



# Mobile App Process Guide for Caregivers

Caregiver Setup and Use

## Document Revision History (Last 2 Years)

Date	Description of Revision
04/15/2021	Added: Mobile App Nevvon Integration Update: Mobile App Accessibility Updates
05/14/2021	Update: GPS EVV Method to Reduce OOR Exceptions
08/03/2021	Accessibility standards applied Remove: Care Pathways
08/11/2021	Update: Mobile App Password Reset (Self-directed)
9/30/2021	Added Patient Address Pin on GPS Map Confirmation.
10/20/2021	Replaced screen shots to show accessibility
11/1/2021	Added two new language options and Archiving messages
11/22/2021	Updated Accessibility statement.
12/22/2021	Added Mobile Biometric Two-Factor Authentication, Community Visit, Log-In Page Language Selector.
1/31/2022	Added Privacy & Confidentiality Acknowledgement, Scheduled/Unscheduled Visit Option, Community Visit allowed at Clock In or Clock Out.
3/9/2022	Added Unscheduled Community Visit, Offline Unscheduled Visit, and Service Code for Unscheduled Visit.
4/4/2022	Added three new language options.
5/2/2022	Added 15-Minute Timeout information.
7/11/2022	Added Mobile Biometric Login and POC Tasks Displayed for Unscheduled Visits.
8/1/2022	Added Log Duties Throughout the Shift.
2/13/2023	Updated: Mobile App Integration Services (formerly Nevvon Integration)

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## Overview

The **HHAX Caregiver Mobile App** is a tool used to place Electronic Visit Verifications (EVVs), review Patient and Visit information, manage Availability, and express interest in open shifts. The Caregiver Mobile App is available for both iPhone and Android users. This process guide covers the Caregiver Mobile App functionality and setup on the Caregiver’s device.

Please direct any questions regarding the content of this document to [HHAExchange Client Support](#). Refer to the **Help** section in the Caregiver Mobile App for immediate questions or click the link to contact support for further assistance.

**DISCLAIMER**

Some Caregiver Mobile App features are activated by HHAX System Administration. Please contact [HHAX Client Support](#) for details, setup, and guidance.

## Accessibility

The HHAX Mobile App adheres to W3C's Web Content Accessibility Guidelines (WCAG) enabling physically challenged users to use the Mobile App. The Mobile App screens include color contrasts, button color changes, and icons or markings to achieve this.

## HHAX System Key Terms and Definitions

The following provides basic definition of HHAX System key terms applicable throughout the document.

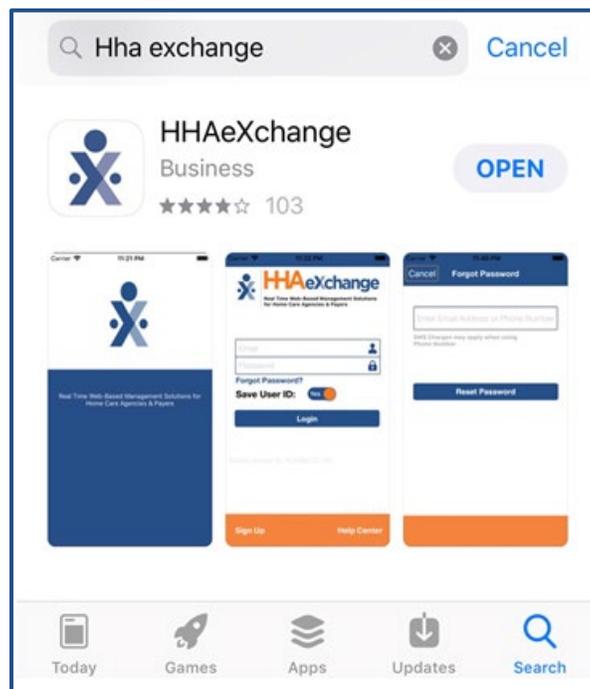
Term	Definition
<b>Patient</b>	Refers to the Member, Consumer, or Recipient. The Patient is the person receiving services.
<b>Caregiver</b>	Refers to the Aide, Homecare Aide, Homecare Worker, or Worker. The Caregiver is the person providing services.
<b>Provider</b>	Refers to the Agency or organization coordinating services.
<b>Payer</b>	Refers to the Managed Care Organization (MCO), Contract, or HHS. The Payer is the organization placing Patients with Providers.
<b>HHAX</b>	Acronym for HHAExchange

# Caregiver Mobile App

## Downloading the App

The HHAExchange Caregiver Mobile App is available for download through the App Store or Google Play for either iPhone or Android devices. To locate and download the App, enter the keyword **HHA Exchange** in the search bar of the App Store or Google Play (as shown).

Caregivers are responsible for downloading and installing the application on their personal mobile device. After registering, Caregivers must provide credentials and ID numbers to the Agency for further setup and linking to the HHAX platform.



**HHAExchange Mobile App**

When the Caregiver Mobile App is first installed, the user is prompted to select a preferred language. The language selected for the signup process is also the language in which guidance and emails are presented.

Select Language (Spanish)

Creating Credentials (Spanish)

Registration (Spanish)

## Signing Up and Registering

Creating an account for the Caregiver Mobile App is a two-step process, as follows:

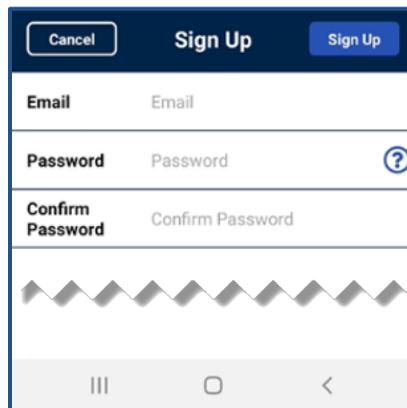
1. **Sign up** by creating login credentials.
2. **Register** by entering additional demographic information.

### Sign Up

After the App has downloaded, press **Sign Up** on the bottom left of the main screen. The App prompts for the following:

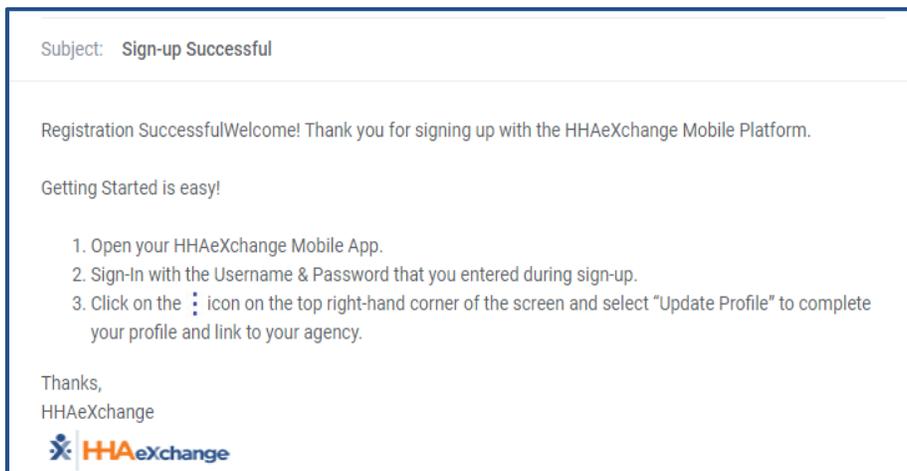
- An **Email Address**
- A **Password** (minimum of 8 letters, 1 capital, and 1 numeric value)

When credentials are completed and confirmed, select **Sign Up** to log in to the App.



Sign Up Screen

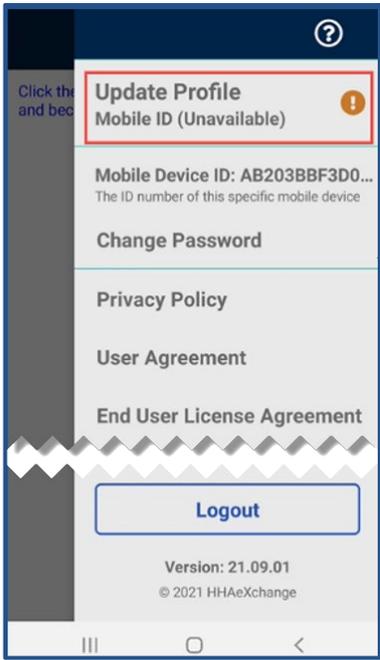
Upon successfully creating an account, the system issues a verification email, as seen below.

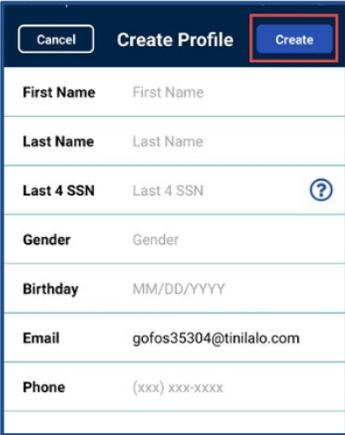
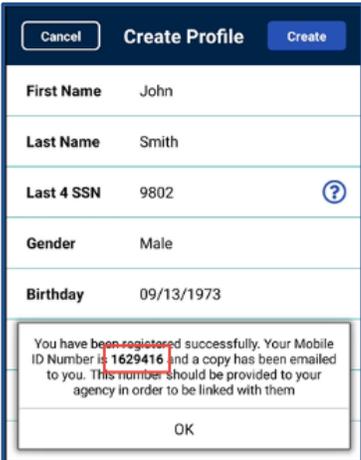


Successful Sign Up Email

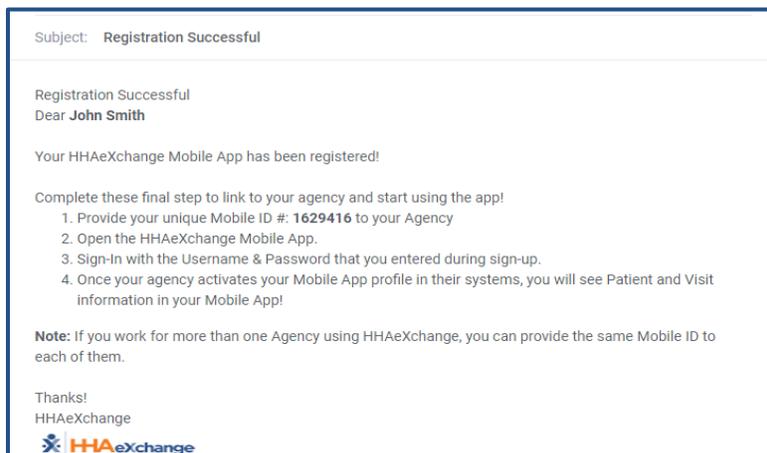
## Register

Follow the steps outlined below to register on the HHAX Caregiver Mobile App.

