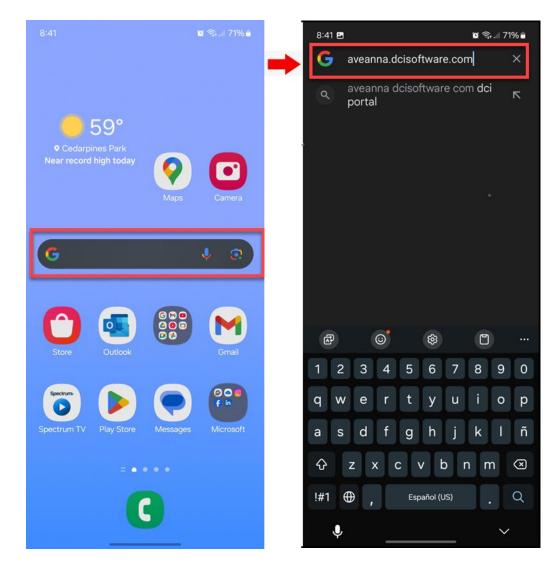


SUPPORT SERVICES

This quick reference guide (QRG) can be used to create an EOR service (Respite, Personal Assistance, and FMS Respite) punch in the AveannaCare Portal online using a mobile device. This example shows the process for Respite punching.

### Creating an EOR Portal Punch Entry

1. Access your phone's web browser. For example, Edge  $\bigcirc$  or Chrome  $\bigcirc$ . Search aveanna.dcisoftware.com.





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

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EN	EN
aveanna CARE	aveanna CARE
Username	john.doe
Password/ Pin	
Remember me	Remember me
Forgot your password?	Forgot your password?
Sign In	Sign In
Go to Full Site	Go to Full Site
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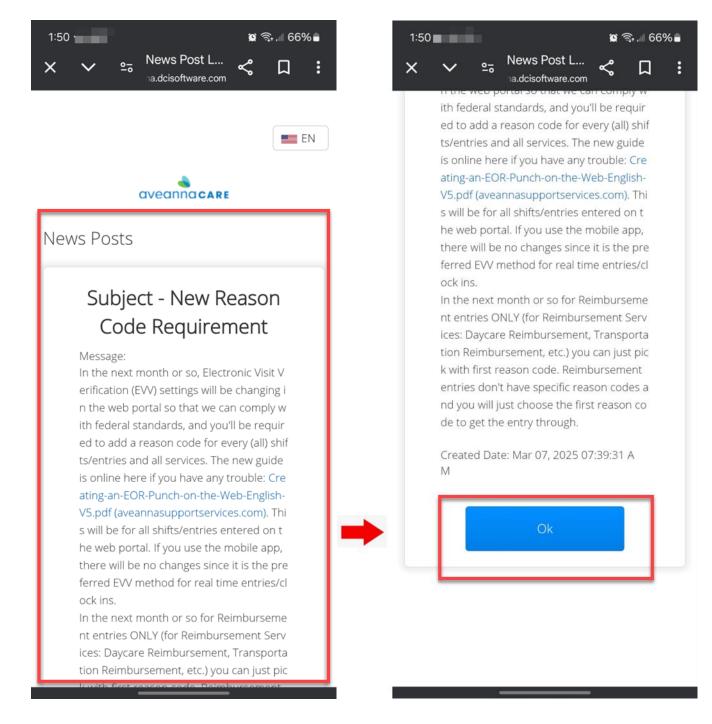
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#### SUPPORT SERVICES

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





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

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reated Date: Mar 07, 2025 07:39:31 AM	Search
	Site Map
bject: Aviso de privacidad de CA	Logout
ssage: De conformidad con la Ley de Privacidad Consumidor de California (CCPA) y la Ley de	
echos de	
eated Date: Aug 04, 2023 08:33:25 AM	
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o autorizan ni reembolsan las horas	
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#### SUPPORT SERVICES

