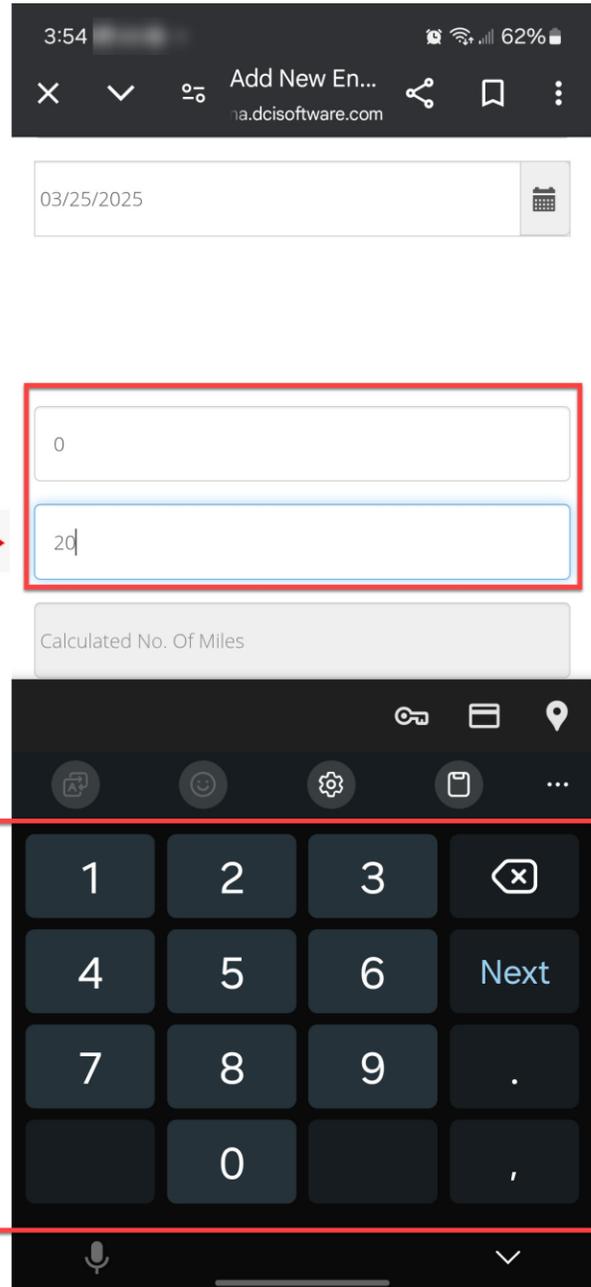
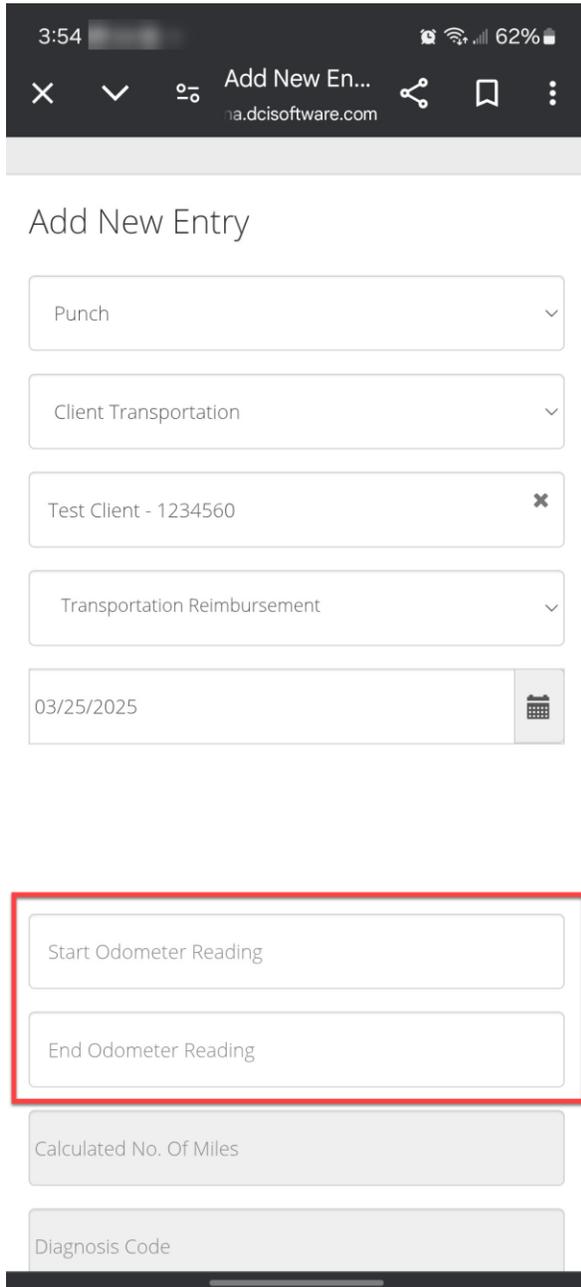
Calculated No. Of Miles

Select Reason

CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

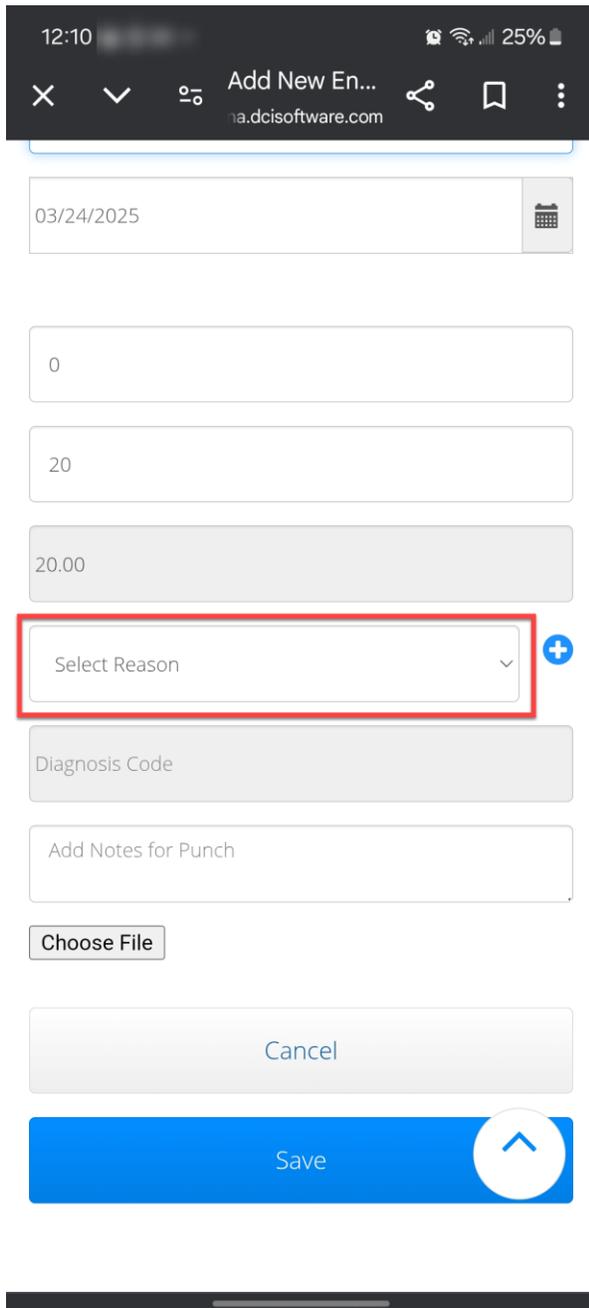
- Next, enter the beginning number of miles being reported. Press in the Start Odometer Reading, enter "0". Press on the End Odometer Reading and enter the number of miles being reported.



CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

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.