Step	Action
1	Log in to the App after receiving the verification email.
2	Review the <i>Terms of User Agreement</i> and tap <b>Agree</b> .
3	<p>The Main Screen opens. Click the <b>three-dot icon</b> (at top right) as prompted by the message.</p> 
4	<p>From the menu options, tap <b>Update Profile</b>.</p> 
5	<p>Complete all the fields on the <i>Create Profile</i> page. Tap <b>Create</b> to create the Profile.</p> <p><b>Note:</b> Values must match the information on record with HHAX. The Mobile App does not link correctly if any of these values do not match.</p>

Step	Action
	
6	<p>Once all the information is correctly entered, a message appears containing the <b>Mobile ID</b>.</p> 

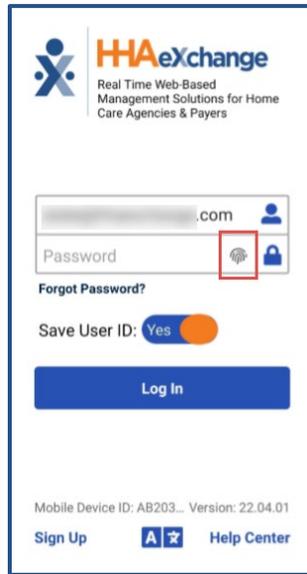
HHAX sends a second email after successful registration containing the **Mobile ID** and instructions on how to log in and use the Caregiver Mobile App.



Successful Registration Email

## Mobile Biometric Login

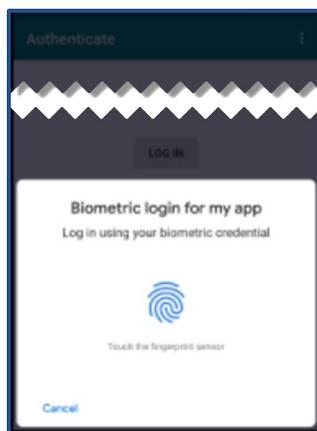
A user can log in with Fingerprint Authentication or Facial Recognition (when the capability is available on the mobile device). The Biometric Login option becomes available after logging in to the Agency using the **Email** and **Password** and then logging out at least one time. When the Biometric Login option is available, the fingerprint icon at the right of the **Password** field is displayed as enabled.



**Biometric Login Available**

**Note:** *If the Agency requires Two Factor Authentication, then a **Password** must also be provided on the Login page before tapping the fingerprint icon.*

Enter the **Email** address and tap the fingerprint icon to access the device’s fingerprint authentication or facial recognition biometric page. After providing a matching fingerprint or facial scan, the Caregiver Mobile App opens.



**Sample biometric page**

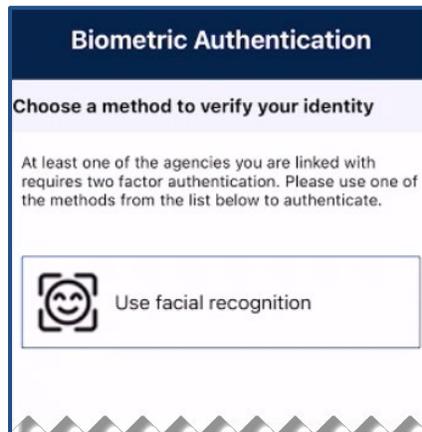
**Note:** If a password is changed via the **Forgot Password?** function, the Biometric Login option is reset. The user must log in to the Agency using **Email** and **Password** and log out at least one time before the Biometric Login option becomes available again.

## Mobile Biometric Two-Factor Authentication

Mobile App Biometric Two-Factor Authentication (2FA) allows Agencies to add another layer of security to the login process on the Mobile App. On the Mobile App, Caregivers are prompted to authenticate their login via the biometric measures configured by the Agency. The Biometric options currently supported are facial and fingerprint recognition (if available on the mobile device).

### Facial Recognition

The following image illustrates the Biometric Authentication screen on the Mobil App when facial recognition is required for authentication.



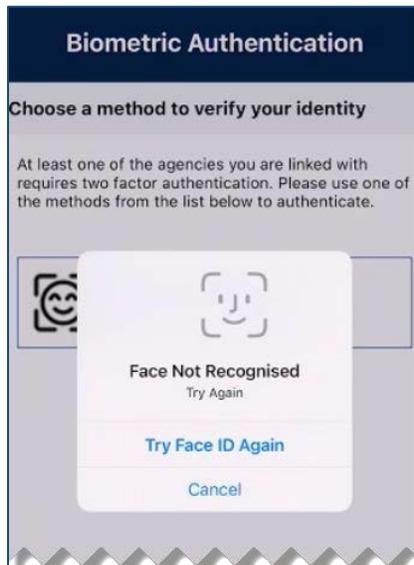
**Facial Recognition Required**

Once confirmed, the app alerts of a successful facial recognition and logs the user in.



**Success: Face ID**

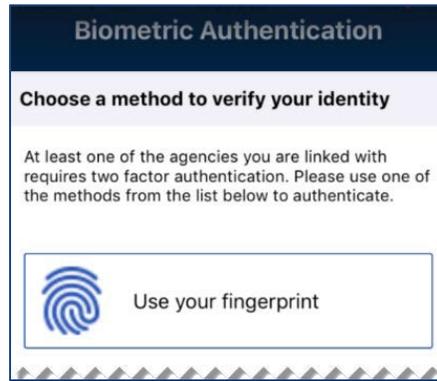
If facial recognition is not successful, then the app prompts the user to retry, as seen in the image below.



**Face Not Recognized**

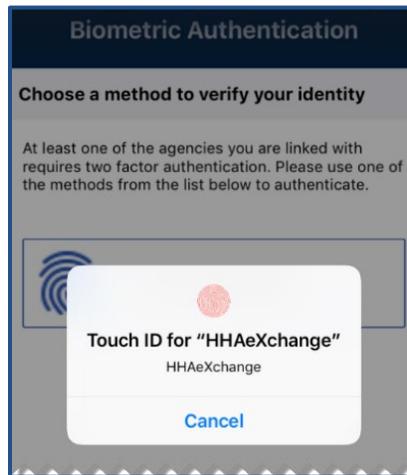
## Fingerprint Recognition

The following images illustrate a sequence of screens (from top to bottom) when fingerprint recognition is required for authentication. The initial screen prompts the user to press on the **Use your Fingerprint** box to authenticate.



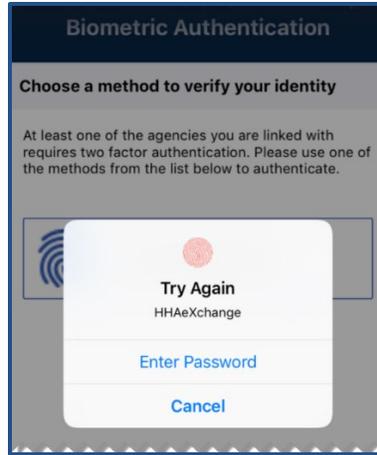
**Fingerprint Recognition Required**

The following screen prompts for the user to perform the **Touch ID for HHAeXchange**, using the applicable device feature.



**Use Touch ID to Authenticate**

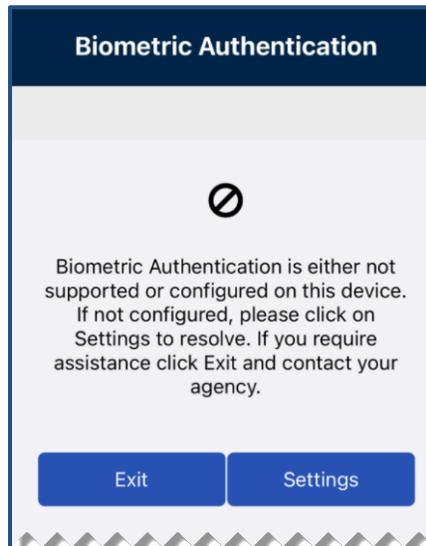
If the authentication cannot be verified, then the device prompts the user to retry the fingerprint authentication.



**Retry Authentication**

## Biometric Authentication Not Configured/Supported

If the device is either not configured or does not support fingerprint or facial recognition, then the screen indicates steps to take, as seen in the image below. Tap on the **Settings** button to configure the feature or tap on the **Exit** button and contact the Agency for further instructions.



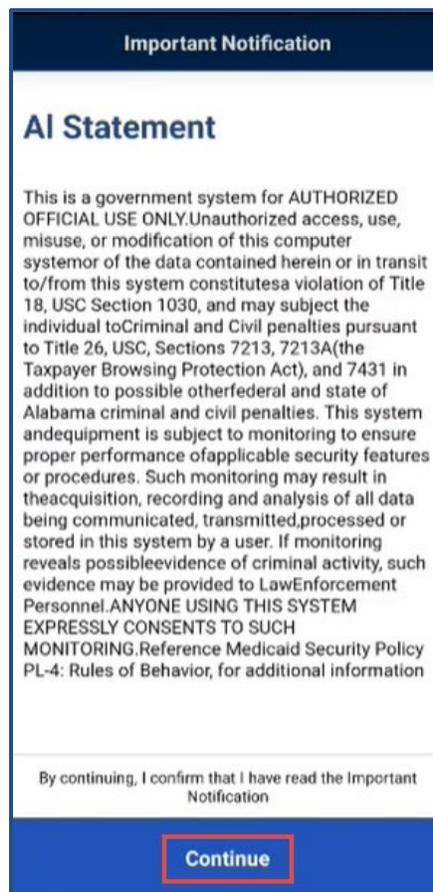
**Device Not Configured/Supported**

## Privacy & Confidentiality Acknowledgment

**DISCLAIMER**

This setting is enabled and managed by HHAX System Administration.  
 Please contact [HHAX Client Support](#) for assistance.

Some mobile users may be required to acknowledge a *Privacy and Confidentiality* statement before accessing the system. If a Privacy and Confidentiality Notice is displayed when logging in, tap **Continue** to acknowledge it and access the system.

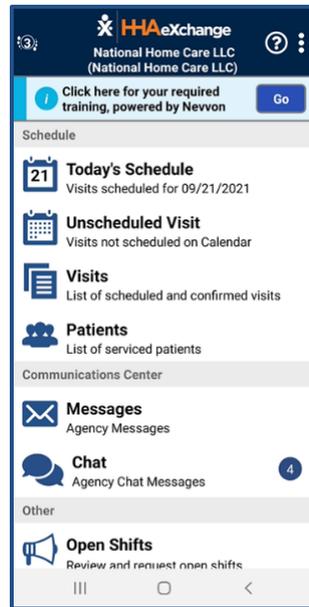


Sample of a Privacy & Confidentiality Notice

# Using the Mobile App

## The Main Screen

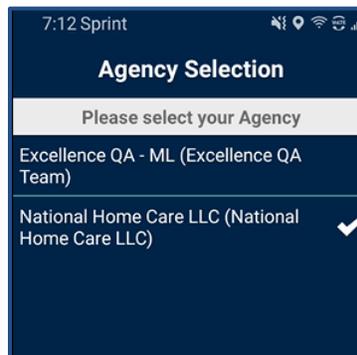
Using the Mobile App, Caregivers keep track of their schedule, receive and respond to messages from their Office/Agency, and Clock In and Out of a visit. The following sections provide descriptions and guidance on the Main Screen options.



