

#### SUPPORT SERVICES

This guide will cover how to use the AveannaCare Mobile EVV app to punch and approve hours worked.

Care providers should use the AveannaCare Mobile EVV app to Clock In and Clock Out. Clients verify the hours worked using their Client PIN or through the Client Portal. The verification method selected when the care provider clocks in should be the same verification method used when the care provider clocks out. Please see below for the steps associated with each method.

### Clock In and Out (PIN EVV Method)

Care Providers will share their phone with the client or the client's family to Clock In. Follow the steps below to complete a Clock In for the shift.

#### Clock In

1. The care provider logs into the AveannaCare Mobile EVV app using their username and PIN or Password.



2. Select the **Clock In** button at the top.



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3. Select the appropriate Client Name and Service Code combination and press "Continue".

<	Clock In
Client	~ 🐂 ال
Service Code	FMS Respite ~
	Continue

4. The EVV Location will default to the correct drop-down menu option.

**Note:** This field can be updated. To update the EVV Location field, click on the **drop-down menu** and select the correct location.



5. Press Confirm Clock In.







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#### 6. Select Client PIN.

Back	Clock In Verification
	Clock In Verification Required
	Client PIN
	2 Portal Signoff
	2 Portal Signoff
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- 7. Hand the device to the Client. The Client or Client's family will enter their unique four-digit PIN and hit the Submit button.
- 8. An alert will appear stating: "Alert Visit Verification has been Confirmed." Select **Confirm**.

Note: Hand the device back to the Care Provider. Put away the device and continue with your shift.

Clock In Verification	
Submit	
Client Name: Service Code: FMS Respite	
Alert Visit verification has been confir Confirm	med



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### Clock Out

When the shift is over, the Care Provider will log back into the app. Follow the steps below to clock out.

1. Press the "Continue to Clock Out" button. Then press Confirm in the Alert.



2. Hand the device to the Client. The Client will use their **PIN** to verify the Clock Out. Press **Client PIN**.





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- 3. The Client will enter their unique four-digit PIN and hit the Submit button to confirm the clock out punch.
- 4. Then press Confirm.



5. Apply a check mark to each acknowledgment, then press the Confirm Clock Out button.

	Clock Out Time: 01:27 PM (PT)
Add	Notes
Add	Attachment
Add	Attachment I certify the time worked is true and accurate
Add	Attachment I certify the time worked is true and accurate I know my client must sign-off for this to be paid
Add	Attachment I certify the time worked is true and accurate I know my client must sign-off for this to be paid I am not authorized to work over 40 hours per week

The client verification has been completed for the shift.



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### Clock In and Clock Out (EVV Portal Signoff Method)

### Clock In

Choose this method if the Client is not available at the end of the shift.

1. Care provider logs into the AveannaCare Mobile EVV app with their username and PIN or Password.

Username	
Password or PIN*	8
Remember me	
Login	

- 2. Select the appropriate **Client Name** and **Service Code** combination.
- 3. Press Continue.
- 4. Press Yes on the alert.



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<	Clock In	
Client	۲	
Service Code	FMS Respite ~	
	Continue	

#### 5. Select Confirm Clock In.



6. The EVV Location will default to the correct drop-down menu option.

**Note:** This field can be updated. To update the EVV Location field, click on the **drop-down menu** and select the correct location.



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<i>←</i> (	Clock In
	Clock In Time:10:33 AM (PT)
EVV Lo	ocation - None - 🔺
	Confirm Clock In
Client	EVV Location
	O - None -
	Community
	• Home
	Cancel

7. Select Portal Signoff. The Client will log in later to verify the shift.

Clock In Verification Required	
Client PIN	
A Portal Signoff	
	Clock In Verification Required

6. An alert will appear stating: "Alert EVV Confirmed. Manual verification will be required." Select **Confirm." Note:** Client must log in to AveannaCare and sign off on the shift(s).



