

# Call Dashboard Problems & Resolutions Job Aid

## Phone Number Issues

Problem	Resolution
<p><b>Phone Number Not Found</b></p>	<p><b>Phone Number Verified</b></p> <ol style="list-style-type: none"> <li>1. Click on the Caregiver in the <b>Caregiver Name</b> column.</li> <li>2. In the popup, click <u>Edit</u> in the Phone column (either update an existing number or add a new one).</li> <li>3. Click <u>Update</u> and close the popup.</li> <li>4. Select <b>Reprocess</b>. The status of the EVV updates to <b>Issue Fixed: Linkable Call</b>.</li> <li>5. Click on the number in the <b>Caller ID</b> column.</li> <li>6. In the popup, click <u>Link</u> to connect the EVV.</li> </ol> <p><b>Phone Number not Verified</b></p> <p>Click on <u>Reject</u> in the <b>Action</b> column to discard the call.</p>
<p><b>Call from Caregiver Number / Caller ID Not Available</b></p>	<ol style="list-style-type: none"> <li>1. Click on the Caregiver in the <b>Caregiver Name</b> column.</li> <li>2. In the popup, click <u>Edit</u> to navigate to the visit window.</li> <li>3. In the <i>Visit Info</i> tab, select <b>Timesheet Required</b>.</li> <li>4. Click <b>Save</b> and close the visit window.</li> <li>5. Click on <u>Reject</u> in the <b>Action</b> column to discard the call.</li> </ol> <p><b>OR</b></p> <p>Click on <u>Reject</u> in the <b>Action</b> column to discard the call without selecting <b>Timesheet Required</b>.</p>
<p><b>Call from Unapproved Patient Phone Number</b></p>	<ol style="list-style-type: none"> <li>1. Navigate to Admin &gt; Agency Profile.</li> <li>2. In the <b>Accept Time and Attendance Call From</b>, select <i>Phone 2</i> and/or <i>Phone 3</i>.</li> <li>3. The call links automatically.</li> </ol> <p><b>Note:</b> Only users with the permissions to access the <b>Admin</b> Module and the <b>Agency Profile</b> page may resolve the issue in this manner.</p> <p><b>OR</b></p> <p>Click on <u>Reject</u> in the <b>Action</b> column to discard the call.</p>

## Scheduling/Confirmation Issues

Problem	Resolution
<p><b>Duplicate Call</b></p>	<p><b>Duplicate Call In/Call Out</b></p> <ol style="list-style-type: none"> <li>1. Click on the number in the <b>Caller ID</b> column.</li> <li>2. In the <b>Visit</b> column, check for an existing visit start time or end time.</li> <li>3. If there is a start or end time listed, close the popup and use the <u>Reject</u> link in the <b>Action</b> column to discard the duplicate call.</li> </ol> <p><b>Duplicate Call Out with Duties</b></p> <ol style="list-style-type: none"> <li>1. Click on the number in the <b>Caller ID</b> column.</li> <li>2. In the <b>Visit</b> column, check for Duties. If there are none recorded, click on <u>Edit</u> in the <b>Edit</b> column</li> <li>3. Delete the <b>Visit End Time</b> in the visit window.</li> <li>4. Close the visit window and refresh the <b>Call Maintenance</b> page.</li> <li>5. Click on the number in the <b>Caller ID</b> column.</li> <li>6. Click <u>Link</u> in the popup to attach the EVV with Duties to the visit.</li> </ol>
<p><b>Out of Window</b></p>	<ol style="list-style-type: none"> <li>1. Click on the Caregiver in the <b>Caregiver Name</b> column.</li> <li>2. Click <u>Link</u> to connect the EVV to the visit.</li> </ol> <p><b>OR</b></p> <ol style="list-style-type: none"> <li>1. Click the Caregiver's name to open a popup with the visit details.</li> <li>2. In the <b>Edit</b> column, click <u>Edit</u> to open the visit window.</li> <li>3. Manually enter the visit start or end time on the <i>Schedule</i> tab and select <b>Timesheet Required</b>.</li> </ol> <p><b>OR</b></p> <p>If the EVV is bad, click on <u>Reject</u> in the <b>Action</b> column to discard the call.</p>

Problem	Resolution
<p><b>TEMP Caregiver Scheduled</b></p>	<ol style="list-style-type: none"> <li>1. Click on the number in the <b>Caller ID</b> column.</li> <li>2. In the <b>Caregiver Code</b> column, click <u>Edit</u>.</li> <li>3. Enter the code of the Caregiver who worked the shift and click <b>Update</b>.</li> <li>4. Navigate to the <u>Edit</u> link in the right-most column to open the visit window.</li> <li>5. Link the calls made by the Caregiver.</li> </ol>
<p><b>Different Caregiver Scheduled</b></p>	<ol style="list-style-type: none"> <li>1. Click on the number in the <b>Caller ID</b> column.</li> <li>2. In the <b>Caregiver Code</b> column, click <u>Edit</u>.</li> <li>3. Assign the Caregiver who placed the EVVs. This is the Caregiver who is attached to the issue.</li> <li>4. Navigate to the <u>Edit</u> link in the right-most column to open the visit window.</li> <li>5. Link the calls made by the Caregiver.</li> </ol>
<p><b>Visit Verified by Different Caregiver</b></p>	<ol style="list-style-type: none"> <li>1. Verify which Caregiver worked the scheduled visit.</li> <li>2. If EVV is good, click on the number in the <b>Caller ID</b> column.</li> <li>3. In the <b>Caregiver Code</b> column, click <u>Edit</u> to update the visit information to reflect the right Caregiver.</li> <li>4. In the <b>Edit</b> column, click <u>Edit</u> to open the visit window and link the calls.</li> </ol> <p><b>OR</b></p> <p>If the EVV is bad, click on <u>Reject</u> in the <b>Action</b> column to discard the call.</p>