The Main Screen

## Top Panel

Tap the icon on the top panel to switch between Agencies/Offices the Caregiver is connected to. The Caregiver must provide every Agency/Office the **Mobile ID** for proper syncing/linking with the system.



Switch Offices

## Today's Schedule

**Today's Schedule** is used to review and Clock In and Out of scheduled visits for the present day.

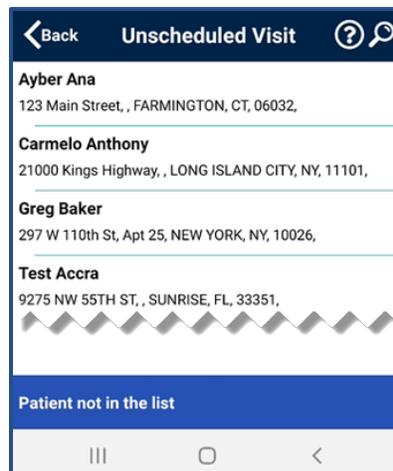


Today's Schedule

## Unscheduled Visits

**Unscheduled Visits** allows Caregivers to submit EVV for unscheduled visits. Caregivers create an unscheduled visit for any Patient to whom they have access by selecting the Patient Profile.

If asked to provide service for a Patient the Caregiver has never worked with before, the Caregiver selects **Patient not in the list** to create a new visit. EVV for an Unscheduled Visit generated via the **Patient not in the list** selection is automatically sent to **Call Maintenance** with the status **Unscheduled – Patient not Selected**. EVV cannot be linked because EVV is meant to provide proof to the Agency/Office that Caregivers were with the Patient.



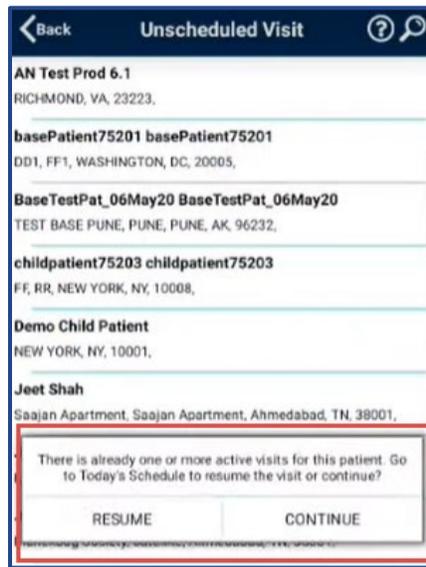
Create Unscheduled Visits

**Note:** Placing EVV and logging POCs for Unscheduled Visits follows the same process as Scheduled Visits.

### Warning for Inadvertent Unscheduled Visits

When attempting to create an *Unscheduled Visit* that matches a visit already on **Today's Schedule**, the Caregiver is given the option to resume an active visit for the Patient in *Today's Schedule* or to continue to create a new Unscheduled Visit.

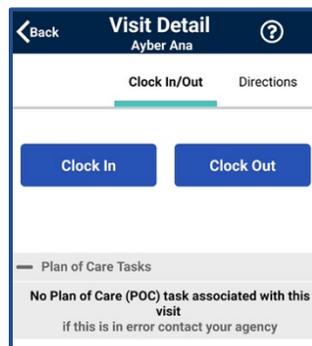
- If the Caregiver taps **RESUME**, then *Today's Schedule* is displayed to use an active visit for the selected Patient.
- If the Caregiver taps **CONTINUE**, then *Visit Detail* is displayed to create a new Unscheduled Visit.



Scheduled Visit/Unscheduled Visit Option

### Patient Signature Requirements for Unscheduled Visit

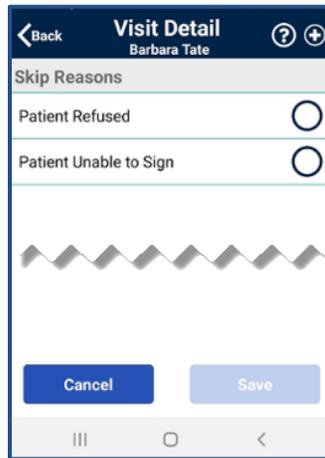
If any active contract for a Patient requires Patient Signature at Clock-In or Clock-Out (as configured), the Patient Signature screens are presented on the Mobile App (to include Unscheduled Visits). If applicable, the **Skip** button appears on the screen (if configured). The following images illustrate the sequence of screens (from top to bottom).



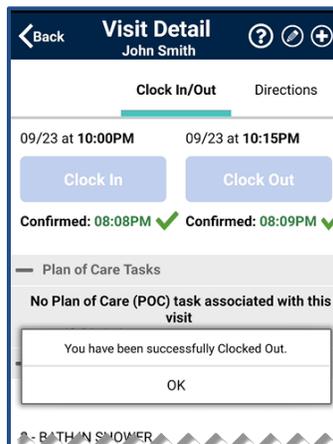
Clock IN/OUT



**Patient Signature**



**Skip Reason (if Skipped)**

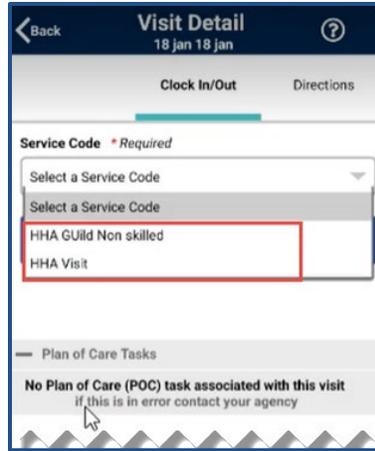


**Confirmation Times**

**Select Service Code for an Unscheduled Visit**

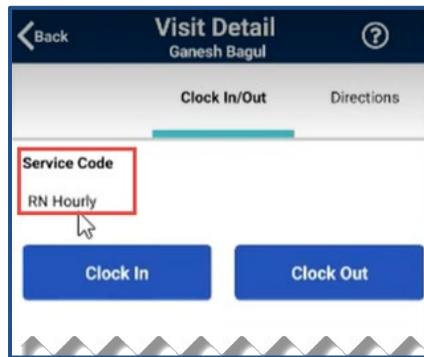
When the Office has enabled the **Enable Unscheduled Visit Service Code Selection** option, if an Unscheduled Visit is conducted and multiple Service Codes are available in the Member’s Active Authorizations, the Caregiver is prompted to select the visit’s Service Code on *Clock In*.

From the *Visit Detail* screen, select the applicable **Service Code**.



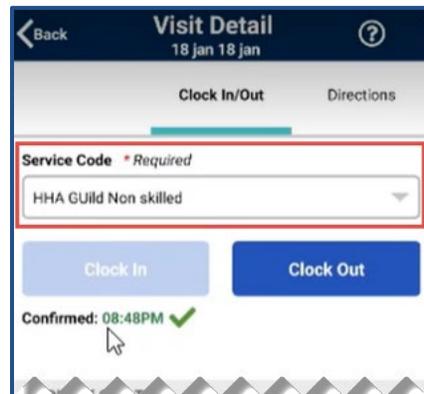
Select a Service Code for an *Unscheduled Visit*

If only one Service Code is available in the Member’s Active Authorizations, then that Service Code is automatically selected and displayed at *Clock In*.



Only One Service Code Available

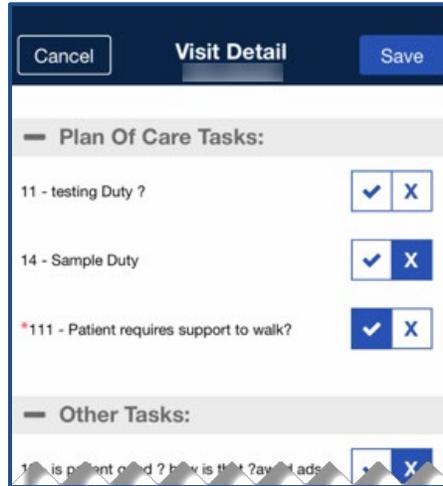
At *Clock Out*, the Caregiver can change the visit’s Service Code if another Code is available.



Change Service Code at *Clock Out*

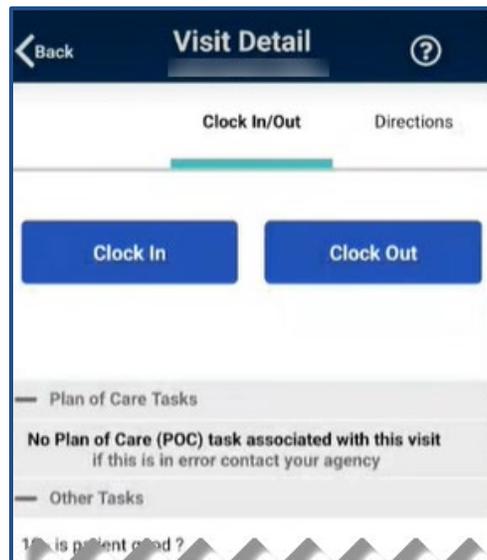
**Plan of Care Tasks Displayed for Unscheduled Visits**

Plan of Care Tasks are displayed when an *Unscheduled Visit* is created for a Patient who has *one* active Authorization with POC Tasks.



**POC Tasks Displayed for Unscheduled Visit**

If no *Plan of Care Tasks* exist for the Patient, or if *more than one* active Authorization with POC Tasks exists for the Patient, the **Plan of Care Tasks** section indicates that no POC Tasks are associated with the Unscheduled Visit.



**No POC Tasks for Unscheduled Visit**

## Visits

Select **Visits** to review all scheduled visits up to two weeks in advance.

Back	Visits	?
<b>Greg Baker</b> 297 W 110th St, Apt 25, NEW YORK, NY, 10026	09/21/2021 07:00PM - 08:00PM <b>06:49 PM - 07:00 PM</b> ✓ ✓	
<b>Carmelo Anthony</b> 21000 Kings Highway, LONG ISLAND CITY, NY, 1...	09/21/2021 09:00PM - 10:00PM	

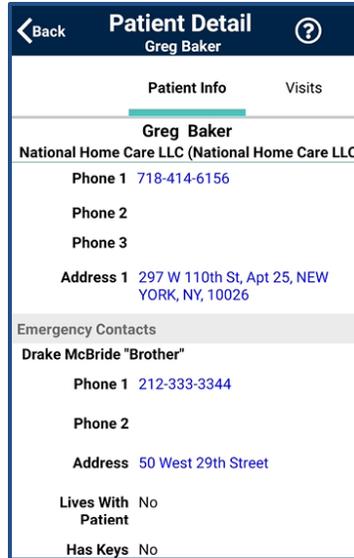
Completed and Scheduled Visits

## Patients

Select **Patients** to view a list of all Patients the Caregiver can access. Select a Patient to view Patient Info and visits. If authorized, Caregivers can also access the Patient’s **Clinical** info and **Medications**.

