

meaningful  
ny



# EVV TRAINING

06-29-2021 06-30-2021 07-07-2021

# Objective

- To cover all training requirements for Providers, Submitters and Caregivers outlined in the March 2021 Department of Health Memo.

# eVero Mobile App Guide

Username: \_\_\_\_\_

Password: \_\_\_\_\_

Agency code: MNY

Download the eVero Mobile app on your apple or android device. (Please see guide attached.)

Trust the digital agency app in your settings. (Please see guide attached.)

# eVero Mobile App Guide

## How to Punch in, Document Service Descriptions & Punch out

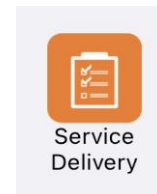
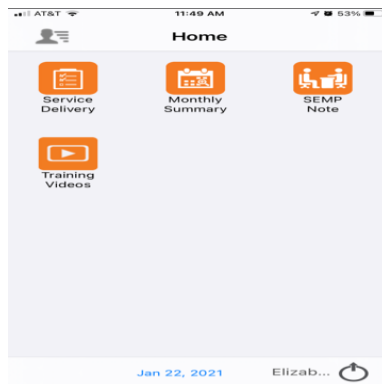


**1<sup>st</sup> Step:** Open Digital Agency App

**2<sup>nd</sup> Step:** Enter your username, password & agency code, then hit log in.

Meaningful NY's Agency Code is MNY.

**3<sup>rd</sup> Step:** After you log-in, the first screen you will see is the Home screen. Click on Service Delivery.



# eVero Mobile App Guide Continued...

**4<sup>th</sup> Step:** You will see a screen titled Programs. You must select the program you are clocking in to.

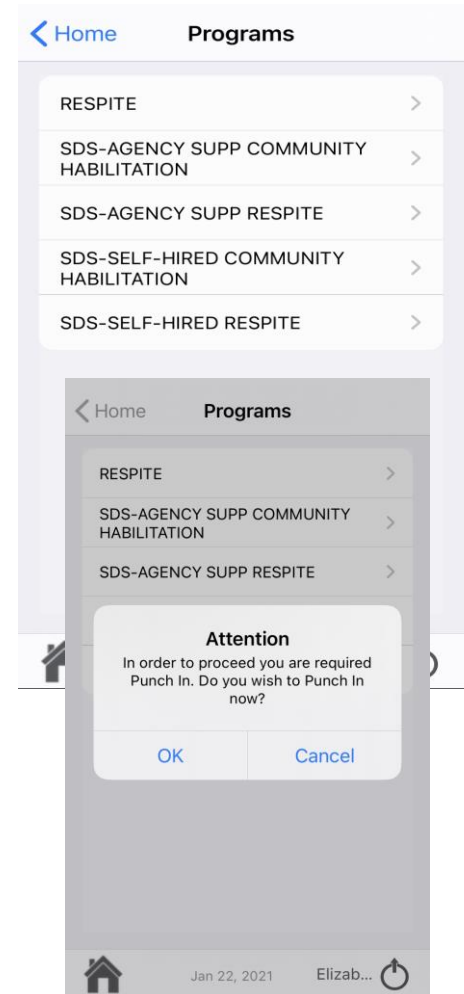
\*Most selected options will be Self-Hired Respite or Self-Hired Com Hab. (For the purpose of this training, I will be selecting Self-Hired Com Hab.)

The following screen will show up: **SELECT OK.**

**5<sup>th</sup> Step:** Then the following screen will come up. This screen will confirm the program, department, and reason.

For Reason you can select Direct Service or Direct Service Overnight. If you are working an overnight shift (for example: 11pm-7am), you should select Direct Service Overnight.