12:10 25%

Add New En...
na.dcisoftware.com

03/24/2025

0

20

20.00

Select Reason

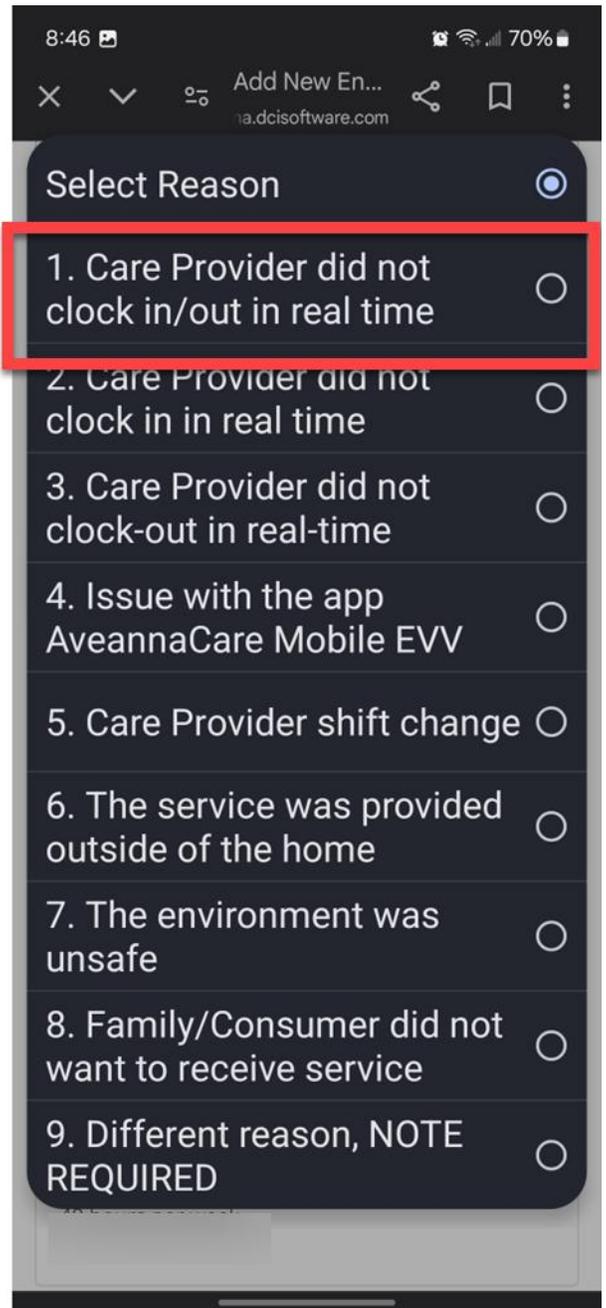
Diagnosis Code

Add Notes for Punch

Choose File

Cancel

Save



8:46 70%

Add New En...
na.dcisoftware.com

Select Reason

1. Care Provider did not clock in/out in real time

2. Care Provider did not clock in in real time

3. Care Provider did not clock-out in real-time

4. Issue with the app AveannaCare Mobile EVV

5. Care Provider shift change

6. The service was provided outside of the home

7. The environment was unsafe

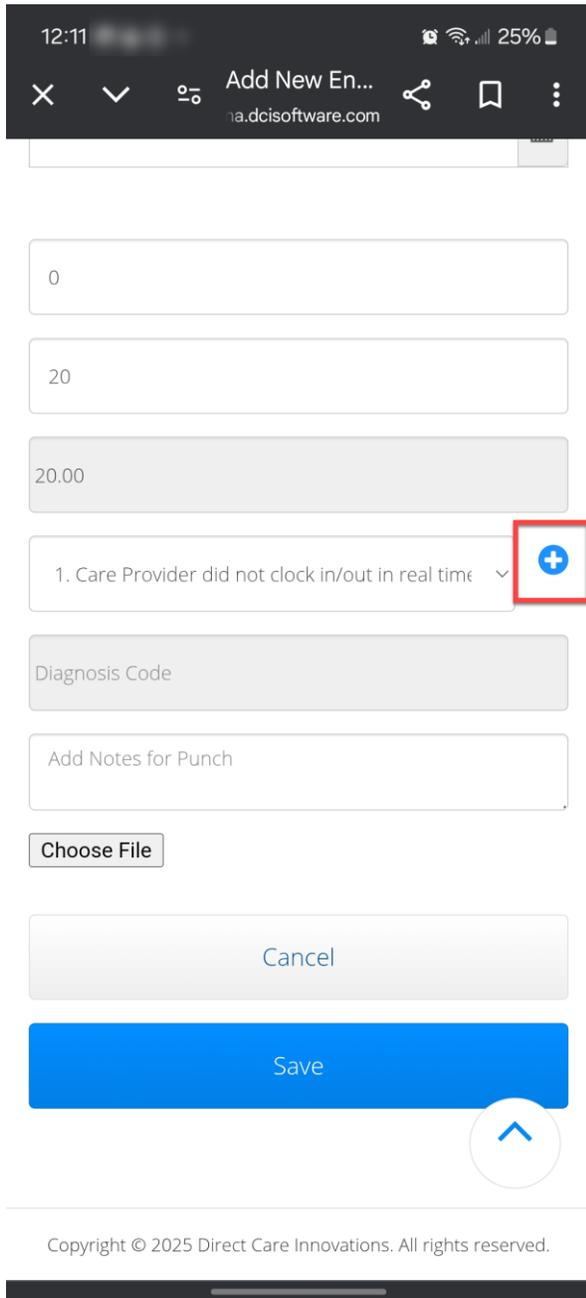
8. Family/Consumer did not want to receive service

9. Different reason, NOTE REQUIRED

CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

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



12:11 25%

Add New En...
na.dcisoftware.com

0

20

20.00

1. Care Provider did not clock in/out in real time 

Diagnosis Code

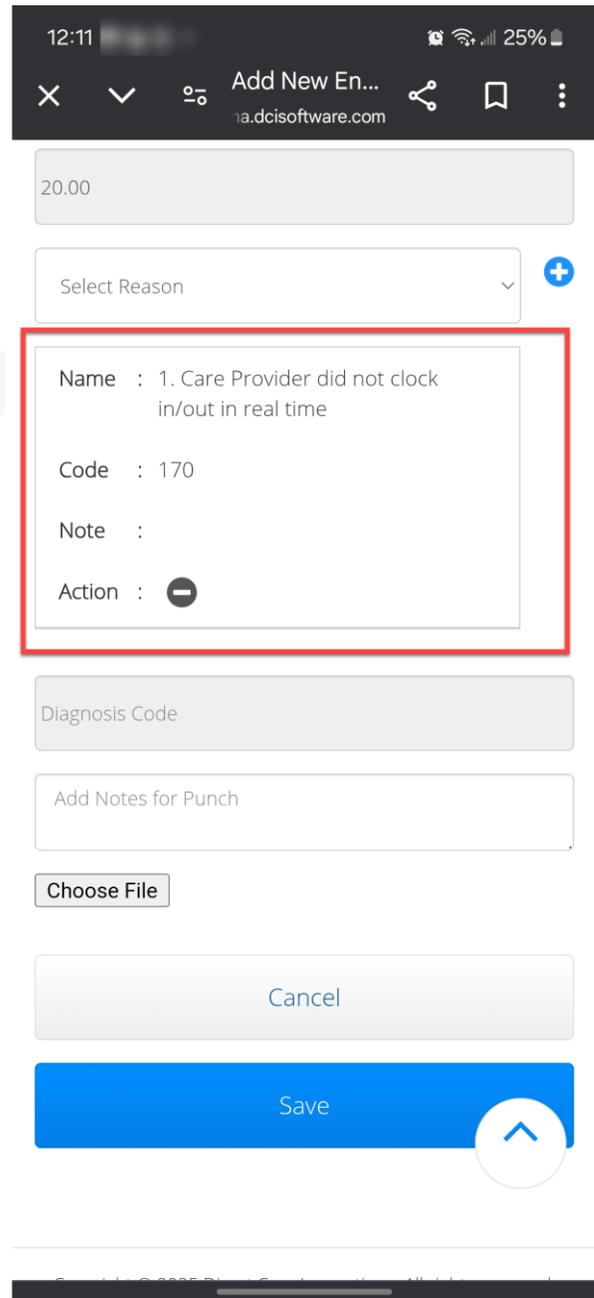
Add Notes for Punch

Choose File

Cancel

Save

Copyright © 2025 Direct Care Innovations. All rights reserved.



12:11 25%

Add New En...
na.dcisoftware.com

20.00

Select Reason 

Name : 1. Care Provider did not clock in/out in real time

Code : 170

Note :

Action : 

