

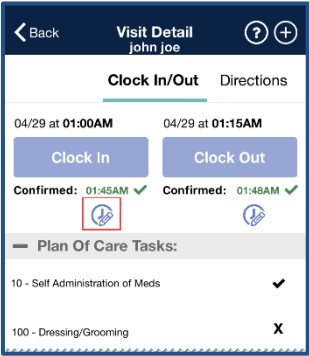
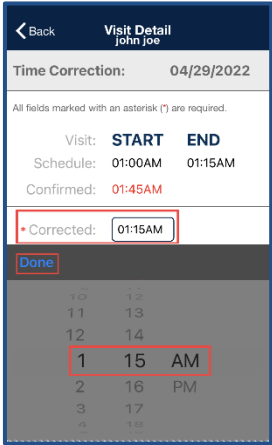
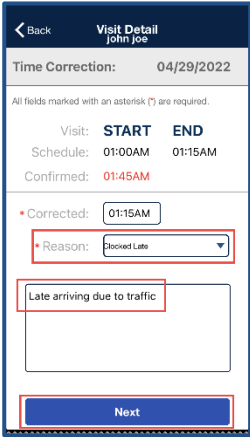
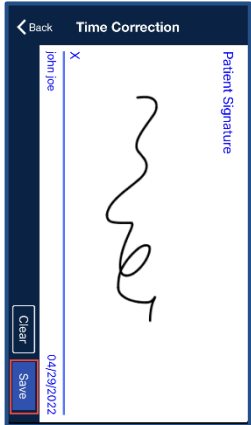
Caregiver Time Correction Edit Request Job Aid


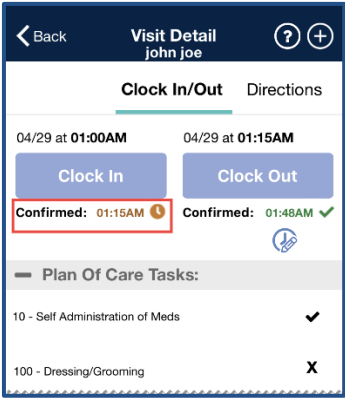
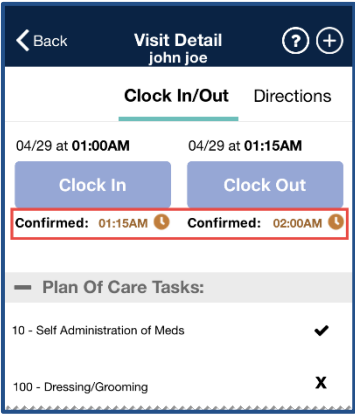
The HHAX Mobile App currently captures real-time Caregiver EVV via FOB, GPS, and Beacon methods. If EVV confirmations are missed, or do not accurately reflect the Start/End times of services, then an Agency can allow a Caregiver to submit a request using the Mobile app to update Start and/or End times for service. This job aid provides instructions on how to request a time edit on the Mobile App (when enabled by the Agency).

Notes:



- Requests are reviewed and approved (or rejected) by an authorized Agency representative.
- The Patient Signature is always required when requesting a Time Correction Edit.
- If a Confirmed time is blank (--:--) at Clock IN and/or Clock OUT, the edit icon becomes available for a Caregiver Time Edit Request after the end of the visit.
- A Caregiver can request a Time Correction Edit up until the visit is billed.

Step 1	Step 2	Step 3	Step 4
<p>After Clock IN (or Clock Out), the edit icon appears below the Confirmed time. To request an edit, tap the edit icon.</p> <p>Note: An edit icon below the Confirmed time indicates a user can request to change the time.</p>  <p>Clock In: Edit Icon Example</p>	<p>The <i>Time Correction</i> page opens. Select the correct time in Corrected (required) and tap Done.</p>  <p>Select Time Correction</p>	<p>Select the Reason (required). Type a Note (optional) and tap Next.</p>  <p>Required Edit Fields</p>	<p>The Patient Signature page appears. Obtain the Patient Signature and tap Save.</p> <p>Note: Patient Signature is required for ALL Time Edit Requests.</p>  <p>Required Patient Signature</p>

Step 5	Step 6	Step 7	Step 8
<p>An alert appears announcing that the time correction request was sent successfully.</p> <p>Tap OK to continue.</p>  <p>Successful Time Correction Request</p>	<p>The Confirmed time appears in orange pending approval from the Agency/Office.</p>  <p>Request Pending</p>	<p>To Clock OUT, tap Clock Out, select the EVV method, and select the POC tasks performed.</p> <p>Tap Save to complete.</p>	<p>If a Time Correction Edit applies to Clock OUT, repeat Steps 2-6 to submit a Time Correction Edit Request. Confirmed times appear in orange pending approval from the Agency/Office (as shown below).</p> <p>When approved, the Confirmed times appear in green.</p> <p>Note: If the request is <u>rejected</u>, the Confirmed time(s) remains unchanged.</p>  <p>Time Edit Request Pending</p>