These will be prefilled and there is no need to enter comments. **SELECT DONE.**



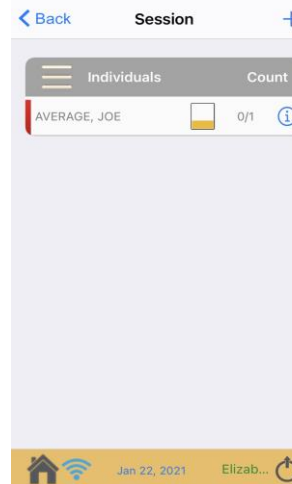
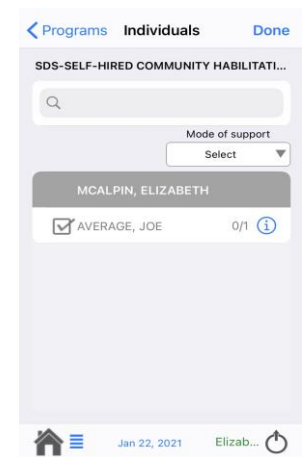
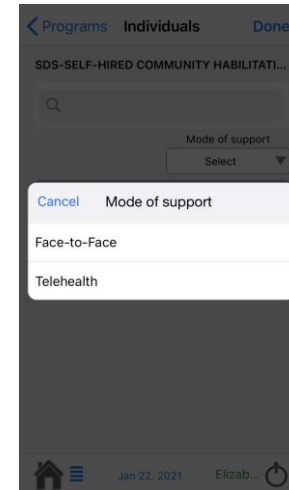
# eVero Mobile App Guide Continued...

**6<sup>th</sup> Step:** The next screen will have a list of the individuals you work with. Make sure only the individual you are working with is checked off.

**7<sup>th</sup> Step:** Above the list of individuals' names, select the Mode of support; Face-to-Face or Telehealth. Then select Done.

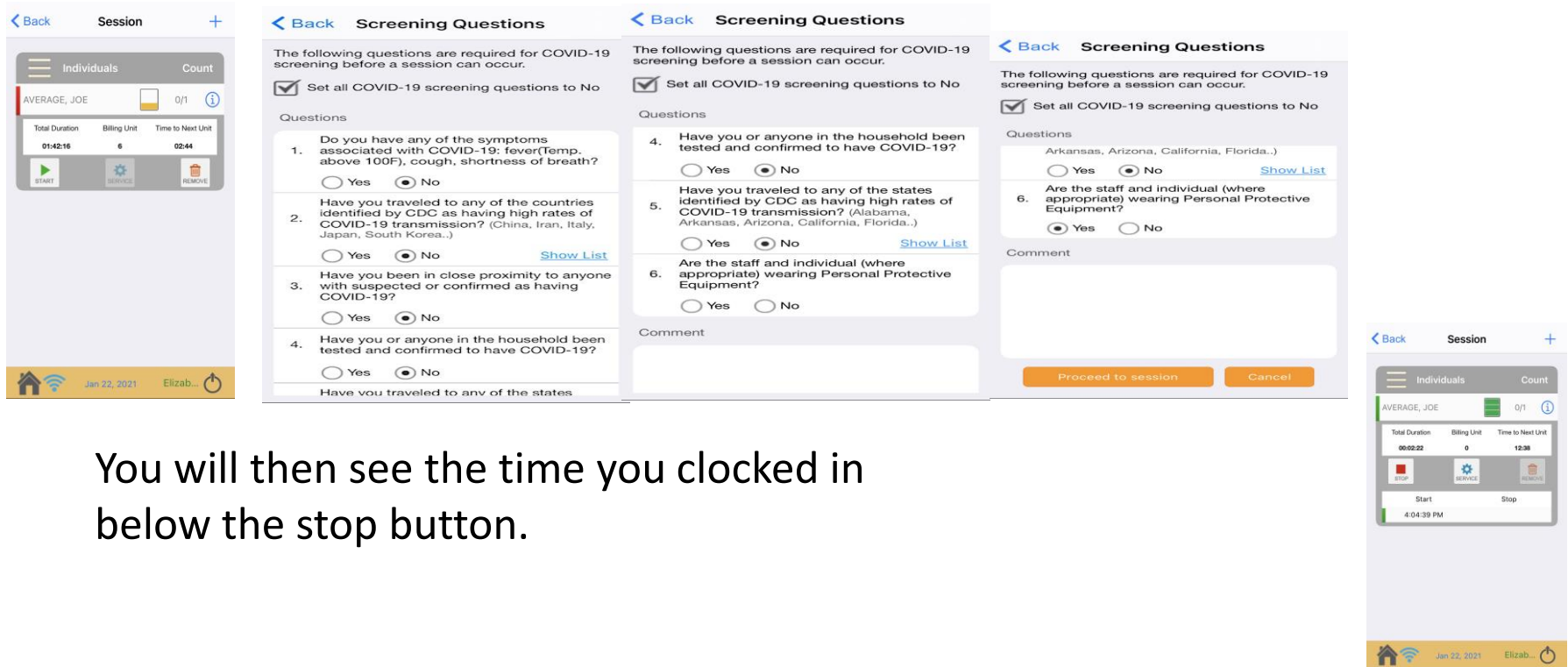
By selecting Face-to-Face will be required to complete a COVID screening.