Diagnosis Code

Add Notes for Punch

Choose File

Cancel

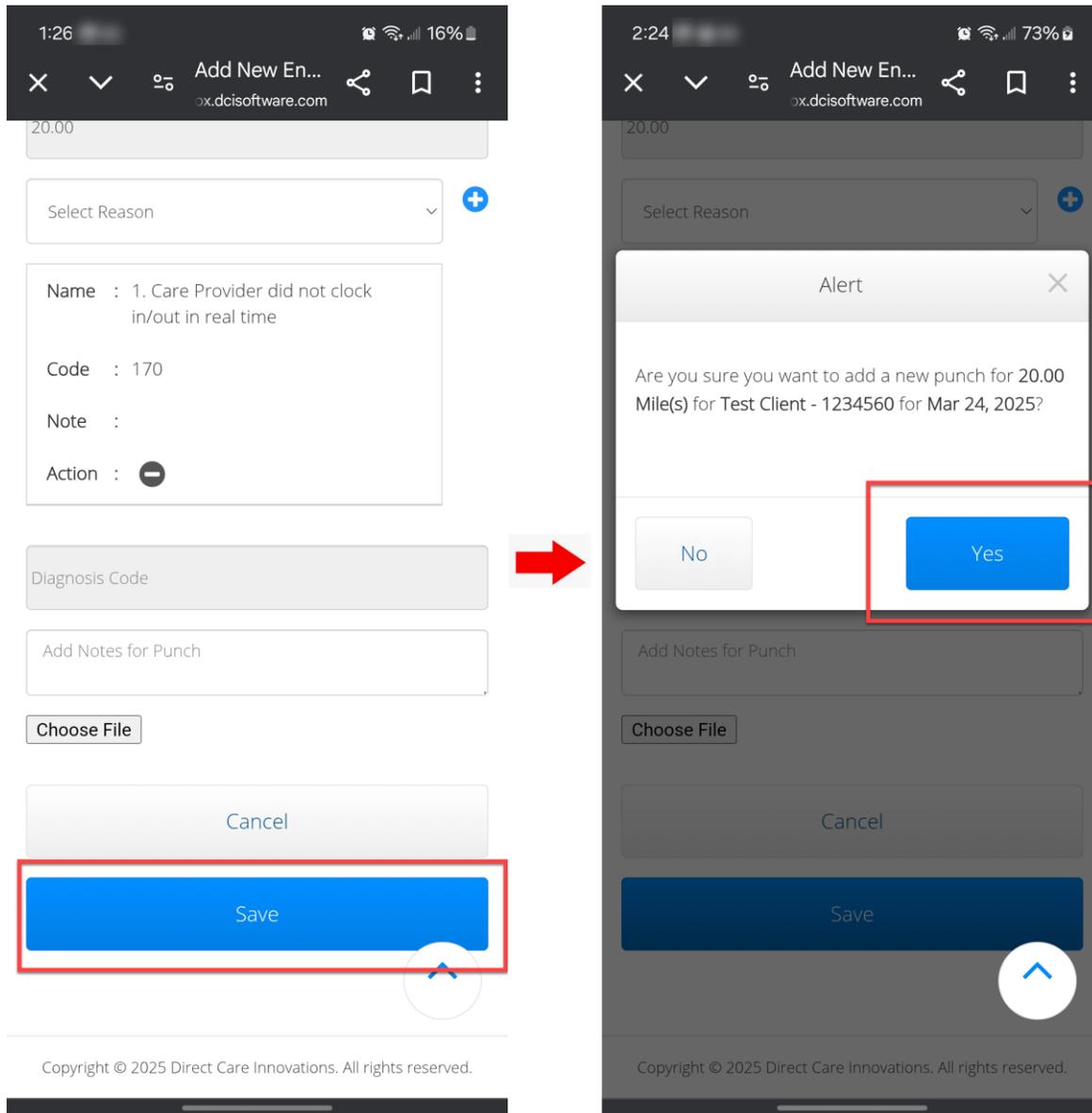
Save

Copyright © 2025 Direct Care Innovations. All rights reserved.

CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

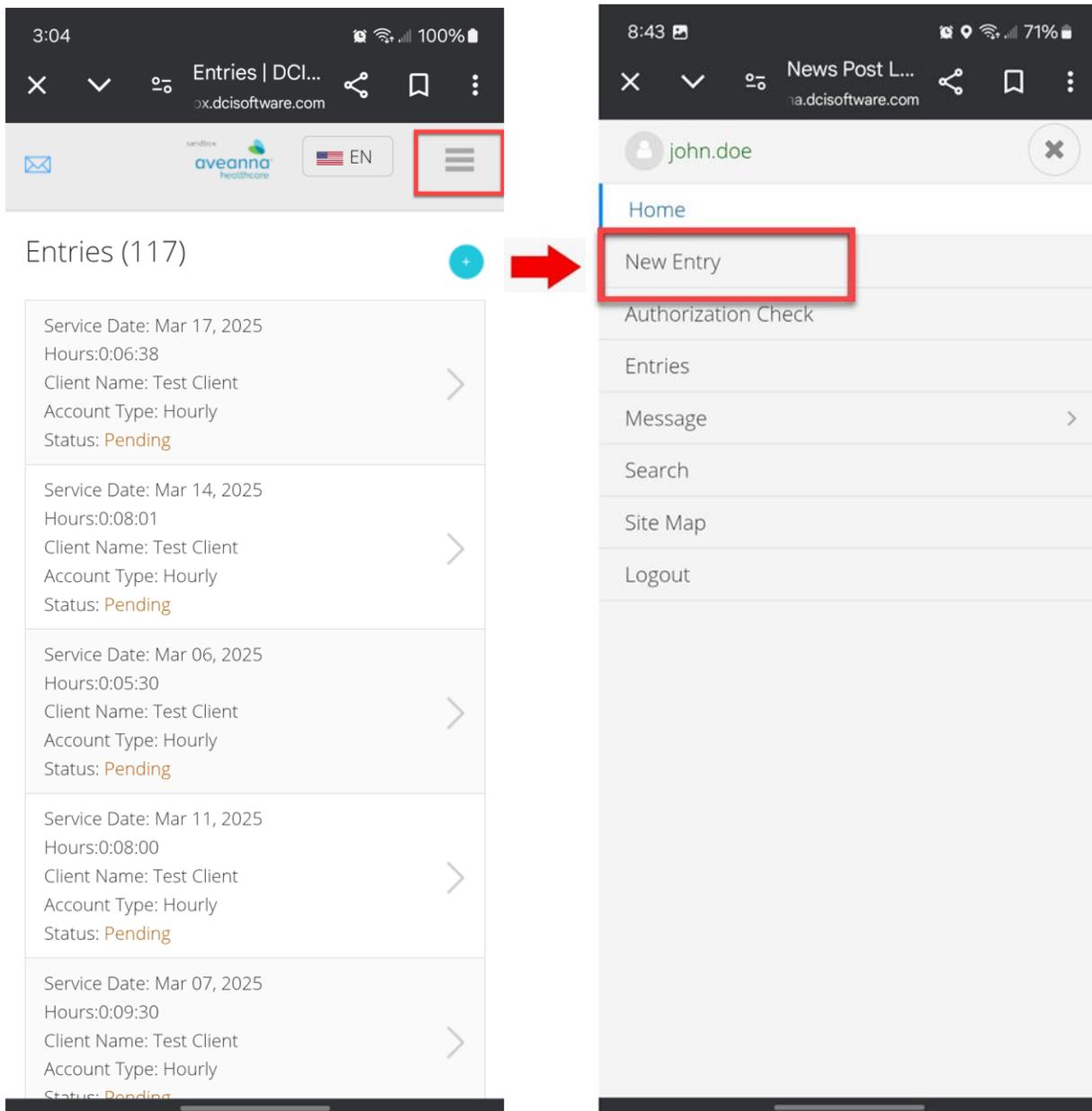
12. Lastly, press Save and Yes on the alert to save the punch entry.



Creating a Trip Reimbursement Punch

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

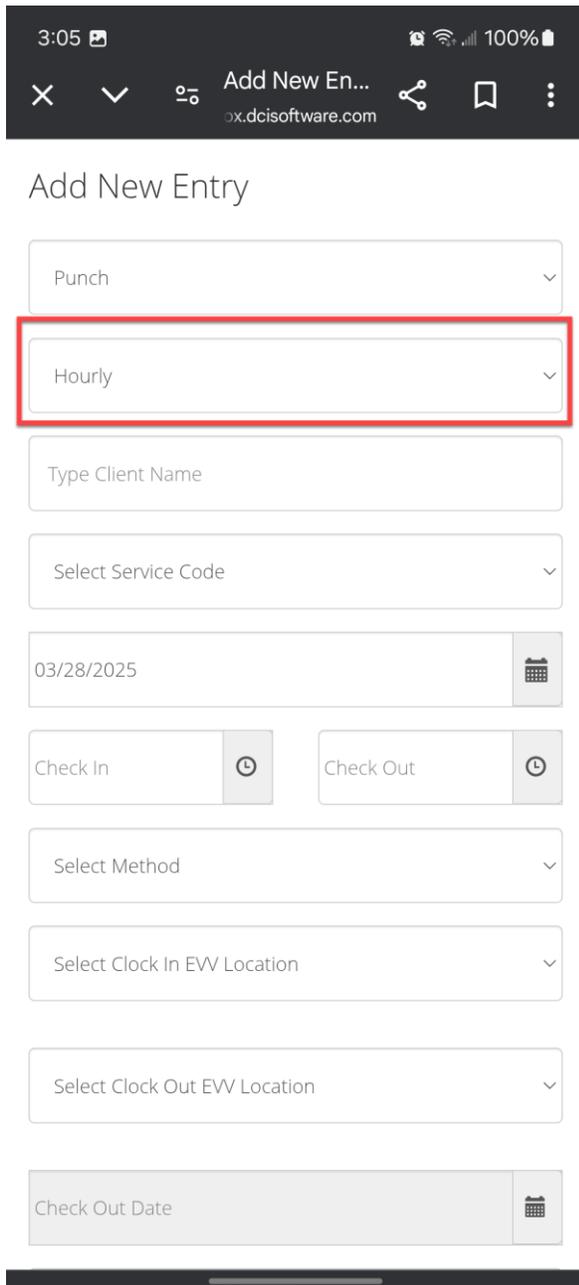
1. Press on the three lines on the top right-hand corner. When the menu appears, press New Entry.