5. The Add New Entry page will load. Start typing the client's first name. When the name appears, select it.

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X V 🖙 Add New En 😪		× ・ 으 Add New En く 口 : na.dcisoftware.com
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Add New Entry		Add New Entry
Punch	~	Punch ~
Hourly	~	Hourly
Type Client Name		Test
Select Service Code	~	Test Client - 1234560
03/25/2025	<b></b>	<ul> <li>C = C</li> <lic =="" c<="" li=""> <li>C = C</li> &lt;</lic></ul>
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		<pre></pre>
Select Clock Out EVV Location	~	!#1 ⊕ , English (US) . Go
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#### SUPPORT SERVICES

6. In the "Service Code" field, select the service being provided. Press on the field, and a menu will appear. Press on the service being provided.

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Add New Entry		Community Living Supp (Individual and Agency)	
Punch	~	COVID-19 Respite Extra Hours	0
Hourly	~	Day Care Reimburseme	nt O
Test Client - 1234560	×	Day Program	0
Community Integration Supports	~	Drive Premium	0
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Select Method	~	Purchase Reimburseme	ent O
Home	·	Respite	0
Home	~	Social Rec. Reimb Servi	ices O



#### SUPPORT SERVICES

7. Next, select the date the service was provided. Press on the calendar to access the monthly calendar. The Care Provider may also text the date.

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	23 24 25 26 27 28 1	
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8. Next, enter the beginning and end of the shift hours. The hours can be entered by using the scroll option or by typing the time directly.

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Respite	~ Respite ~
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9. Next, enter the verification method in the "Select Method" field. Press the field, and the menu will appear. Select Portal Signoff.

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Test Client - 1234560	×	Test Client - 1234560	×
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Select Method	~	Select Method	~
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#### SUPPORT SERVICES

10. Swipe up to the "Select Reason" field. Press the field, and the menu will appear. Select the applicable reason. This field identifies why the mobile app was not used to enter the punch.

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Add Notes for Punch Choose File	]			ervice was pro of the home	ovided	0
Statements			7. The e unsafe	environment wa	as	0
I certify the time worked is true and accurate I know my client must sign-off for				ly/Consumer d receive servic		0
this to be paid I am not authorized to work over			REQUIR		DTE	0
40 hours per week			40 hours pe	PER WARK		



#### SUPPORT SERVICES

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

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	8:00 AM (O) 8:51 AM (O)
Home	Portal Signoff ~
Home ~	Home ~
03/24/2025	Home ~
1. Care Provider did not clock in/out in real time	03/24/2025
Diagnosis Code	Select Reason 🗸 😌
Add Notes for Punch	Name : 1. Care Provider did not clock
Choose File	in/out in real time
Statements	Code : 170 Note :
I certify the time worked is true and accurate	Action : 🖨
I know my client must sign-off for this to be paid	Diagnosis Code
I am not authorized to work over 40 hours per week	Add Notes for Punch



12. Swipe up to the Statement section. Apply a checkmark to each statement. Then press Save.

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Add Notes for Punch	Add Notes for Punch	
Choose File	Choose File	
Statements	Statements	
l certify the time worked is true and accurate	I certify the time work and accurate	ed is true 🔽
I know my client must sign-off for this to be paid	l know my client must this to be paid	sign-off for 🔽
l am not authorized to work over 40 hours per week	l am not authorized to 40 hours per week	o work over 🔽
Cancel		Cancel
Save	→	Save
		$\bigcirc$
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SUPPORT SERVICES

13. Lastly, click yes on the alert to save the punch entry.

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Are you sure you want to add a	
No	Yes
03/00/2023	
Add Reason Codes: *	
× 1. Care Provider did not clock	k in/out in real ti ×
Н	
Diagnostic Code:	
Diagnostic Code	
Notes:	
Add Notes for Punch	
Attachment:	
Choose File	
Statements: *	
I certify the time worked is to	
✓ I know my client must sign-c paid	off for this to be
✔ I am not authorized to work week	over 40 hours per
Cancel	Save

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