Back	Patient Detail	?
	Greg Baker	
Clinical	<b>Medications</b>	
Aspirin/Codeine		
<b>Dose</b>	500 Milligram	
<b>Route</b>	Oral	
<b>Frequenc y</b>	Every 6-8 Hours	
<b>Comment</b>		

Patient Details: Medications



**Patient Details: Info**

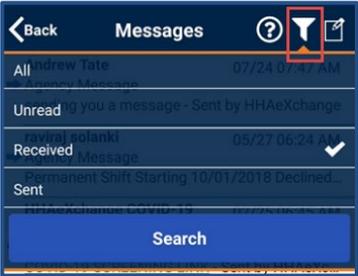
Multiple Addresses appear on the *Patient Info* tab (as shown) if entered in the Patient Profile page.



**Patient Multi-Address**

## Messages

Select **Messages** to review and respond to any messages sent from the Agency/Office. Follow the steps below to create, send, and filter messages on the Mobile App.

Step	Action
1	<p>Tap the notepad icon (as shown) to enter a new message or respond to an existing one.</p> 
2	<p>The <i>New Message</i> window opens. In the <b>To</b> field, tap the <b>plus</b> icon to select a recipient. In the <b>Priority</b> field, tap the <b>plus</b> icon to select the priority, if/as needed. Compose the message in the text area. Tap <b>Send</b> to send the message.</p> 
3	<p>To sort existing messages, tap the <b>filter</b> icon as shown in the <b>Sort Messages</b> image.</p> 

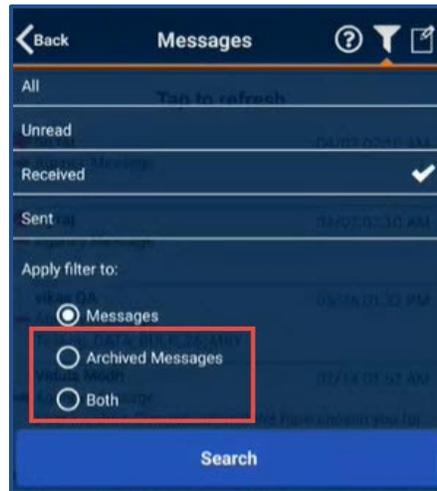
### Archiving messages

Messages can be archived, retained in history, but hidden from the user’s view. To archive a message, press and hold the message until the app prompts to confirm archiving the message, as seen in the image below. Tap **Yes** to archive and hide the message from view.



**Archive prompt**

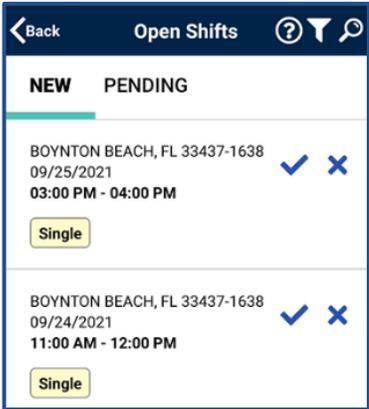
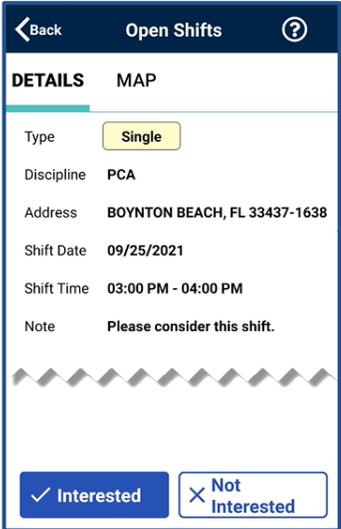
To review archived messages, change the *Messages* filter to include **Archived Messages** or **Both** Messages and Archived Messages.

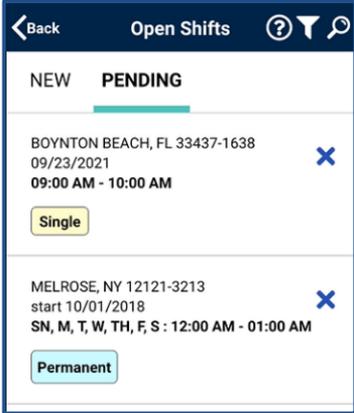
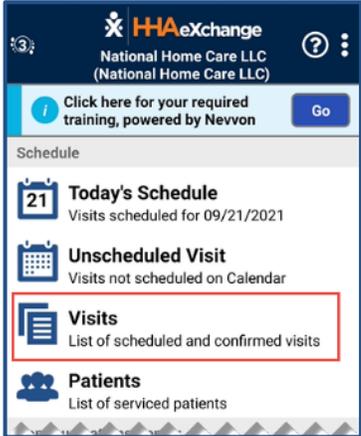


**Messages Filter**

## Open Shifts

Select **Open Shifts** to review and request open shifts as broadcast by the Agency/Office. Follow the steps below to view and express interest in Open Shifts.

Step	Action
1	<p>The <b>Open Shifts</b> screen appears displaying all broadcast shifts on the <b>NEW</b> tab. Shifts are labeled as <b>Single</b> or <b>Permanent</b>. Tap on a shift to view basic information.</p> 
2	<p>The basic shift information opens under the <b>DETAILS</b> tab for the selected shift. Evaluate the shift.</p> <ul style="list-style-type: none"> <li>• Tap the <b>MAP</b> tab to access the Google Map visual. Refer to the <a href="#">Open Shifts Map Scaled to Patient Address</a> section below.</li> <li>• Tap <b>Interested</b> to express interest in working the shift or <b>Not Interested</b> to reject and remove from the list after evaluating the shift.</li> </ul>  <p><b>Note:</b> As per HIPAA regulations, only the <b>City, State, and Zip Code</b> can be provided at the time of broadcast. When assigned, the Caregiver can view the complete Patient address.</p>

Step	Action
3	<p>Requested shifts move to the <b>PENDING</b> tab, pending assignment from the Agency's Coordinator.</p> 
4	<p>When a shift is assigned to the Caregiver, the shift moves from the <b>PENDING</b> tab to the Caregiver's <b>Visits</b> section. The Caregiver is alerted of the assignment.</p>  <p>If the Agency <i>rejects</i> the request, then the shift is removed from the <b>PENDING</b> tab, and a message is sent to the Caregiver with the rejection reason (such as "Shift no longer available").</p>

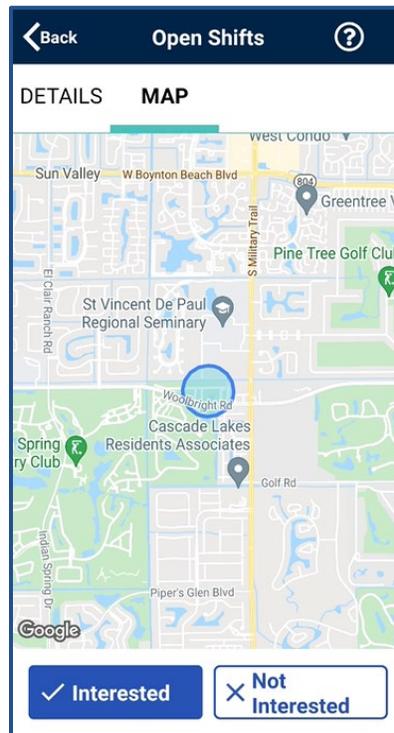
**Notes:**

- *Indicating interest does not mean that a Caregiver is automatically given a shift. Shifts must be assigned by the Agency's Coordinator. Only then does a Caregiver receive an alert, and the shift appears as a scheduled visit on their Mobile App.*
- *The Caregiver must be logged in to the Mobile App to review Case Broadcasts in the Open Shifts screen.*

**Open Shifts Map Scaled to Patient Address**

In the *Open Shifts* Map view, the blue highlighted area around the Patient Address represents approximately a one-mile-wide range with a default view of approximately 10 square miles, as seen in the following image.

Pinch-in to zoom out or pinch-out to zoom in to assess the shift and tap **Interested** to express interest or **Not Interested** to bypass.

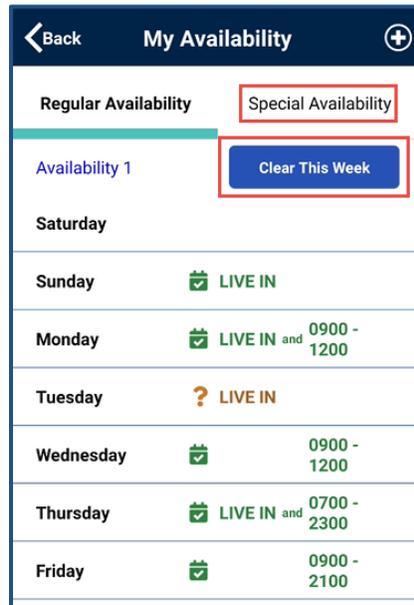


**Open Shift: Scaled Map View**

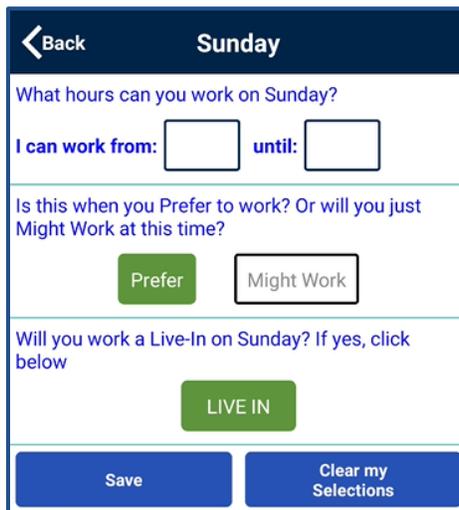
**Note:** To protect PHI (Protected Health Information), the actual Patient address is not pinned on the map.

## My Availability

The **My Availability** function allows Caregivers to review and adjust their availability preferences, provided that the Office/Agency has enabled this feature. To edit Availability, select the day to edit or tap **Clear This Week**. Select the **Special Availability** tab at the top of the page to set an alternate availability schedule.