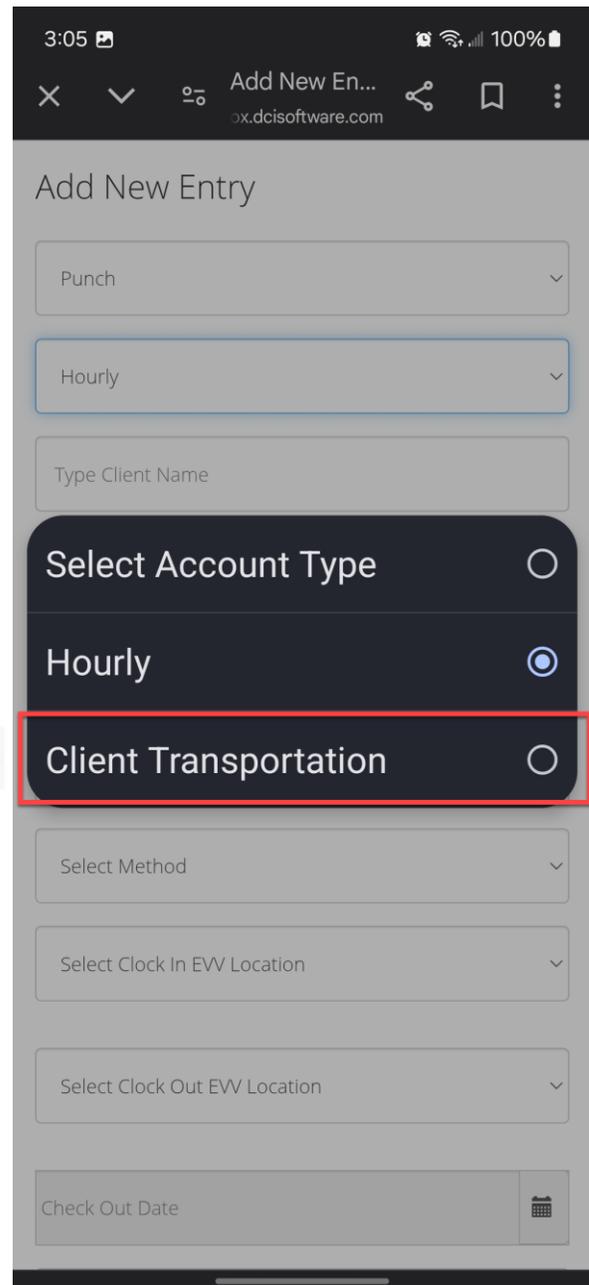
CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

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



The screenshot shows the 'Add New Entry' form with the following fields: 'Punch' (dropdown), 'Hourly' (dropdown, highlighted with a red box), 'Type Client Name' (text input), 'Select Service Code' (dropdown), '03/28/2025' (date field with calendar icon), 'Check In' and 'Check Out' (time pickers), 'Select Method' (dropdown), 'Select Clock In EW Location' (dropdown), 'Select Clock Out EW Location' (dropdown), and 'Check Out Date' (date field with calendar icon).

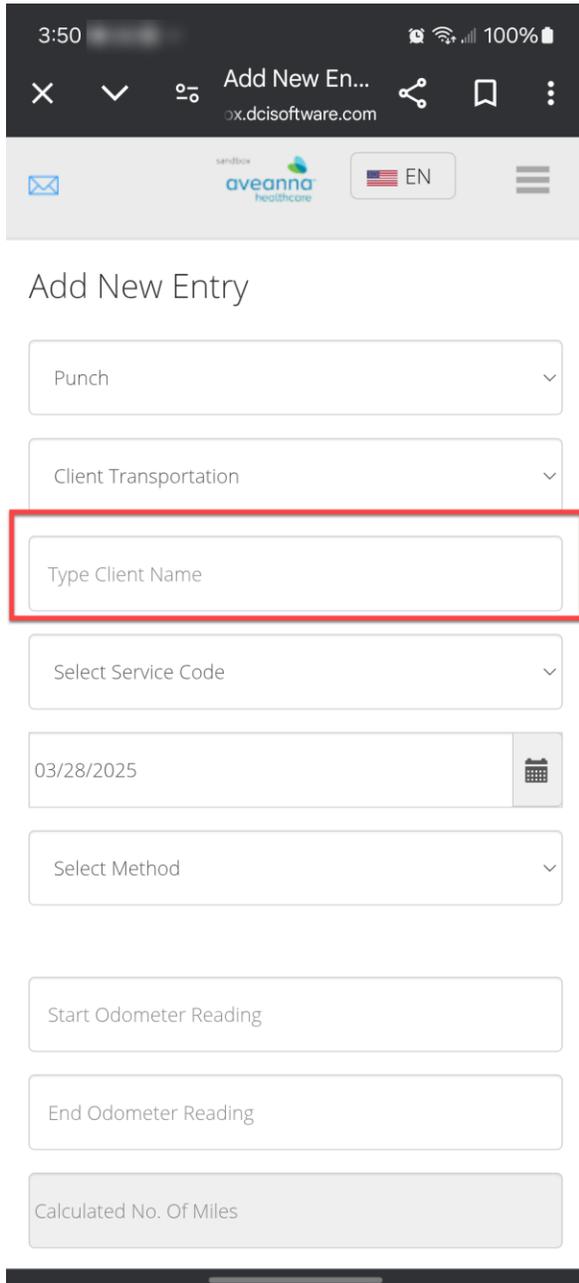


The screenshot shows the 'Add New Entry' form with a modal menu open over the 'Hourly' field. The modal menu has the following options: 'Select Account Type' (radio button), 'Hourly' (radio button, selected), and 'Client Transportation' (radio button, highlighted with a red box). The background form is dimmed.

CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

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



3:50 Add New En...
ox.dcisoftware.com

aveanna healthcare EN

Add New Entry

Punch

Client Transportation

Type Client Name

Select Service Code

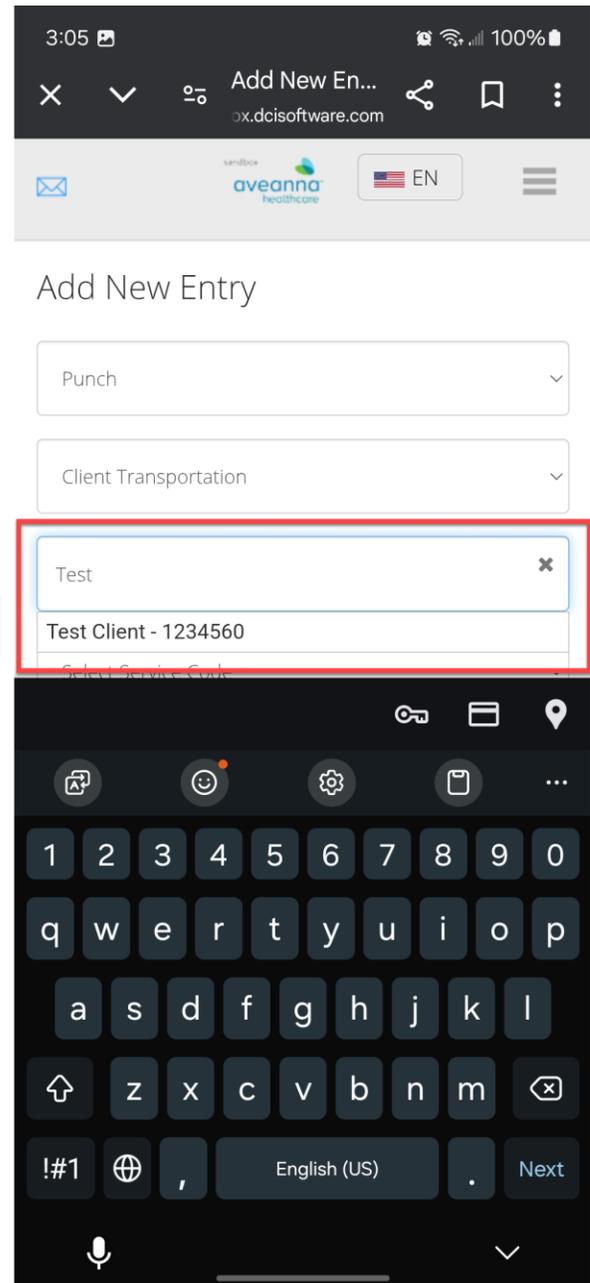
03/28/2025

Select Method

Start Odometer Reading

End Odometer Reading

Calculated No. Of Miles



3:05 Add New En...
ox.dcisoftware.com

aveanna healthcare EN

Add New Entry

Punch

Client Transportation

Test

Test Client - 1234560

Select Service Code

1 2 3 4 5 6 7 8 9 0

q w e r t y u i o p

a s d f g h j k l

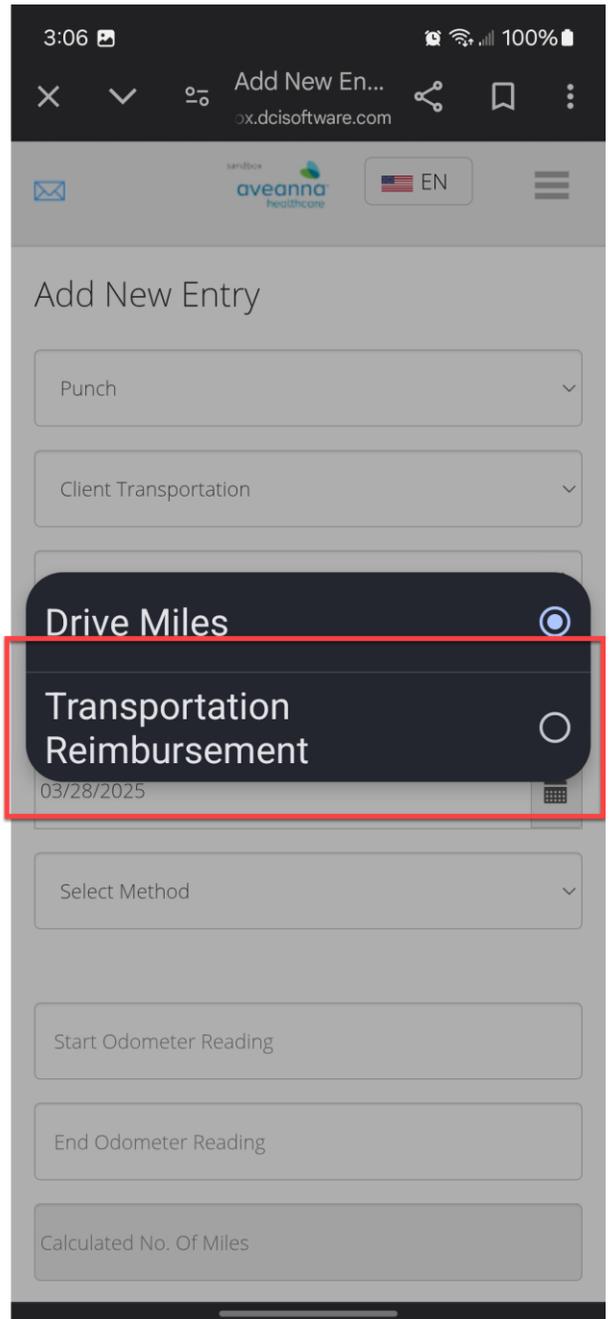
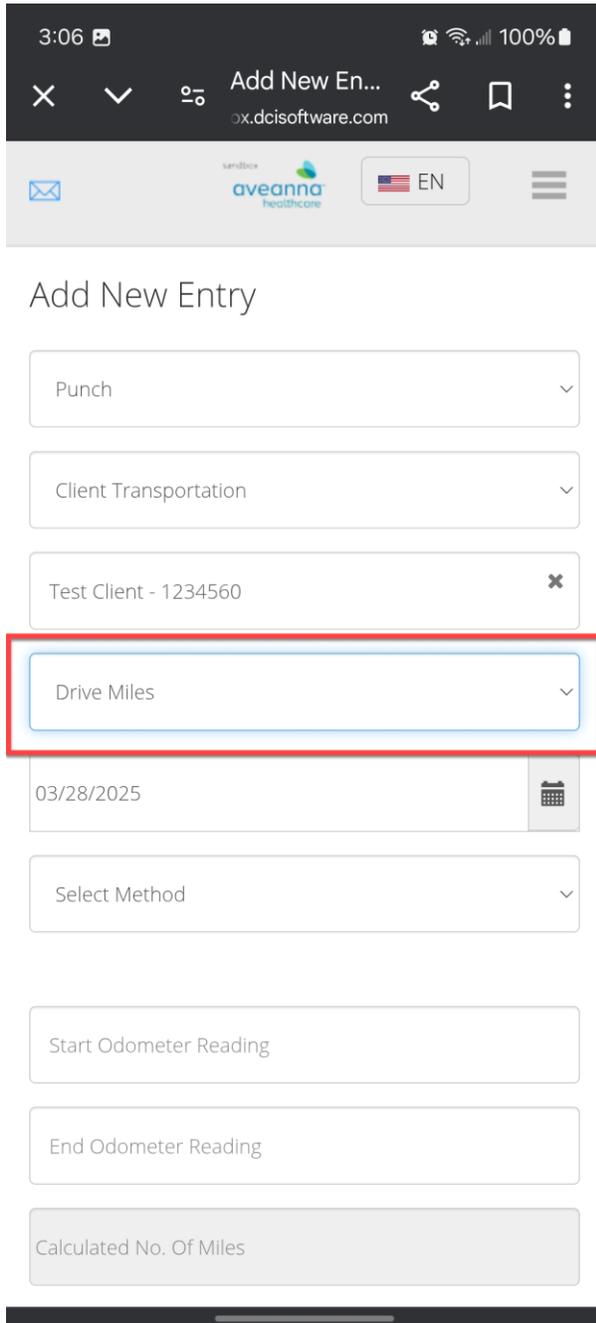
z x c v b n m

!#1 English (US) Next

CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

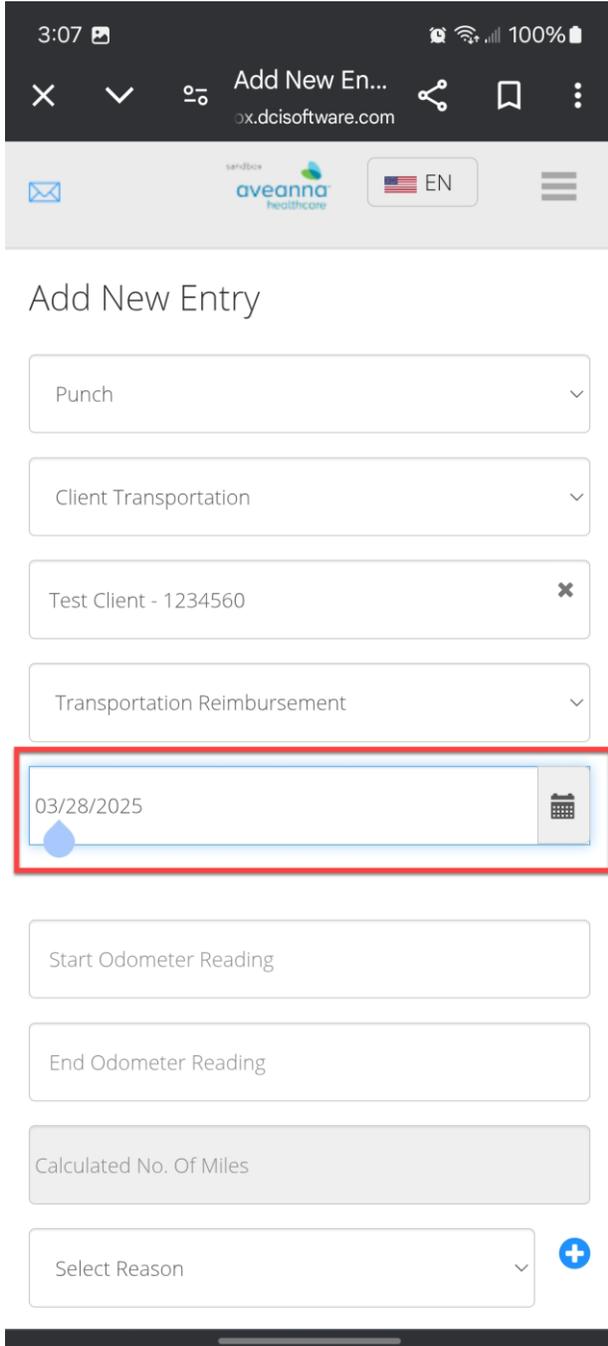
4. Press on the Select Service field. When the menu appears, select Transportation Reimbursement.



CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

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.