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Back	Clock In Verification
	Clock In Verification Required
	🔒 Client PIN
	은 Portal Signoff
Client N Service	ame: Test Client Code: Respite
	Alert EVV Confirmed. Manual verification will be required prior to approval

### Clock Out

1. When the shift is over, the Care Provider will log back into the app and Select "Continue to Clock Out"



2. The EVV Location drop-down menu will auto-populate the correct setting.

Note: This field can be updated. To update the EVV Location field, click on the drop-down menu arrow. Select an appropriate location, then press Ok. Apply a check mark to each acknowledgment. Press Confirm Clock Out.



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Clock (	Dut	
EVV	Clock Out Time: 09:34 AM (PT)	EVV Location defaults to the correct selection. However, this field can be updated.
Add	I Notes	To change click on the drop- down arrow
		EVV Location   · None -  Community Home Cancel Ok
0 Add	d Attachment	
	I certify the time worked is true and accurate	
	I know my client must sign-off for this to be paid	
	I am not authorized to work over 40 hours per week	
	Confirm Clock Out	

### Mobile App Time Entry Portal Sign Off

To verify the shift, the client must log in to the AveannaCare Mobile EVV app with their username and PIN or Password.

1. Navigate to the menu at the top left corner represented by 3 horizontal lines.



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3. Select "Entries Requiring Sign Off"



- 4. Hard Press on a Pending entry (not a light tap), and the Actions button will become visible in the top righthand corner.
- 5. Press Action.

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Sign Off Entries (1)	ACTION
Service Date: Feb 15, 2022 Hours: 0:02:00 Client Name: Test Client Account Type: Hourly Service Code: Respite Portal Sign Off: No Status: Pending	♦

6. There will be options as seen in the screenshot below, including.

#### All, Sign Off, Reject, Unselect All, or Cancel.

=	Sign Off Entries (1)	ACTION
Service I Hours: 0 Client N: Account Service I Portal Si Statur 1	Date: Feb 15, 2022 02:00 Ime: Test Client Type: Hourly Dode: Respite gn Off: No tender	0
	Select All	
1	Sign Off	
(	Reject	
•		
1	Unselect All	1

#### Select the appropriate option.

4. If all Pending entries are OK, choose **Select All** and then select **Sign Off**.

You have now completed client verification for all shifts pending client sign-off!

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### Aveanna Portal Entries Sign Off

After the Care Provider has completed their shift. You will sign into the AveannaCare web portal here: <u>https://aveanna.dcisoftware.com</u>.

1. Go to the "Entries Requiring Sign Off" tab.

очеолло ном	E
DASHBOARD	Home / Entries Requiring Sign Off
ENTRIES REQUIRING SIGN OFF	Entries Requiring Sign Off
ENTRIES	From (MW/DD/YYY)

2. Apply a checkmark to one line entry. The sign-off **S** button or the **R** button for the reject options will become available. **Sign off** or **reject** the entry(s). To select all entries, click the "Select All" button.

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DASHBOARD	Home / Entries R	equiring Sign Off									
ENTRIES REQUIRING SIGN	Entries R	equiring Sigr	n Off								
NTRIES	From (MM/D	ibnnn)		To (MM/D	omm		m	Type Service C	ode		
ACCOUNTS	Type Employee			Colort 1 Init			~	Tune Rayrate Name			
CHEDULES											_
									R	eset	Search
	Select All										
1											■ Export
										Showing	5 out of 5 recor
	id 🔹	Service Employe Date	e Service Code	Start Time	End Time	EVV Locations	Units	Pay Rate Name	Status	EVV	Action
	36248891	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	Respite	03:29	03:32	Clock In: N/A	0.05	Standard	Pending	No	SR

3. Click Sign Off or Reject.



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En	tries Re	quirin	g Sign Off									
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	Type Employee	é			Select Unit			~	Type Payrate Nam	ie		
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