My Availability

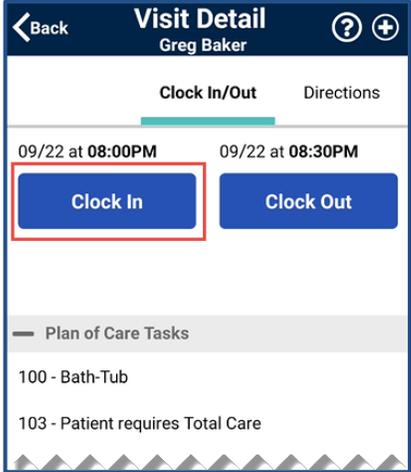


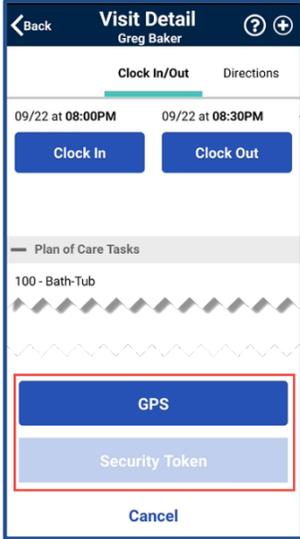
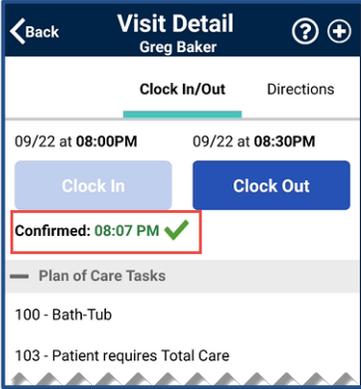
Edit Regular Availability

## Clock In and Out

This section provides the steps involved to Clock In and Out of a visit, as well as entering POC Duties and Patient Signatures.

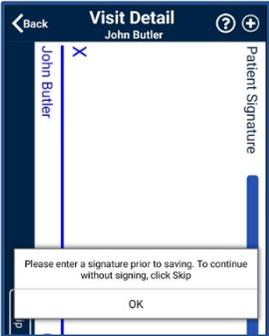
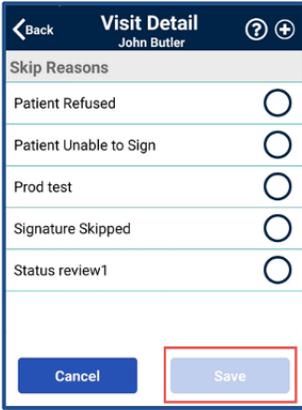
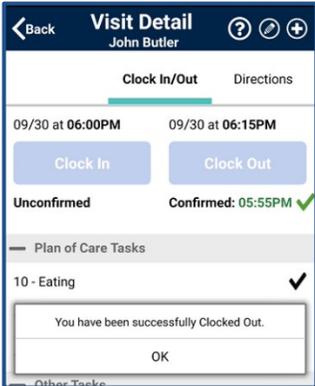
### Clock In

Step	Action
1	<p>Select <b>Today's Schedule</b> from the Main Screen. Select the appropriate visit. In this example, <b>Greg Baker</b>.</p> 
2	<p>The <b>Clock-In/Out</b> tab opens. Tap on <b>Clock In</b>.</p> 

Step	Action
3	<p>Select either <b>GPS</b> or <b>Security Token</b> to submit an EVV.</p>  <p><b>Note:</b> The term <i>Security Token</i> refers to the FOB Device.</p>
4	<p>A successful EVV displays in green under <b>Clock In</b> (now disabled), as shown.</p>  <p><b>Note:</b> Unsuccessful EVV placement times display in red instead of green.</p>
5	<p>From the <i>Visit Detail</i> page, Caregivers can also access the following tabs:</p> <ul style="list-style-type: none"> <li>• <b>Directions:</b> Syncs to the mobile device’s GPS to provide directions to the visit location. Refer to the <a href="#">Directions Map</a> section below for further details.</li> <li>• <b>Patient Info:</b> Displays the Patient’s name, any phone numbers connected to the profile, their address, and emergency contacts.</li> <li>• <b>Care Plan:</b> Contains the Patient’s Plan of Care (POC), listing each duty in detail, describing how often it is required, and including additional instructions.</li> <li>• <b>Notes:</b> Maintains a record of notes the Caregiver or Agency makes for the visit.</li> </ul>

*Clock Out*

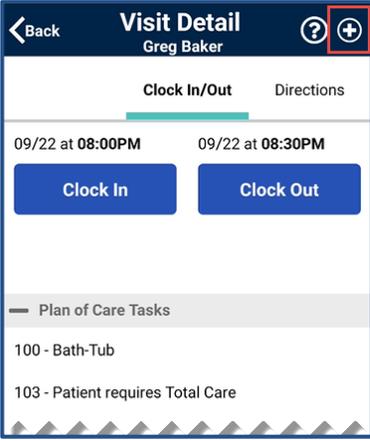
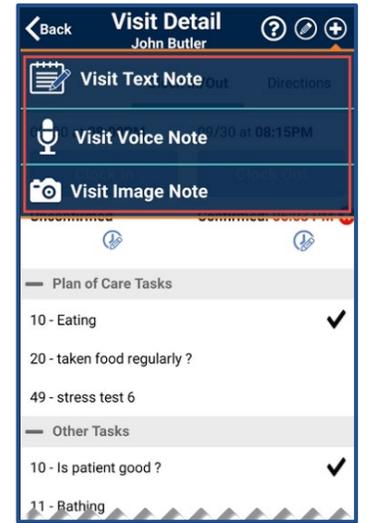
Step	Action
1	<p>When the visit is completed, tap <b>Clock Out</b> on the <i>Clock In/Out</i> page. If the visit includes a Plan of Care (POC), the Caregiver is prompted to select the duties performed.</p> <ul style="list-style-type: none"> <li>• Select the <b>checkmark</b> for duties performed or the <b>X</b> for duties refused.</li> <li>• In addition, select the <b>Refused Duty Reason</b> (if the Agency requires it) when a duty is marked refused.</li> </ul> <div data-bbox="704 596 1032 1024" data-label="Image"> </div> <p><b>Note:</b> When servicing Mutual Patients, the Caregiver must enter separate POC duties for each Patient.</p>
2	<p>If the Contract authorizing the visit requires a Patient Signature, the Caregiver must obtain the signature on the device to process the visit, as seen in the following two images.</p> <div data-bbox="623 1199 1114 1465" data-label="Image"> </div> <div data-bbox="737 1482 1000 1822" data-label="Image"> </div> <p><b>Note:</b> The <b>Patient Signature</b> may be required at Clock In and/or Clock Out depending on the Contract authorizing the visit. This feature is configured by the Agency.</p>

Step	Action
3	<p>If the Agency allows the Patient Signature to be skipped, then a <b>Skip</b> button appears. Tap <b>Skip</b> and select the reason why the Patient cannot sign (required). The <b>Save</b> button is unavailable until a reason is selected.</p> <div style="text-align: center;">  <p><b>Skip Signature Enabled Alert</b></p>  <p><b>Select/Save Skip Reason</b></p> </div>
4	<p>Tap <b>Save</b> when the required screens are completed to return to the <i>Visit Details</i> page with a confirmation message (as shown). Tap <b>OK</b> to return to the home screen.</p> <div style="text-align: center;">  </div>

For standard Clock IN and OUT of *Linked and Mutual Patient Visits*, refer to the [Mobile App Clock IN/OUT of Linked and Mutual Visits Job Aid](#).

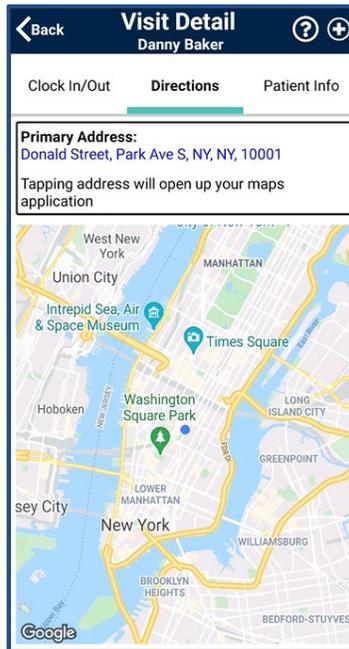
## Visit Notes

Visit Notes can be entered during or after a visit. Follow the steps outlined below to enter a Visit Note.

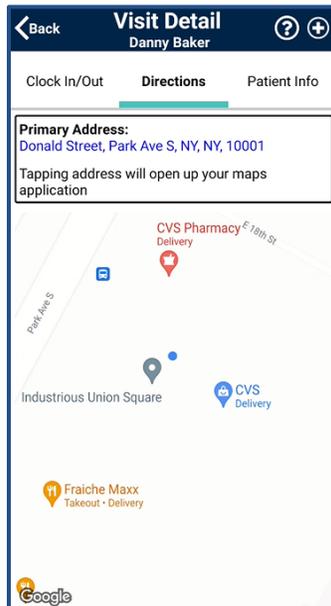
Step	Action
1	<p>From the <i>Visit Details</i> screen, tap the <b>Add Note</b> icon (the circled plus sign), as shown.</p> 
2	<p>Select the <b>Note Type</b>: <i>Visit Text Note</i>, <i>Visit Voice Note</i>, or <i>Visit Image Note</i>.</p>  <p>Notes can be reviewed on the <i>Notes</i> tab on the <i>Visit Detail</i> screen. A Note cannot be edited or deleted once saved. Any Note created on the Caregiver Mobile App can be reviewed by your Agency/Office.</p>

## Directions Map

The *Directions* map (**Visit Details > Directions**) displays a 5-mile-wide view with a blue dot marking the exact **Patient Address**. Pinch-in to zoom out or pinch-out to zoom in. The map also displays transportation routes and nearby buildings.



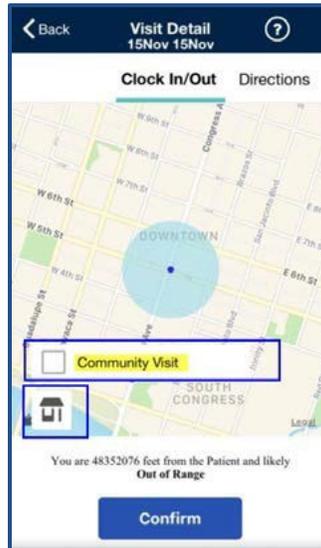
**Directions Map: Zoom Out**



**Transportation Routes: Zoom In**

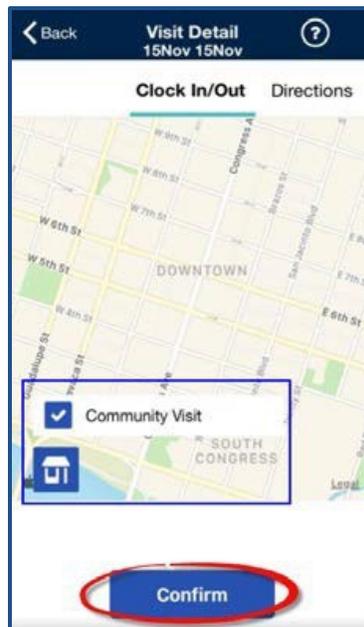
## Community Visit

Agencies can enable an option to allow a Member visit (whether *Scheduled* or *Unscheduled*) to be designated as a **Community Visit**. When enabled, a Caregiver can mark a visit as a *Community Visit* by clicking the icon  at the bottom-left of the screen to display the **Community Visit** checkbox.



