

## Making it Easier to Clock In And Clock Out in the Mobile Application

For a service provider to successfully clock in and clock out in the HHAeXchange Mobile Application, a schedule for the service to be provided must be set in the HHAeXchange Portal, or an authorization for each service to be provided is required.

Note: If a payer authorizes multiple similar services under one authorization, all services that can be provided under that authorization will need to be added as a separate authorization in HHAeXchange. Each entry should match the original authorization from the payer, including the authorization number, dates, and units. The only difference in each entry should be the Healthcare Common Procedure Coding System (HCPCS) value.


## Capturing Multiple Services in the Same Shift:

A service provider that is providing multiple services to the same member in one shift must capture each service provided. There are two ways to do this:

### 1. Clock in and clock out for each service provided.

- Instruct your service provider to clock in and out via the HHAeXchange Mobile Application for each service during their shift. A service provider that is providing three different services will need to clock in and out three separate times, each time selecting the appropriate HCPCS in the HHAeXchange Mobile Application. This is the best method when schedules are not being used to avoid calls landing on the Call Dashboard due to missing information.

### 2. Schedule consecutive shifts and perform a single clock in and clock out.

- The **Consecutive Shifts** feature on the HHAeXchange Mobile Application allows service providers to perform a single clock in and clock out for consecutive shifts for the same Member, even if the services are different.
- Program providers and financial management services agencies (FMSAs) must:
  - Create a schedule for each service delivered. The schedules must be consecutive (back-to-back). For example:
    - 1<sup>st</sup> service: 9:00 a.m. – 9:30 a.m.
    - 2<sup>nd</sup> service: 9:30 a.m. – 10:00 a.m.
  - Confirm the Consecutive Shifts Functionality is enabled in the HHAeXchange Portal:
    - Navigate to **Admin>Office Setup**.
    - For each office, ensure the following setting is enabled:
      - Allow Single Clock in/out for Consecutive Shifts (Mobile App) 
- Service providers must take the following actions in the HHAeXchange Mobile Application ([see job aid](#)):
  1. Select **Today's Schedule** from the main menu. Tap the applicable shift for a single member with scheduled consecutive shifts.
  2. The Visit Detail screen opens and shows the Start Time and End Time of the Consecutive Shift sequence (Start time of the first shift and End Time of the last shift in the sequence). Tap **Clock In** to begin the Consecutive Shift.

3. Once Clocked IN, the Confirmed time is presented as the Start time for the Consecutive Shift, which is also the start time of the first Visit.
4. Once all shifts are completed, tap **Clock Out** to end the Consecutive Shift sequence.
5. Note: If the service provider Clocks OUT before the aggregated duration of all shifts in the sequence and does not Clock IN for the remaining shifts, then those remaining shifts will be marked as Missed.