Problem	Resolution
<p><b>No Schedule on Calendar</b></p>	<ol style="list-style-type: none"> <li>1. Click on the number in the <b>Caller ID</b> column.</li> <li>2. In the <b>Edit</b> column, click <u>New Schedule</u></li> <li>3. Complete the required fields in the visit window's <i>Schedule</i> tab.</li> <li>4. Click <b>Save</b></li> </ol> <p><b>OR</b></p> <p>If the EVV is bad, click on <b>Reject</b> in the <b>Action</b> column to discard the call.</p>
<p><b>Call from Inactive Patient</b></p>	<ol style="list-style-type: none"> <li>1. Click on the number in the <b>Caller ID</b> column.</li> <li>2. In the popup, click on the Patient's name to navigate to their profile.</li> <li>3. In the Patient Profile, open the <b>General</b> page.</li> <li>4. Click on the <b>Update Status</b> button and set the status to <i>Active</i>.</li> <li>5. On the Call Maintenance Page, click <b>Reprocess</b>.</li> <li>6. Click on the number in the <b>Caller ID</b> column and <u>Link</u> to connect the EVVs to the visit.</li> </ol> <p><b>OR</b></p> <p>If the visit was not authorized, click on <u>Reject</u> in the <b>Action</b> column to discard the call.</p>

Problem	Resolution
<p><b>Patient Not Configured for Time and Attendance</b></p>	<ol style="list-style-type: none"> <li>1. Click on the number in the <b>Caller ID</b> column.</li> <li>2. In the popup, click on <u>Link</u> to connect one of the EVVs to the visit.</li> <li>3. This opens the <i>Visit Info</i> tab of the visit window.</li> <li>4. Click the <b>Link Call</b> button to connect the remaining EVV to the visit.</li> </ol> <p><b>OR</b></p> <p>If the EVV is bad, click on <u>Reject</u> in the <b>Action</b> column to discard the call.</p>
<p><b>Call Out with No Call In</b></p>	<ol style="list-style-type: none"> <li>1. Click on the number in the <b>Caller ID</b> column.</li> <li>2. In the <b>Edit</b> column, click <u>Edit</u></li> <li>3. Manually enter the <b>Visit Start Time</b>.</li> </ol> <p><b>OR</b></p> <p>Search for the <i>Call In</i> EVV on the <b>Call Maintenance</b> page. If found, resolve the issue and link to the visit.</p>
<p><b>Potential In/Out Mistake</b></p>	<p>In the <b>Call Type</b> column, click on either the <u>IN</u> or <u>OUT</u> link to swap the EVV from IN to OUT or vice versa.</p>
<p><b>Incorrect Linked-Case Call</b></p>	<p>EVVs with this status cannot be fixed. Click on <u>Reject</u> in the <b>Action</b> column to discard the call. The visit either requires a manual confirmation, or another EVV placed by the Caregiver at the right time.</p>
<p><b>No Schedule Opening</b></p>	<p>This problem occurs when the system cannot categorize a call exception into any of the other statuses. User must either research the call and visit info in order to identify the error <b>OR</b> click on <u>Reject</u> in the <b>Action</b> column to discard the call.</p>

## GPS Confirmation Issues

Problem	Resolution
<b>GPS Signal Not Detected</b>	EVVs with this status cannot be fixed. Click on <a href="#">Reject</a> in the <b>Action</b> column to discard the call. The visit requires a manual confirmation.
<b>GPS Signal Out of Range</b>	<p>In some scenarios, the coordinates attributed to an address by Google Maps do not properly reflect the actual coordinates of the Patient's home. This is particularly true of rural addresses but may also occur in cities when a Patient lives in a large apartment complex.</p> <p>To address this issue, users may recalculate the coordinates of a Patient's address using the coordinates associated with GPS based EVV that is being held on <b>Call Maintenance</b>. This allows Agencies to correct the coordinates attributed to an address by Google by replacing them with the more accurate EVV coordinates.</p> <p>Further information may be found under the <b>Edit GPS Coordinates</b> section of the <a href="#">EVV Management Process Guide</a>.</p>
<b>Unscheduled – Patient not Scheduled</b>	EVVs with this status cannot be fixed. Click on <a href="#">Reject</a> in the <b>Action</b> column to discard the call. The visit requires a manual confirmation.

## FOB Confirmation Issues

Problem	Resolution
<b>Invalid FOB Passcode</b>	EVVs with this status cannot be fixed. Click on <a href="#">Reject</a> in the <b>Action</b> column to discard the call. The visit requires a manual confirmation.
<b>Expired FOB Passcode</b>	EVVs with this status cannot be fixed. Click on <a href="#">Reject</a> in the <b>Action</b> column to discard the call. The visit requires a manual confirmation.
<b>FOB Confirmation for Inactive Patient</b>	<ol style="list-style-type: none"> <li>1. Navigate <b>Patient &gt; Patient Search</b> and select the appropriate Patient.</li> <li>2. In the Patient Profile, open the <b>General</b> page.</li> <li>3. Click on the <b>Update Status</b> button and set the status to <i>Active</i>.</li> </ol>

## Call Reprocess

Problem	Resolution
<b>Issue Fixed: Linkable Call</b>	<ol style="list-style-type: none"><li data-bbox="688 306 1214 338">1. Click on the number in the Caller ID column.</li><li data-bbox="688 348 1390 407">2. In the popup, click on Link to connect one of the EVVs to the visit.</li></ol>