**Community Visit Option**

Select the **Community Visit** checkbox and tap **Confirm** to set the visit as a Community Visit and bypass the requirement for proximity to the Member’s care location.



**Community Visit Selected**

## Consecutive Shifts

The **Consecutive Shifts** feature allows Caregivers to perform a single Clock-IN and Clock-OUT for consecutive shifts for the same Patient or for two Linked Patients (Internal Contract), such as a husband and wife receiving back-to-back services at the same address. Refer to the [Mobile App Consecutive Shifts Job Aid](#) for instructions.

## Log Duties Throughout the Shift

When the **Allow Caregiver to Log Duties after Clock-In** option is enabled by the Agency, the **Duties** tab displays when the Caregiver Clocks In. From the **Duties** tab, the Caregiver can log tasks performed throughout the visit. On Clock Out, the Caregiver can add and modify tasks performed throughout the visit.

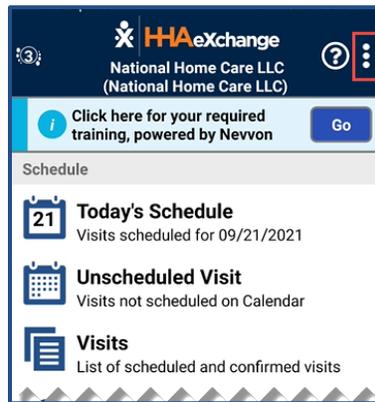


Duties tab

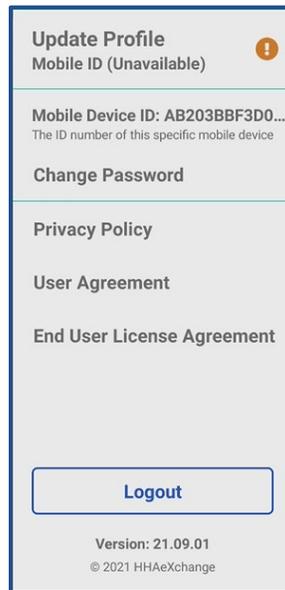
## Additional Features

### Settings and User Agreement

On the Main screen, select the Settings icon (3-dots) to access additional features such as change password and review User Agreement Terms.



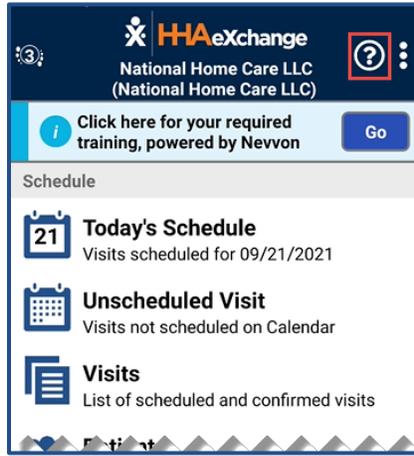
**Settings Icon on the Main Screen**



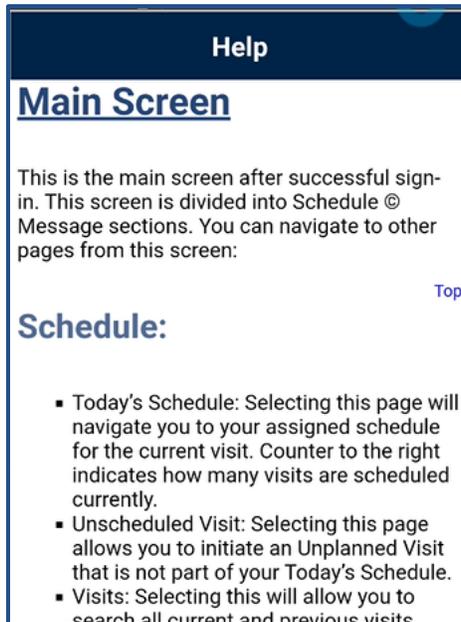
**Settings Menu**

## User Guide

Tap the **Help** icon (question mark) to access the Mobile App user guide.



**Help Icon on the Main Screen**



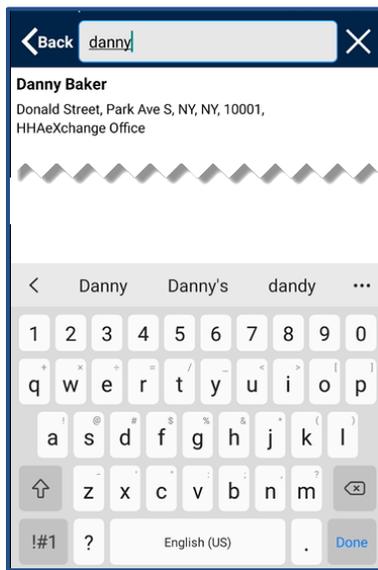
**Help Guide**

## Patient Search

Caregivers can search for Patients they have access to or have previously provided service for. On the **Patients** screen, click the Search icon (magnifying glass) to open the search bar, prompting the entry of either a Patient’s Name or Address.



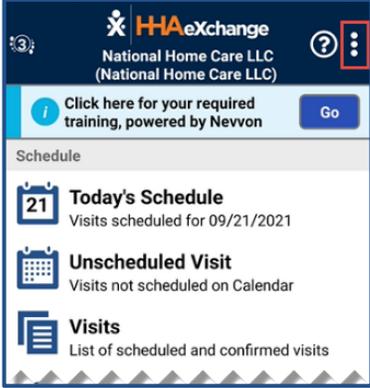
**Search Icon on the Patient Page**



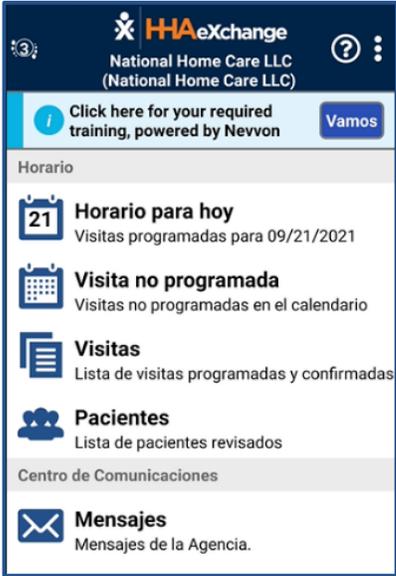
**Patient Search**

## Language Options

The Mobile App offers language options designed to accommodate Caregivers with their preferred language when using their mobile device. Instructions on how to change language settings are provided in the following table.

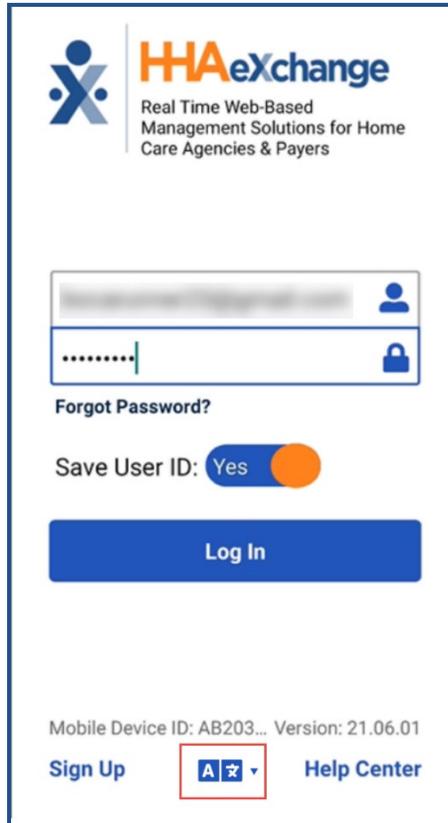
Step	Action
1	<p>Tap the <b>Settings</b> icon on the top-right, as shown.</p>  <p style="text-align: center;"><b>Settings</b></p>
2	<p>Select <b>Change Language</b> from the menu.</p>  <p style="text-align: center;"><b>Change Language</b></p>

Step	Action
<p style="text-align: center;"><b>3</b></p>	<p>From the list of available languages (listed below), thumb-scroll to select the desired language. When selected, tap <b>Apply</b> (at the bottom of the screen) to save the language of choice. Once applied, the screens (headers, instructions, etc.) are translated into the selected language.</p> <div data-bbox="737 422 1003 814" data-label="Image"> </div> <p>Available languages include:</p> <ul style="list-style-type: none"> <li>• English (North America)</li> <li>• Spanish (Latin America)</li> <li>• French (European)</li> <li>• Chinese (Traditional)</li> <li>• Russian</li> <li>• Haitian Creole</li> <li>• Korean</li> <li>• Albanian</li> <li>• Arabic</li> <li>• Armenian</li> <li>• Bengali</li> <li>• Polish</li> <li>• Uzbek</li> <li>• Vietnamese</li> <li>• Hmong</li> <li>• Thai</li> <li>• Somali</li> <li>• Cambodian</li> <li>• Karen (Burmese)</li> </ul> <p><b>Note:</b> Other languages may be added in future releases.</p>

Step	Action
4	<p>After selecting the preferred language, all menu items appear in the chosen language. In this example, Spanish is the selected language.</p> <div data-bbox="669 369 1065 945" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;">  </div> <p style="text-align: center;"><b>Language Applied</b></p> <p><b>Note:</b> To see Map functionality displayed in the selected language, users must first change the language, then <u>restart</u> the application.</p>

## Log-In Page Language Selector

When logging in, if the Mobile App *Log In* page is displayed in an unfamiliar language, the user can click the **Language Selector** icon at the bottom center of the *Log In* page to select a different language.



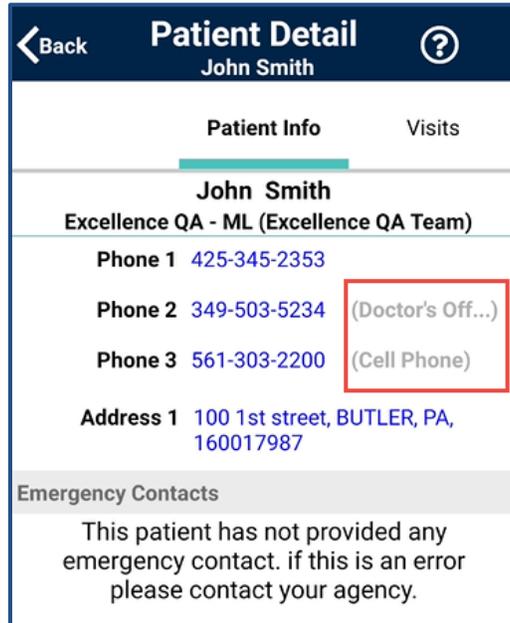
Language Selector icon on Log In page

## Timeout

To better secure access to sensitive Patient data, the Caregiver Mobile Application times out and logs the user out of the application after 15 minutes of inactivity. All data is saved when the application times out and closes. If the application has timed out, the user must log in again to continue using the application.