3:07 100%

Add New En...
ox.dcisoftware.com

aveanna healthcare EN

Add New Entry

Punch

Client Transportation

Test Client - 1234560

Transportation Reimbursement

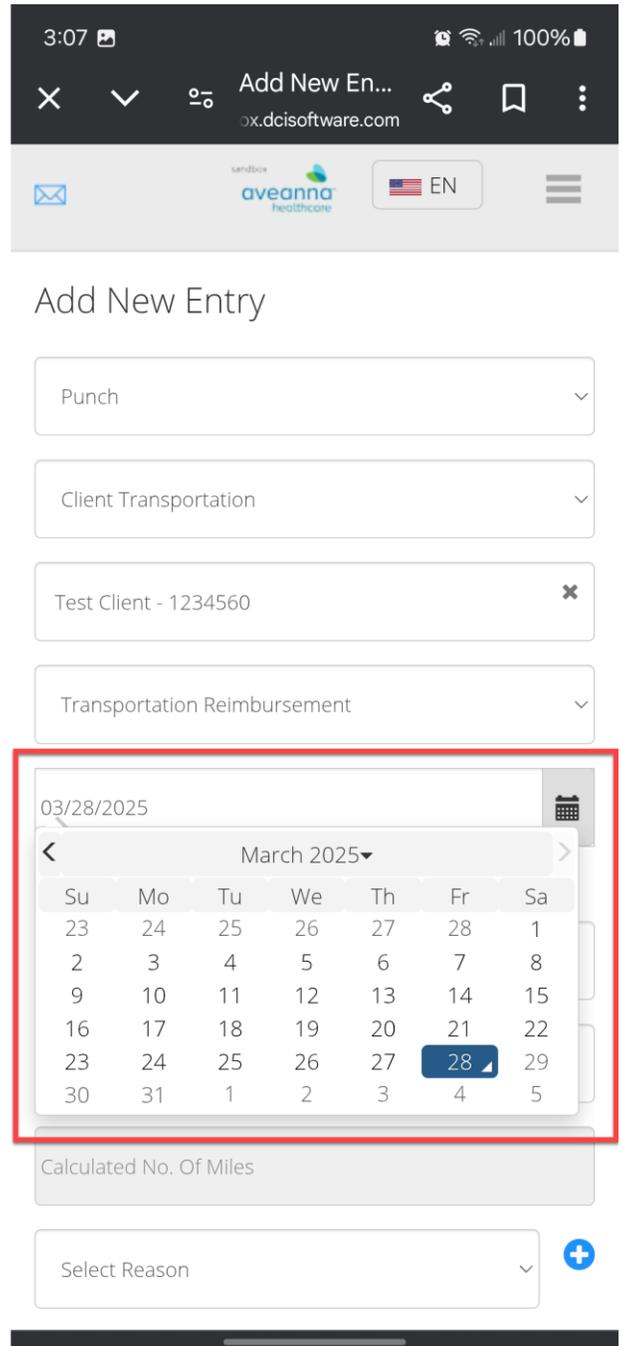
03/28/2025

Start Odometer Reading

End Odometer Reading

Calculated No. Of Miles

Select Reason



3:07 100%

Add New En...
ox.dcisoftware.com

aveanna healthcare EN

Add New Entry

Punch

Client Transportation

Test Client - 1234560

Transportation Reimbursement

03/28/2025

March 2025

Su	Mo	Tu	We	Th	Fr	Sa
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

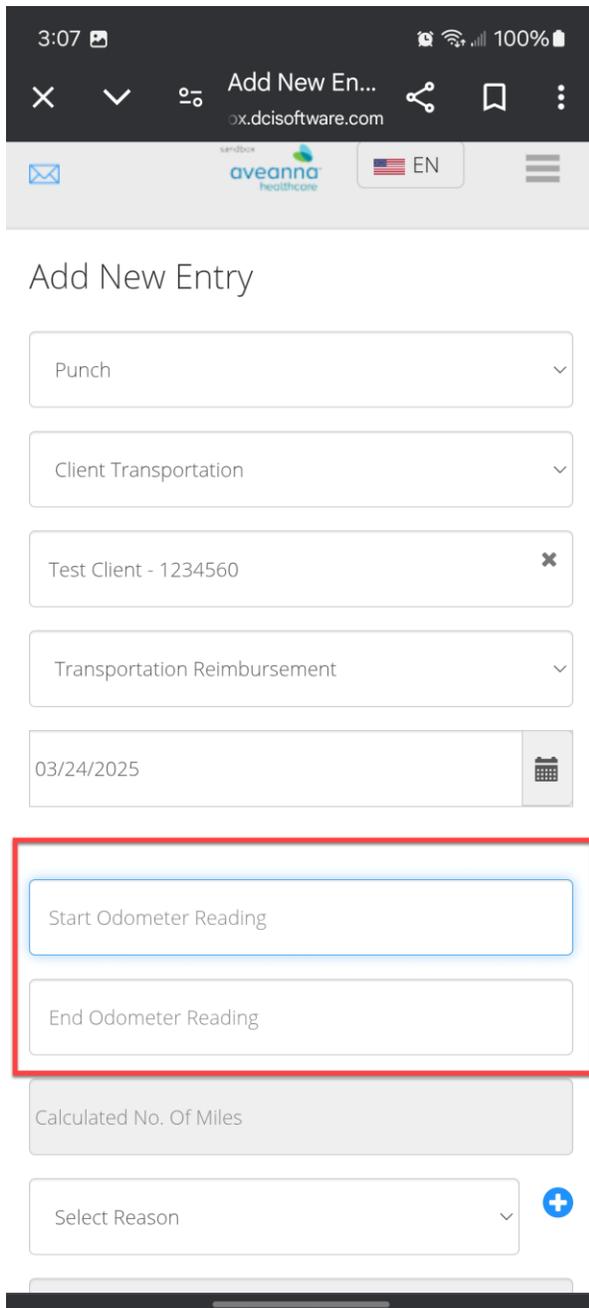
Calculated No. Of Miles

Select Reason

CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

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).



3:07 Add New En...
ox.dcisoftware.com

aveanna healthcare EN

Add New Entry

Punch

Client Transportation

Test Client - 1234560

Transportation Reimbursement

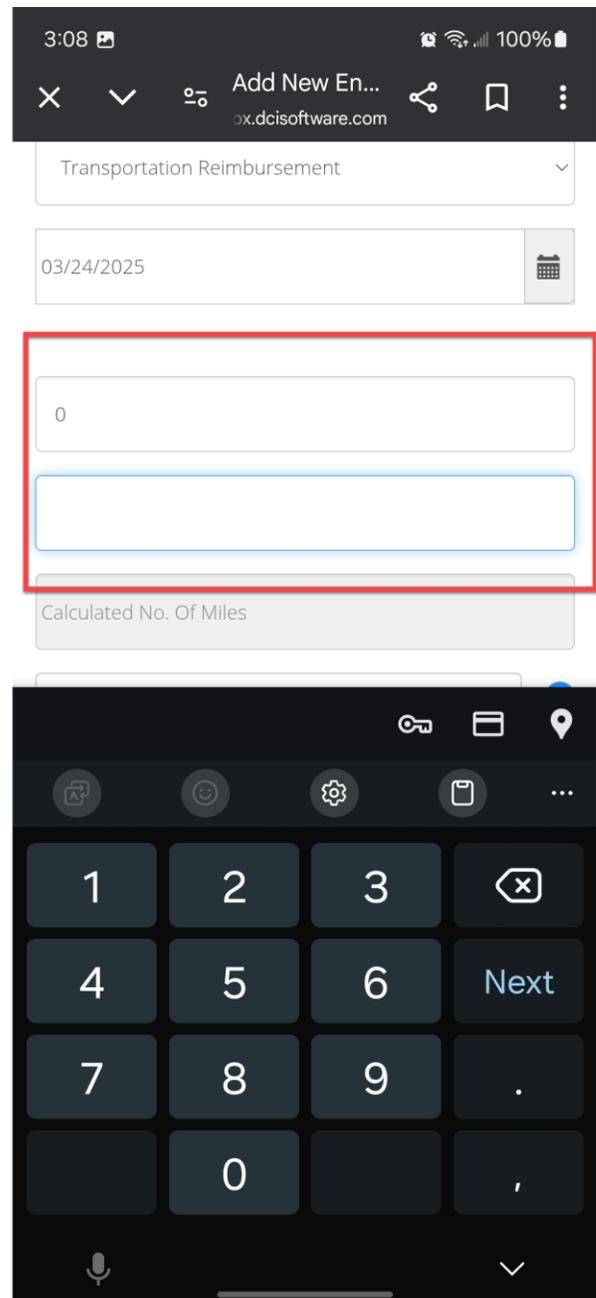
03/24/2025

Start Odometer Reading

End Odometer Reading

Calculated No. Of Miles

Select Reason



3:08 Add New En...
ox.dcisoftware.com

Transportation Reimbursement

03/24/2025

0

Calculated No. Of Miles

1 2 3

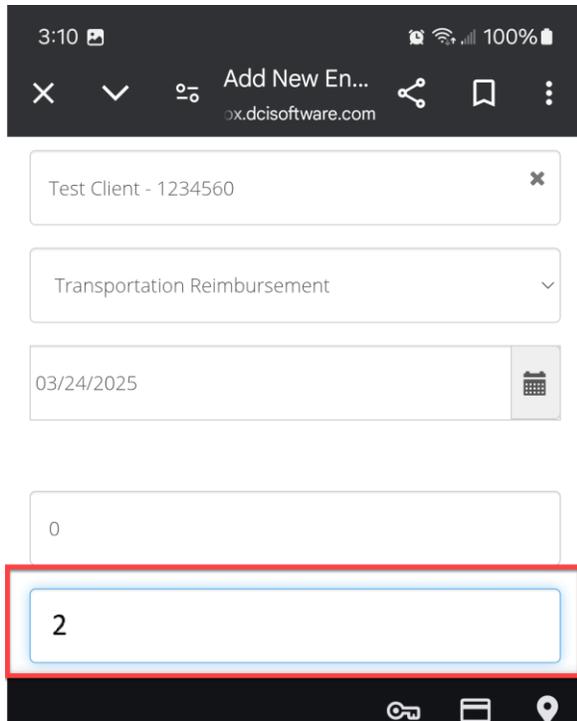
4 5 6 Next

7 8 9 .

0 ,

CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

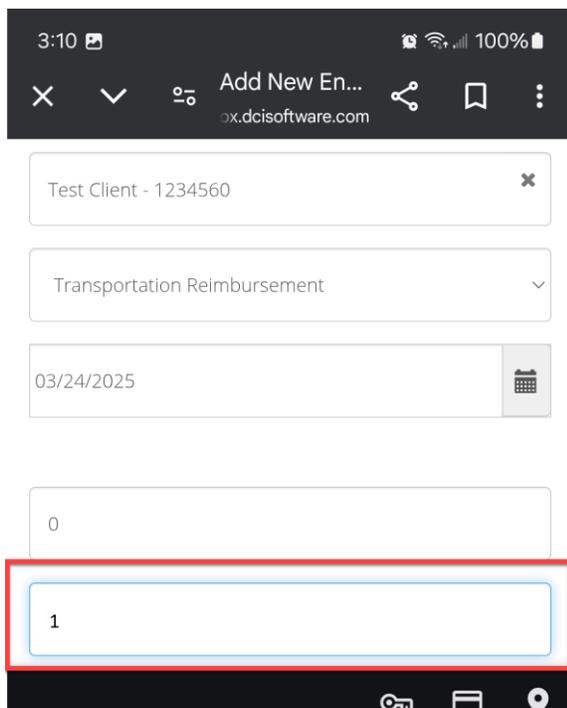
MOBILE WEB EDITION



A screenshot of a mobile application interface for creating a reimbursement punch. The top status bar shows the time as 3:10, signal strength, Wi-Fi, and 100% battery. The app header includes a close button, a dropdown arrow, a search icon, the text "Add New En...", a share icon, a bookmark icon, and a menu icon. Below the header, there are four input fields: "Test Client - 1234560" with a clear button, "Transportation Reimbursement" with a dropdown arrow, "03/24/2025" with a calendar icon, and a numeric field containing "0". The fifth numeric field, containing "2", is highlighted with a red border. The bottom navigation bar shows a home icon, a list icon, and a location pin icon.

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.



