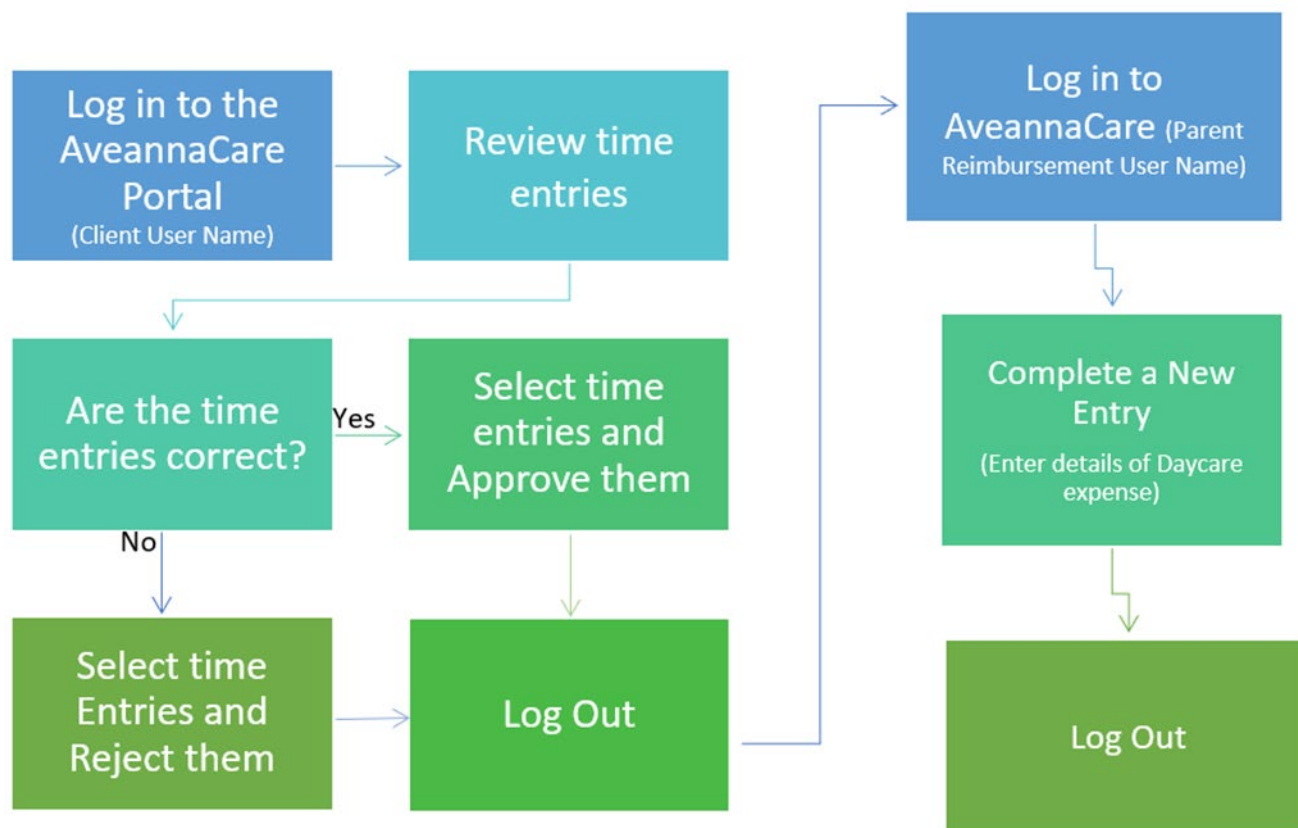*This flowchart visual illustrates how families can use the AveannaCare Portal to log in as a client and approve respite hours and then log in as a parent user to submit punch entries for reimbursement of Day Care services.*

★ **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.

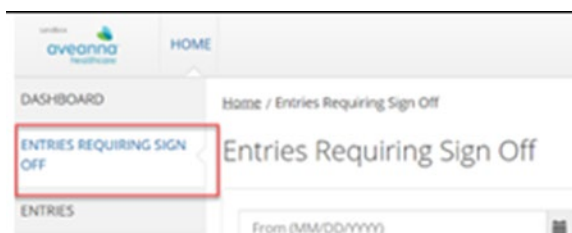# Approving/Sign-off Respite Entries in the AveannaCare Portal

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

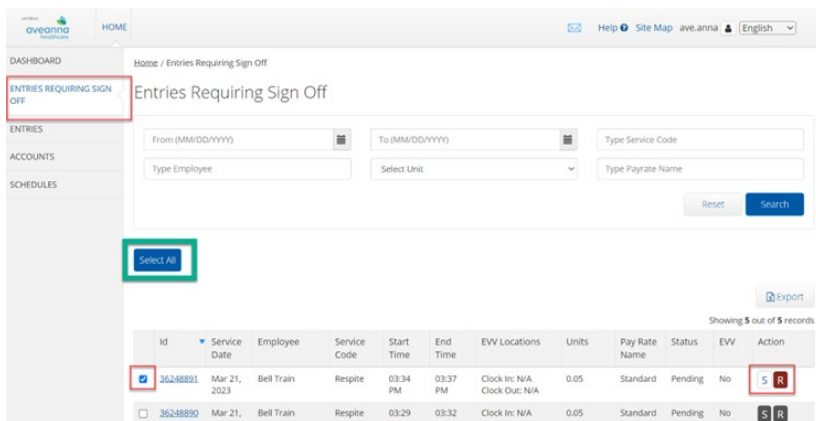**1)** Log in to the portal using the **Client's username**. https://aveanna.dcisoftware.com/

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

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.

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

- 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.

1) Log in to https://aveanna.dcisoftware.com/ using the parent reimbursement username and 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

2) Click on **Add Entry**.

- 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**.

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

★ **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/