# Patient Phone Number Descriptions

Patient phone number labels appear on the Caregiver Mobile app corresponding to the descriptions entered in the **Phone 2** and **Phone 3** fields in the Patient Profile in the HHAX platform, as shown.



Phone Number Description Labels

# Mobile App Offline Mode

**DISCLAIMER**

This feature must be enabled by the Agency/Office to be available for Caregivers.

The **Offline Mode** feature allows Caregivers to use the Mobile App when there is no internet connectivity; later to synchronize when connectivity is restored. With this feature enabled, Caregivers can Clock IN/OUT successfully while offline. Once the internet connectivity is restored, the Mobile App synchronizes with the HHAX system and new and modified visit information is exchanged between the HHAX System and the Caregiver Mobile App according to the Agency-defined sync period.

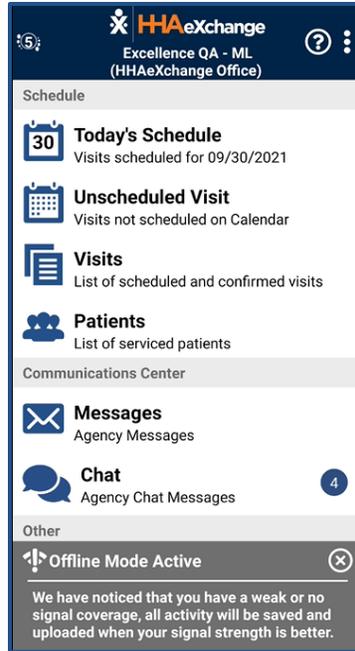
Synchronization occurs for the Caregiver on the Mobile App when any of the following actions take place online:

- Logging In
- Switching Agencies
- Changing Languages

During synchronization, the Mobile App downloads the next visits for the synchronization period as defined by the Agency at the Office Level. This value can range from 24 hours to 120 hours with 24 hours as the default.

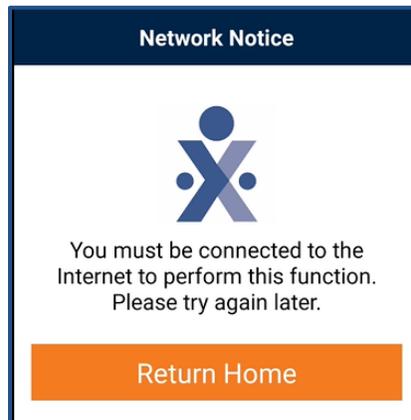
The only indicator that the Caregiver has when in Offline mode is the Offline Mode Active message alert that appears at the bottom of the Home screen (as seen in the image). When in Offline Mode, the Caregiver can access visits via the **Today's Schedule** screen and perform the following:

- Clock-IN/OUT
- Signature with Skip, and
- Enter Duties



**Mobile App Offline Mode Active**

Outside of the actions listed above, all other Mobile App functions are unavailable in Offline Mode. Selecting any other function results in the **Network Notice** screen (as seen in the image).



**Mobile App Network Notice**

Not Supported in Offline Mode:

- My Availability
- Open shift
- Messages
- Patients
- Sign up
- Forgot Password
- Change Password

- Change Language
- Change Agencies
- Notes
- Care Insights
- Time Edit Requests

## Cautions

Note the following cautions regarding the behavior of the Mobile App while in Offline Mode:

1. When online, visits created on the same day by the Agency are almost immediately available to the Mobile App when the Caregiver goes to **Today's Schedule**. In Offline Mode, this behavior changes and new and modified visit data is not available until synchronization occurs (i.e., when the user *logs in, switches agencies, switches languages, or clicks on *Unscheduled Visit, Visits, or Patients**).
  
2. If the Caregiver is in **Today's Schedule** when online and then goes offline, then the Caregiver is redirected back to the home page where the **Offline Mode Active** message appears. Note that once offline, the Caregiver may start a visit which is then altered by the Agency. In this case, any reconciliation of that visit must be performed manually by the Agency after the Caregiver goes back online and synchronization takes place.
  
3. When offline, the Confirmed Time of a completed visit is calculated using the device's local time and reconciled with the HHAX system once Internet connectivity is restored.

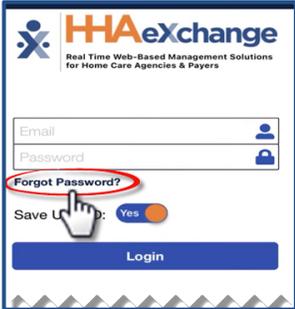
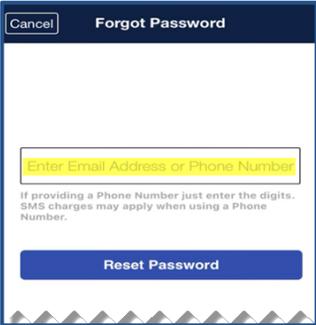
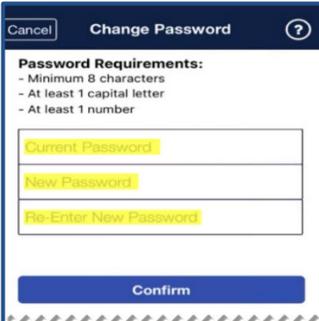
## Offline Authentication

Because credentials cannot be authenticated with the HHAX system when offline, the Mobile app securely stores the last known credentials on the mobile device for the Caregiver to log in when in Offline Mode. The user is allowed up to three attempts to login before they are prompted to wait three minutes to retry.

# Mobile App Password Reset

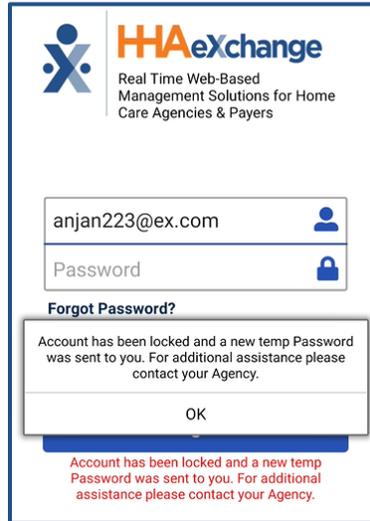
## Forgot Password?

A Caregiver can reset their own password directly from the Login screen as instructed in the following table.

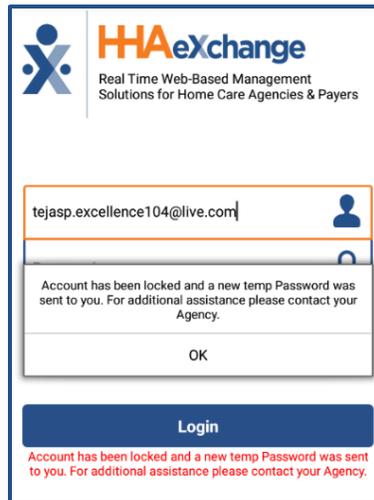
Step	Action
1	<p>Click on the <b>Forgot Password?</b> link.</p> 
2	<p>Enter the <b>Email</b> or <b>Phone Number</b> associated with the account, where a temporary password is sent. Click <b>Reset Password</b>.</p> 
3	<p>The app prompts the Caregiver to enter the <b>Current Password</b> (enter the temporary password received), a <b>New Password</b>, and <b>Re-Enter New Password</b> (to confirm). Click <b>Confirm</b> to log in to the app.</p> 

## Account Locked

The Mobile App issues a temporary password (via the last used delivery method, such as text or email) if a Caregiver is locked out after 3 failed login attempts (as seen in the images below).



iOS



Android

## Mobile App Caregiver Time Edit Corrections

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 Agencies can now allow Caregivers to submit a request using the Mobile App to update Start and/or End times for service.

In the request, the Caregiver must provide the reason for their manual time correction, with any additional notes. A Patient signature is also captured at the time of the correction. These requests are received in the system where an authorized Office User approves or rejects the request.

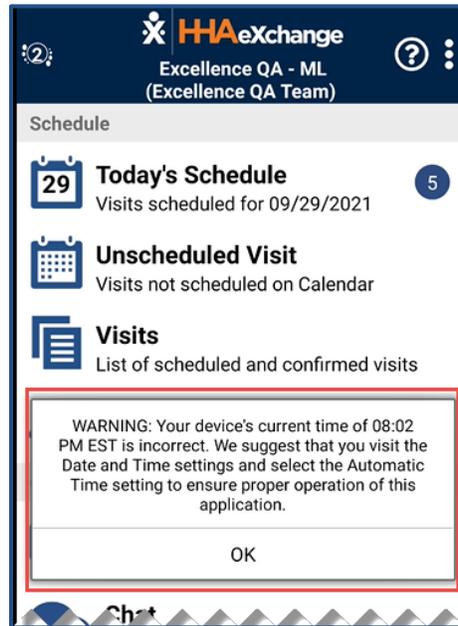
- If approved, then the visit is updated with the requested times and the visit reason, and the new Confirmed Time is approved.
- If rejected, then the Caregiver receives a note on the Mobile App, and the Confirmed Time remains unchanged.

Refer to the [Caregiver Time Edit Request Job Aid](#) for details and instructions on the Mobile App.

# Automatic Time Setting Option

The Mobile App provides a pop-up warning suggesting for users to set their device to the Automatic Time setting which automatically synchronizes with the central server clock (to include Daylight Savings Time (DST) updates).

A warning alert is displayed (as seen in the image below) if the time on the user’s Mobile App is not in sync with the server. This occurs when the device time setting is NOT using the Automatic Time setting. As suggested, this alert instructs the user to change their settings to ensure proper operation of the application.



Automatic Time Setting Alert

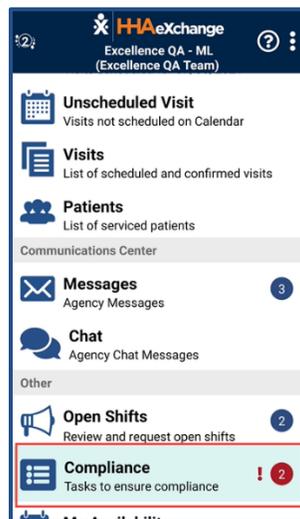
**Note:** HHAExchange does not change the setting; Users must change their own settings on their device. In addition, retaining the Manual Time setting does not prevent a user from using the Mobile App.

# Mobile App Caregiver Compliance Alerts

The **Mobile App Caregiver Compliance Alerts** feature displays a Caregiver’s Compliance status (based on Discipline) directly on their Mobile App; informing them of completed as well as upcoming medical and evaluation due dates (to assist with remaining compliant).