A screenshot of a mobile application interface for creating a reimbursement punch. The top status bar shows the time as 3:10, signal strength, Wi-Fi, and 100% battery. The app header includes a close button, a dropdown arrow, a search icon, the text "Add New En...", a share icon, a bookmark icon, and a menu icon. Below the header, there are four input fields: "Test Client - 1234560" with a clear button, "Transportation Reimbursement" with a dropdown arrow, "03/24/2025" with a calendar icon, and a numeric field containing "0". The fifth numeric field, containing "1", is highlighted with a red border. The bottom navigation bar shows a home icon, a list icon, and a location pin icon.

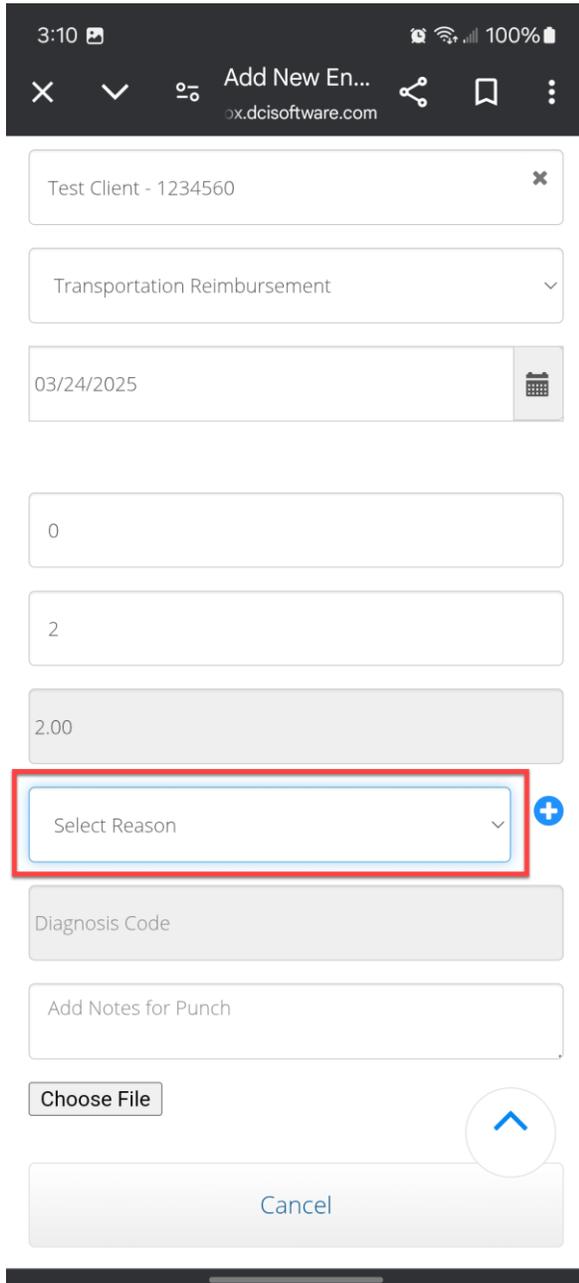
Transportation Pass Reimbursement

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.

CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

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.



3:10 Add New En... ox.dcisoftware.com

Test Client - 1234560

Transportation Reimbursement

03/24/2025

0

2

2.00

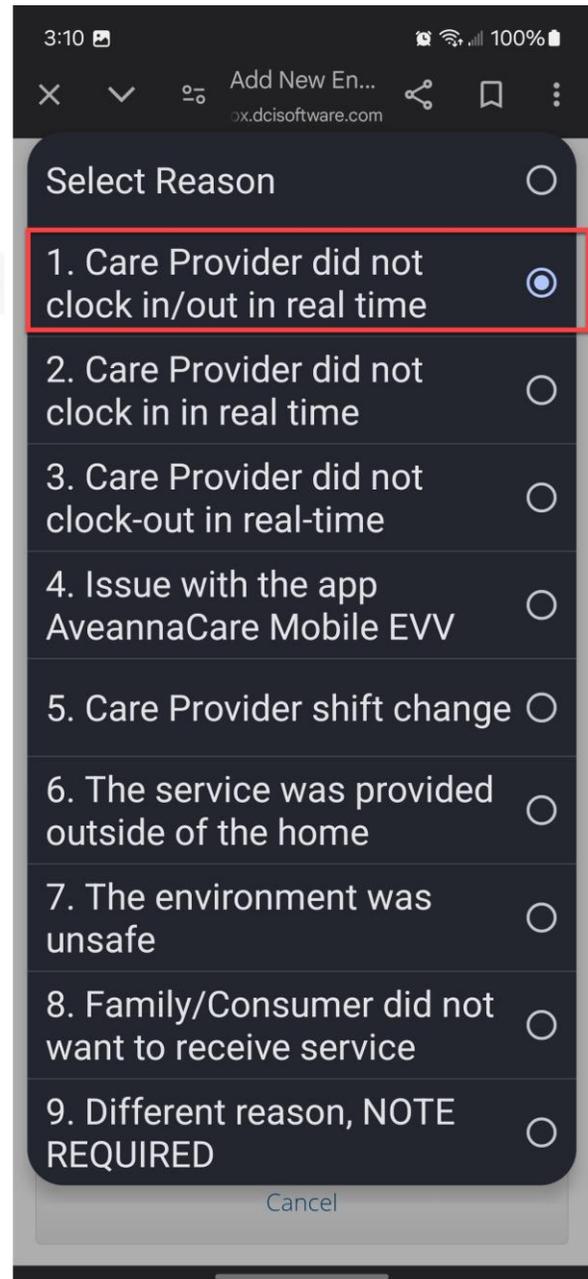
Select Reason

Diagnosis Code

Add Notes for Punch

Choose File

Cancel



3:10 Add New En... ox.dcisoftware.com

Select Reason

1. Care Provider did not clock in/out in real time

2. Care Provider did not clock in in real time

3. Care Provider did not clock-out in real-time

4. Issue with the app AveannaCare Mobile EVV

5. Care Provider shift change

6. The service was provided outside of the home

7. The environment was unsafe

8. Family/Consumer did not want to receive service

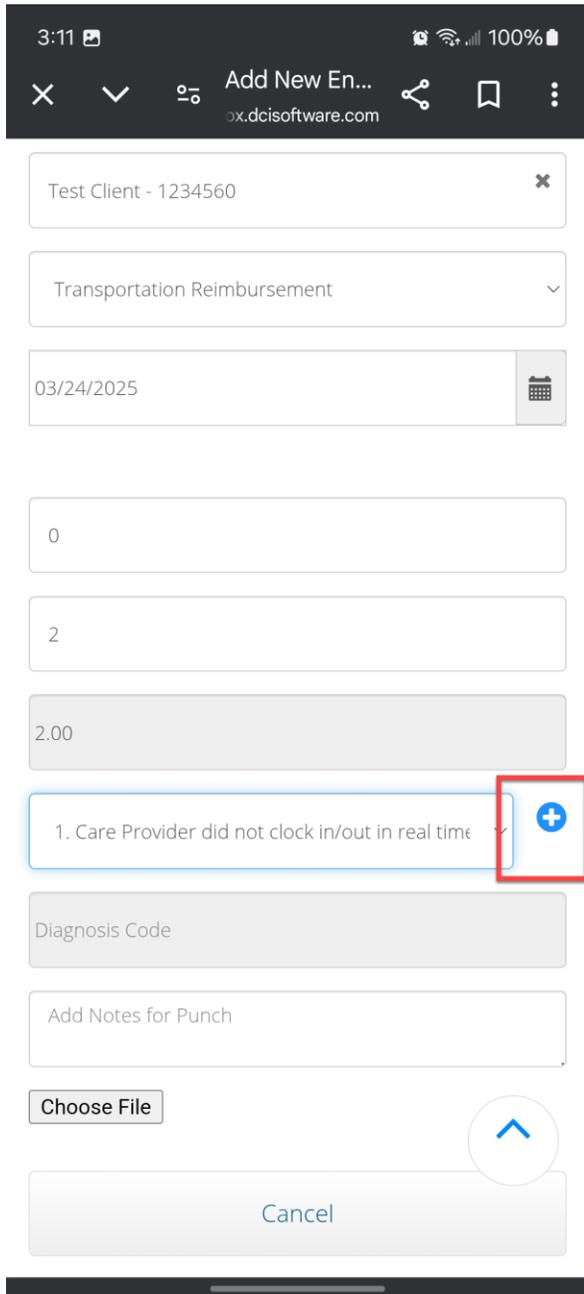
9. Different reason, NOTE REQUIRED

Cancel

CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

- Now press on the Blue plus sign  to save the reason code. The code will be displayed directly below the reason field.



