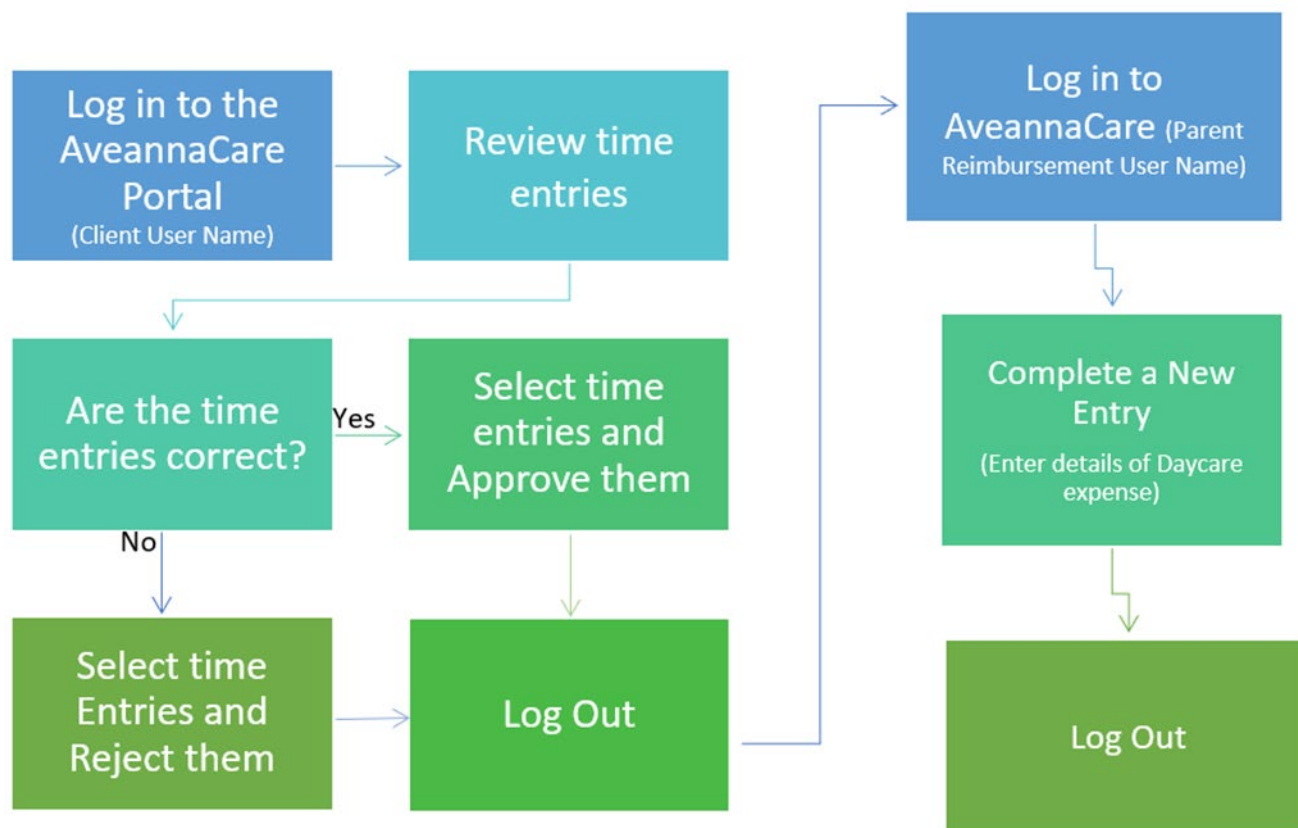




This flowchart visual illustrates how families can use the AveannaCare Portal to log in as a client and approve respite hours and then log in as a parent user to submit punch entries for reimbursement of Day Care services.

- ★ **Note:** Day Care reimbursement services are due on the **8th** of each month. For example, all April charges are entered by the **8th** of May. **Payment** is issued on the **15th** of every month.

Respite and Day Care Reimbursement Flowchart Infographic



- ★ **Note:** The office will approve the Day Care reimbursement punch entries. The client does not need to approve/sign-off on Day Care reimbursement punch entries.

Approving/Sign-off Respite Entries in the AveannaCare Portal

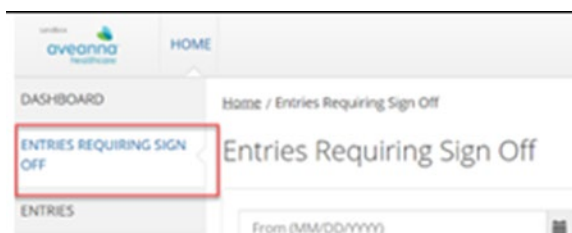
This guide provides step-by-step instructions on how to approve/sign-off on Respite hours in the AveannaCare Portal.

- 1) Log in to the portal using the **Client's username**. <https://aveanna.dcisoftware.com/>



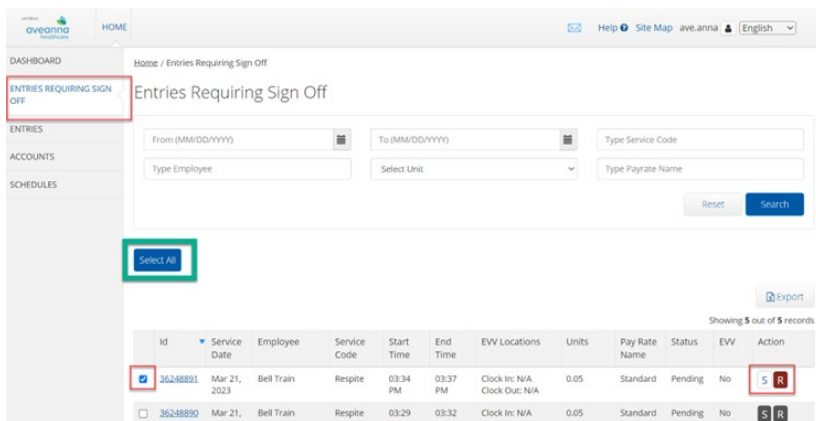
The image shows the Aveanna Healthcare sign-in page. At the top is the Aveanna Healthcare logo. Below it is a 'Sign In' heading. There are two input fields: the first is labeled 'dalia.caregiver' and the second is a password field with masked characters. Below the password field are two links: 'Remember me' and 'Forgot your password?'. At the bottom is a blue 'Sign In' button.