## Mobile App Compliance Page

The informational *Compliance* screen on the Mobile App is accessed from the main screen, as seen on the image to the left. The encircled number in red in the main page indicates the number of items needing attention. Select the *Compliance* option to view high-level information (such as **Type**, **Due Date**, and **Completed Status**) for all the Caregiver’s Compliance items, as seen in the following image.



**Compliance Alert Option**

On the Compliance screen, Overdue items have bolded titles under the **Name/Type** column. Under the **Completed** column, Overdue items are clearly categorized as *Overdue* and marked with a red dot.

Name/Type	Due Date	Completed
<b>Rubeola MMR 1</b> Medical	01/01/2021	● Overdue
Drug Screen Medical	10/08/2021	

**Compliance Screen**

Click on the filter icon (on the top-right) to open a search selection to view specific information. Select the available information such as **Compliance Type**, **Date Range**, or select the **Only Display Past Due** radio button to display only the due items.

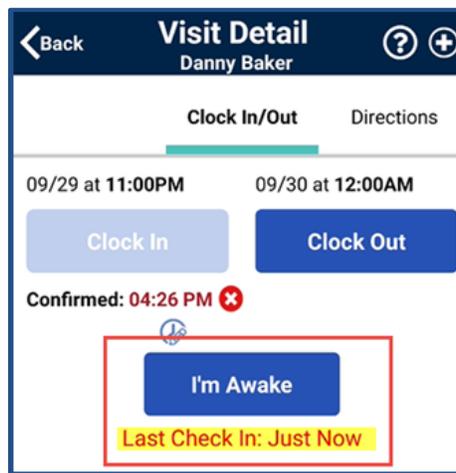


Compliance Screen

## Caregiver Awake/Alert Confirmation

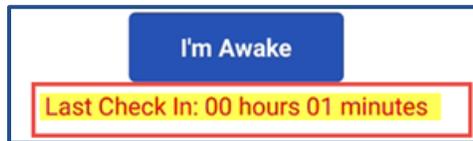
The **Caregiver Awake Alert Confirmation** feature applies to Caregivers who work overnight shifts. When this feature is enabled by an Agency, a Caregiver is presented with an **I'm Awake** button at Clock-IN. This function serves as proof to the Agency that the Caregiver is awake and monitoring the Patient. The Caregiver can periodically check in via the **I'm Awake** button throughout the visit.

Once the feature is enabled, the Caregiver is presented with an **I'm Awake** button after Clock-In (as seen in the image below) as proof that they are awake and servicing the Patient.



Mobile App: I'm Awake Button

When clicking on the **I'm Awake** button, the **Confirmed** time is captured, and a timer begins to clock **Check In** status. The **Check In** status is displayed under the button (indicating the duration since the last Check In, as seen in the image below).



Last Check In

**Note:** The Caregiver can periodically check in via the **I'm Awake** button throughout the visit.

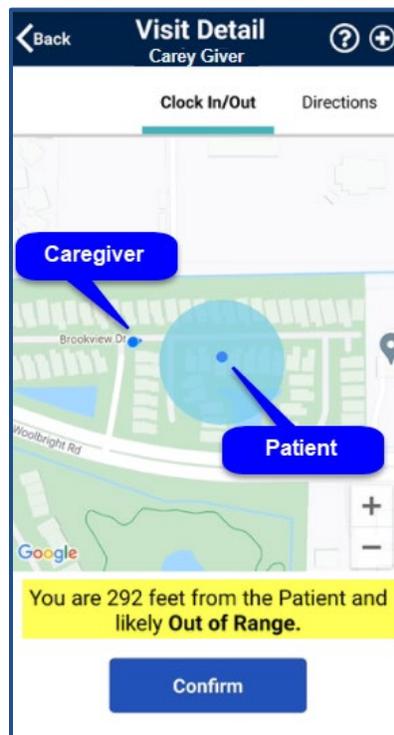
## GPS EVV Method to Reduce OOR Exceptions

To reduce the number of *Out Of Range* (OOR) calls on the Call Dashboard, the Mobile App provides guidance to a Caregiver using the GPS EVV method. A Caregiver is presented with their real-time

location on a map relative to the Patient before committing to the Clock-In and Clock-Out. The application can provide guidance to move closer to the Patient to be within the established tolerance range defined by the Agency.

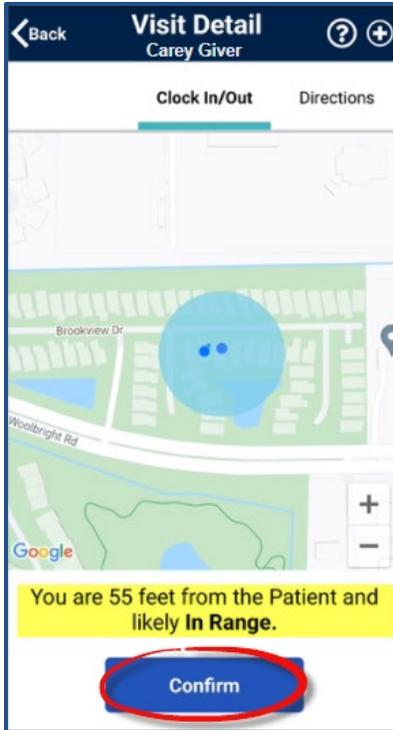
Once the feature is enabled by the Agency, a Caregiver using the GPS EVV method, is presented with a real-time map location relative to the Patient address. This helps them evaluate and approximate to an “In Range” coordinate before confirming a Clock-In or Clock Out.

The Patient is represented by the blue dot in the middle, and the Caregiver is represented by a blue dot and arrow (serving as a directional compass as the Caregiver moves). The light blue circle represents the Tolerance Range in feet (as defined by the Agency; capped at 1,000 feet). Guidance is provided below the map assisting with proximity. The following image indicates that the Caregiver is likely **Out of Range**.



Mobile App: Out of Range

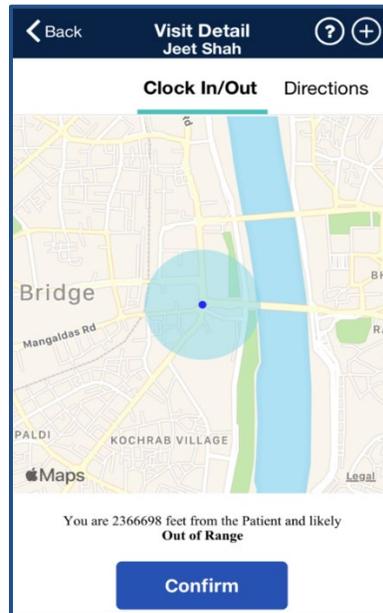
The image below indicates illustrates the Caregiver closer to the Patient and **In Range**. Once **In Range**, the Caregiver can click on the **Confirm** button to capture the EVV.



**Mobile App: In Range**

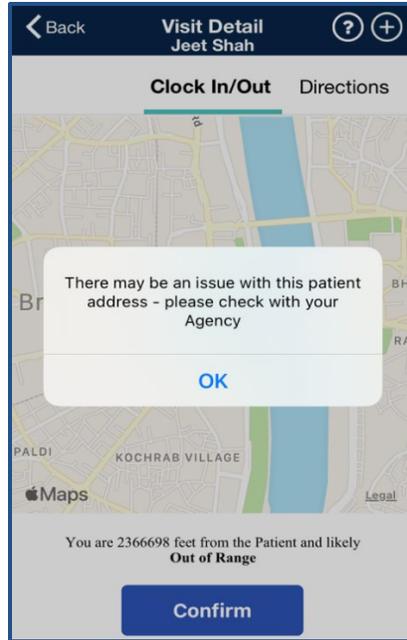
## Patient Address PIN on GPS Map Confirmation

A PIN denotes the Patient Address in the GPS Map View at Clock In and Clock Out when the Patient Address is not GPS-enabled. If there are coordinates available (latitude and longitude), then the PIN for the Patient Address is displayed as a blue dot surrounded by a light blue circle indicating the tolerance range (as seen in the image below).



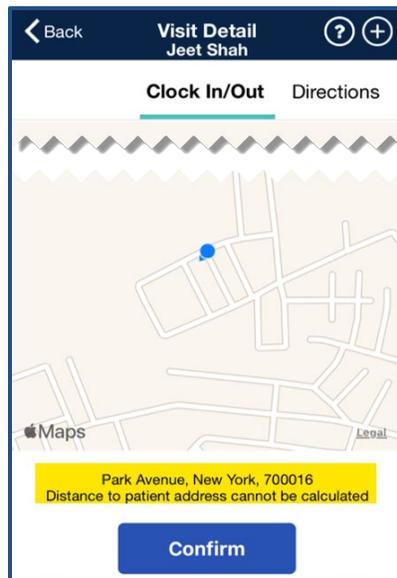
**Patient Address with Coordinates**

When the Caregiver clicks on the **Confirm** button, a message alerts that there may an issue with the Patient Address. It is recommended to contact the Agency to report (as seen in the image below).



**Alert: Issues with Patient Address**

In cases where the Patient Address is not GPS-enabled without available coordinates, the screen displays only the Caregiver location, as denoted by the blue dot and arrow. The Patient Address is listed at the bottom of the screen (highlighted in the image). When the Caregiver clicks on the **Confirm** button, the same alert (as seen in the image above) appears.

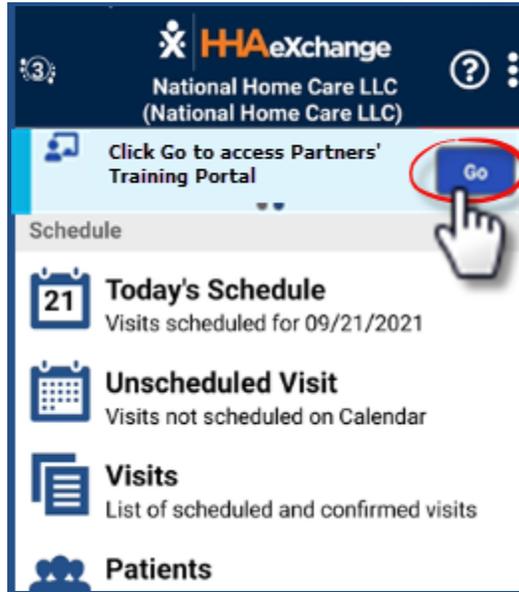


**Patient Address without Coordinates**

**Note:** To prevent issues with a Patient Address, it is recommended that the GPS is enabled in the system.

# Mobile App Integration

HHAeXchange works with many integration partners. The following image illustrates the banner that appears on the HHAX Mobile App Home screen once an Agency purchases one or more integration services. Click on the **Go** button to open the integration partners' websites.



Mobile App: Integration Services Banner