

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 <u>always</u> 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
After Clock IN (or Clock Out), the edit icon appears below the Confirmed time. To request an edit, tap the edit icon. Note: An edit icon below the Confirmed time indicates a user can request to change the time.	The <i>Time Correction</i> page opens. Select the correct time in Corrected (required) and tap Done .	Select the Reason (required). Type a Note (optional) and tap <i>Next</i> .	The Patient Signature page appears. Obtain the Patient Signature and tap Save . Note: Patient Signature is required for ALL Time Edit Requests.
Back Visit Detail john joe Image: Constructions Clock In/Out Directions 04/29 at 01:00AM 04/29 at 01:15AM Clock In Clock Out Confirmed: 01:45AM Confirmed: 01:45AM Image: Confirmed: 01:45AM <td>✓ Back Visit Detail Time Correction: 04/29/2022 All fields marked with an asterisk (1) are required. Visit: START Schedule: 01:00AM 01:45AM • Corrected: 01:15AM • Corrected: 01:15AM • Corrected: 11:15AM • Corrected: 12:15AM • Corrected: 11:15AM • Corrected: 12:15AM • Corrected: 13:12 12 14 14 15 2 16 PM 3 3 17 • To 18 • To 18</td> <td>Visit Detail Time Correction: 04/29/2022 All fields marked with an asterisk (*) are required. Visit: Visit: START END Schedule: 01:00AM 01:15AM Confirmed: 01:15AM Image: Corrected: 01:15AM * Reason: Image: Decoded Late Image: Decoded Late Image: Decoded Late Next Required Edit Fields Readom Image: Decoded Late</td> <td>Vac Time Correction View Print Signature View View View View</td>	✓ Back Visit Detail Time Correction: 04/29/2022 All fields marked with an asterisk (1) are required. Visit: START Schedule: 01:00AM 01:45AM • Corrected: 01:15AM • Corrected: 01:15AM • Corrected: 11:15AM • Corrected: 12:15AM • Corrected: 11:15AM • Corrected: 12:15AM • Corrected: 13:12 12 14 14 15 2 16 PM 3 3 17 • To 18 • To 18	Visit Detail Time Correction: 04/29/2022 All fields marked with an asterisk (*) are required. Visit: Visit: START END Schedule: 01:00AM 01:15AM Confirmed: 01:15AM Image: Corrected: 01:15AM * Reason: Image: Decoded Late Image: Decoded Late Image: Decoded Late Next Required Edit Fields Readom Image: Decoded Late	Vac Time Correction View Print Signature View View View View



Step 5	Step 6	Step 7	Step 8
An alert appears announcing that the time correction request was sent successfully. Tap OK to continue.	The Confirmed time appears in orange pending approval from the Agency/Office.	To Clock OUT, tap <i>Clock Out</i> , select the EVV method, and select the POC tasks performed. Tap Save to complete.	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). When approved, the Confirmed times appear in green. Note: If the request is <u>rejected</u> , the Confirmed time(s) remains unchanged.
	✓ Back Visit Detail ⑦ (+) john joe Clock In/Out Directions 04/29 at 01:00AM 04/29 at 01:15AM Clock In Clock Out Confirmed: 01:15AM Confirmed: 01:15AM Plan Of Care Tasks: ✓ 10 - Self Administration of Meds ✓ 100 - Dressing/Grooming X		Back Visit Detail john joe Clock In/Out Directions 04/29 at 01:00AM 04/29 at 01:15AM Clock In Clock Out
			Confirmed: 01:15AM Confirmed: 02:00AM C - Plan Of Care Tasks: 10 - Self Administration of Meds
	Request Pending		100 - Dressing/Grooming X
Successful Time Correction Request			Time Edit Request Pending