- 2) Go to the **Entries Requiring to Sign Off** tab.



The image shows the 'Entries Requiring Sign Off' page in the Aveanna Healthcare portal. The left sidebar has a menu with 'HOME', 'DASHBOARD', 'ENTRIES REQUIRING SIGN OFF' (highlighted with a red box), and 'ENTRIES'. The main content area has a heading 'Home / Entries Requiring Sign Off' and a large heading 'Entries Requiring Sign Off'. Below the heading is a date range selector 'From (MM/DD/YYYY)'.

- 3) On the Entries Requiring Sign Off page the **Sign Off** or **Reject** options will become available. **Sign off** or **reject** entry(s) by clicking **S** to sign off or **R** to reject. Or click **Select All** to select all unapproved time entries.



The image shows the 'Entries Requiring Sign Off' page with a table of entries. The left sidebar has a menu with 'HOME', 'DASHBOARD', 'ENTRIES REQUIRING SIGN OFF' (highlighted with a red box), and 'ENTRIES'. The main content area has a heading 'Home / Entries Requiring Sign Off' and a large heading 'Entries Requiring Sign Off'. Below the heading are search filters: 'From (MM/DD/YYYY)', 'To (MM/DD/YYYY)', 'Type Service Code', 'Type Employee', 'Select Unit', and 'Type Payrate Name'. There are 'Reset' and 'Search' buttons. Below the filters is a 'Select All' button (highlighted with a green box). Below the 'Select All' button is a table with the following columns: Id, Service Date, Employee, Service Code, Start Time, End Time, EVV Locations, Units, Pay Rate Name, Status, EVV, and Action. The table shows two entries. The first entry has a checked checkbox in the 'Id' column and a red box around the 'S' and 'R' buttons in the 'Action' column. The second entry has an unchecked checkbox in the 'Id' column and a red box around the 'S' and 'R' buttons in the 'Action' column. The table footer says 'Showing 5 out of 5 records'.

Id	Service Date	Employee	Service Code	Start Time	End Time	EVV Locations	Units	Pay Rate Name	Status	EVV	Action
<input checked="" type="checkbox"/> 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	<div>S R</div>
<input type="checkbox"/> 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	<div>S R</div>

- 4) Click **Sign Off** or **Reject**.

ME Help Site Map ave.anna English

Home / Entries Requiring Sign Off

Entries Requiring Sign Off

Showing 5 out of 5 records


Id	Service Date	Employee	Service Code	Start Time	End Time	EW Locations	Units	Pay Rate Name	Status	EW	Action
<input checked="" type="checkbox"/> 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	<input type="button" value="S"/> <input type="button" value="R"/>
<input checked="" type="checkbox"/> 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	<input type="button" value="S"/> <input type="button" value="R"/>
<input checked="" type="checkbox"/> 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	<input type="button" value="S"/> <input type="button" value="R"/>
<input checked="" type="checkbox"/> 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	<input type="button" value="S"/> <input type="button" value="R"/>

- The time entries have been **approved** or **rejected**.

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.

- Log in to <https://aveanna.dcisoftware.com/> using the parent reimbursement username and password.



Sign In

☐ Remember me
 [Forgot your password?](#)

- ★ **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://aveannasupportservices.com/resources/care-provider-resources/aveannacare/> to access videos and printable user guides

- Click on **Add Entry**.

DASHBOARD
ENTRIES
ACCOUNTS
PROFILE CERTIFICATION
SCHEDULES
AVAILABILITY

Home > Dashboard

Overtime Gauge
02/12/2017 to 02/18/2017

0 - 30

30 - 45

40+

Total Hours
02/12/2017 to 02/18/2017

Approved Hours: 3.00

Pending Hours: 0.00

- Complete all required fields on the **Add New Entry** window.

3) Entry Type and Employee Name will default. Complete/Update the following fields.

- Account Type. Select "Hourly".
- Client.
- Service Code. Select "Day Care Reimbursement".
- Service Date. (Only if the date is different)
- Check-In/out.
- Reason. (See Note below.)

- ★ **Note:** To add a reason code, click on the Add Reason Code field (a drop-down menu will appear) click on one reason. When accessing the website through a mobile device. Users will double-tab or click out of the reason code to exit the Reason Code list.
- ★ **Important:** For Day Care Reimbursement always select the first reason code from the drop-down menu. The selected reason code does not affect payment.

4) Apply a checkmark to the statements and click Save.

Statements: * ☒ I certify the time worked is true and accurate

Cancel Save

5) Click **Yes**, on the alert.

Notes: Add Notes for Punch

Alert

Are you sure you want to cancel the existing punch for **0:06:00** hour(s) for **Nov 14, 2023** and add a new punch for **06:00** hour(s) for **Bell Train for Ave Anna-111814** for **Nov 14, 2023**?

No Yes

★ **Note:** To punch entry for other reimbursement services see guides under **EVV AveannaCare Guides to Download** here: <https://aveannasupportservices.com/resources/care-provider-resources/aveannacare/>

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)。

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