3:11 Add New En...
ox.dcisoftware.com

Test Client - 1234560

Transportation Reimbursement

03/24/2025

0

2

2.00

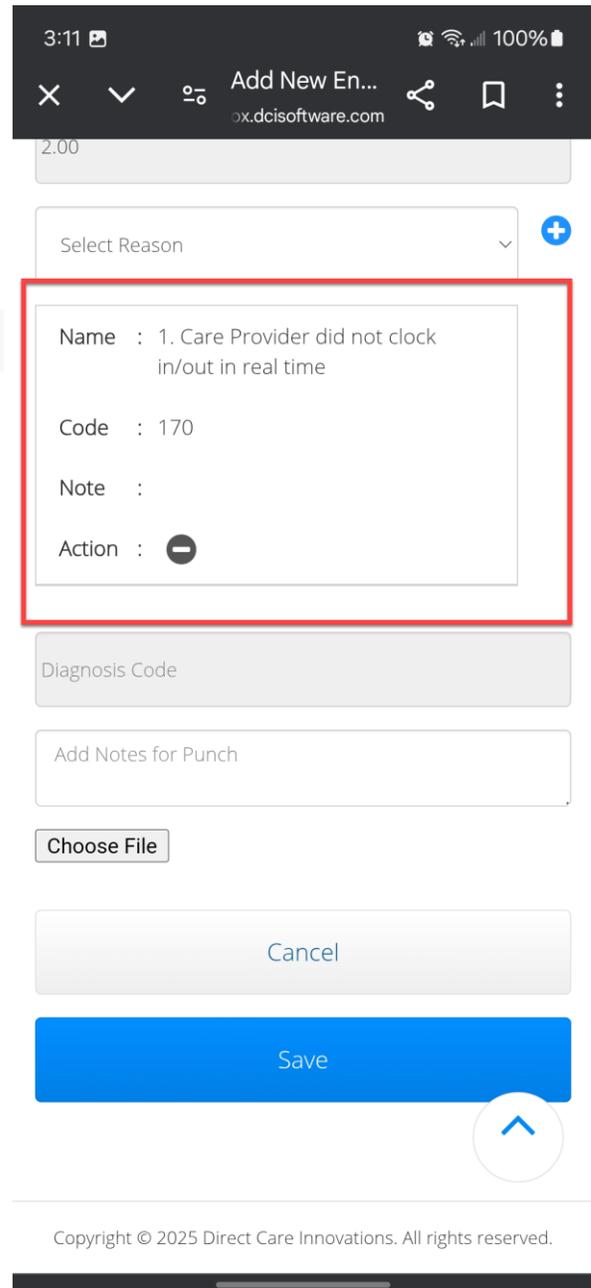
1. Care Provider did not clock in/out in real time 

Diagnosis Code

Add Notes for Punch

Choose File

Cancel



3:11 Add New En...
ox.dcisoftware.com

2.00

Select Reason 

Name : 1. Care Provider did not clock in/out in real time

Code : 170

Note :

Action : 

Diagnosis Code

Add Notes for Punch

Choose File

Cancel

Save

Copyright © 2025 Direct Care Innovations. All rights reserved.

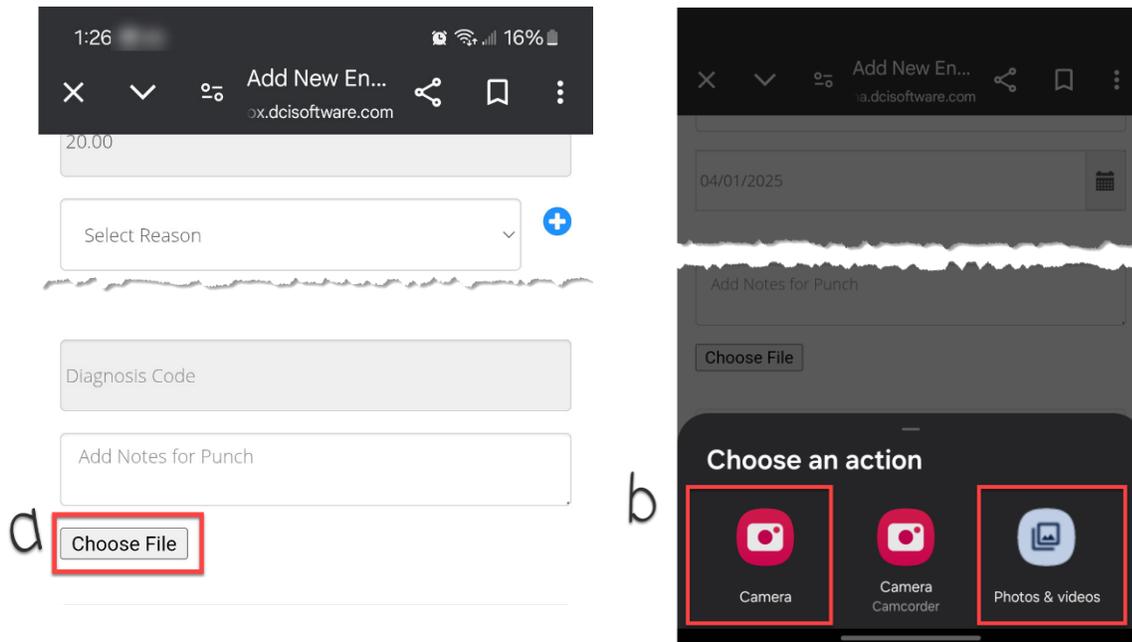
CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

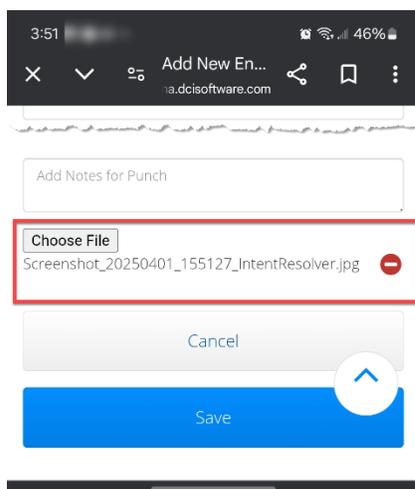
ADDING RECEIPTS

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.



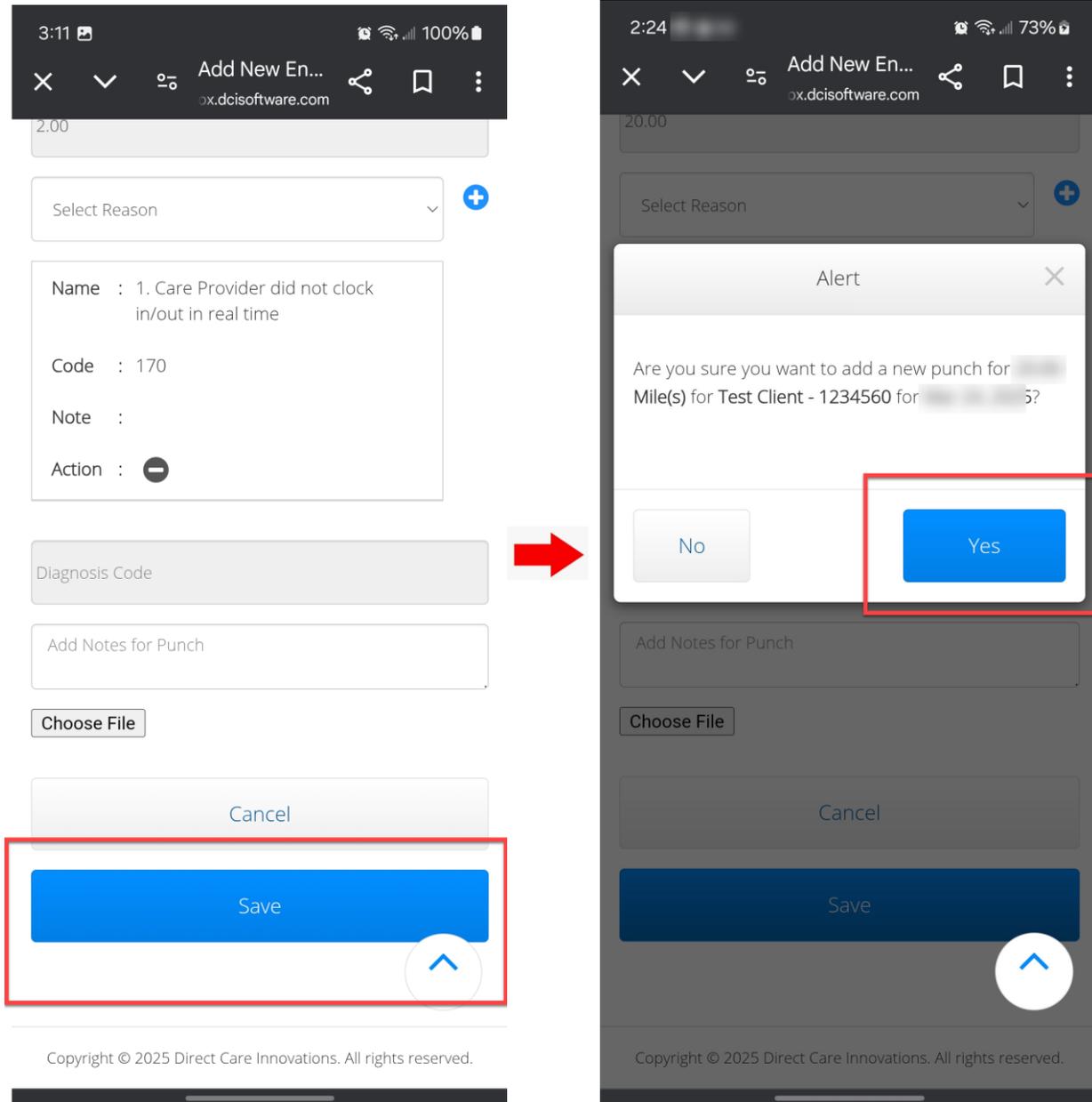
When the Image is attached, it will appear as an attachment.



CREATING A TRANSPORTATION REIMBURSEMENT PUNCH

MOBILE WEB EDITION

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



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)。

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.

© 2025 Aveanna Healthcare, LLC. The Aveanna Heart Logo is a registered trademark of Aveanna Healthcare LLC and its subsidiaries.