**8<sup>th</sup> Step:** You will then see a screen titled Session. Click on your individual's name.



**9<sup>th</sup> Step:** Click on START. In order to punch in and start the clock. You will be prompted to answer the required COVID-19 screening.

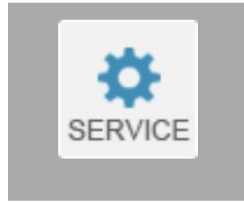
**10<sup>th</sup> Step:** Complete COVID-19 screening questions. You can select “Set all COVID-19 screening questions to No”. This will set questions 1-5 to No. You will have to enter Yes on question 6. Then select Proceed to session.



You will then see the time you clocked in below the stop button.

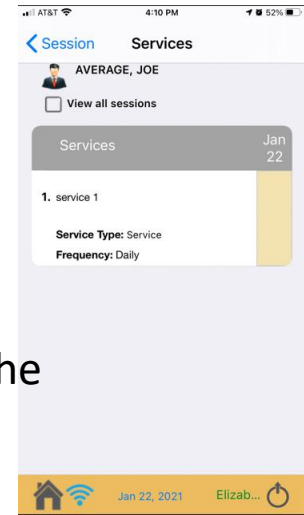


**11<sup>th</sup> Step:** In order to document the goals that you worked on with the individual, select service.

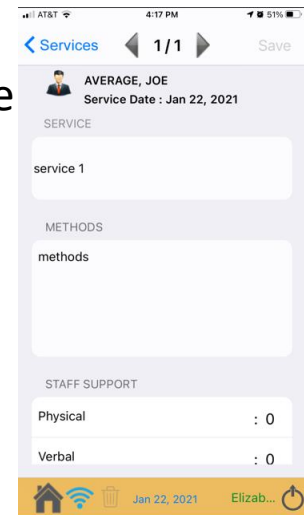
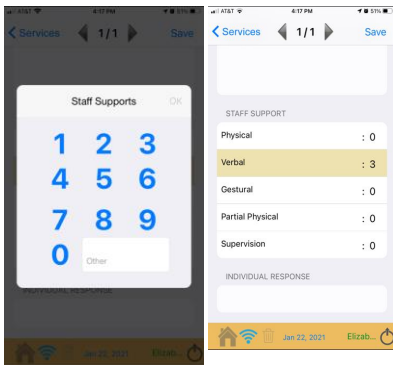


**12<sup>th</sup> Step:** Click on which service(s) you are working on.

**13<sup>th</sup> Step:** You will see the goal/valued outcome under Service. The Staff Actions will be listed under Methods. You must select the Staff Support- Physical, Verbal, Gestural, etc.



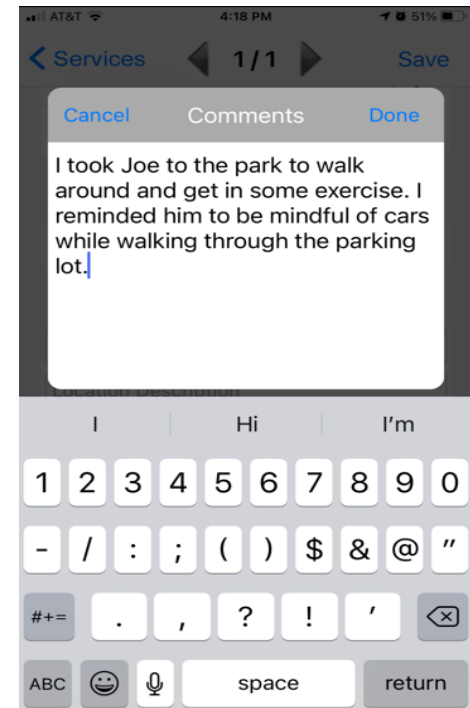
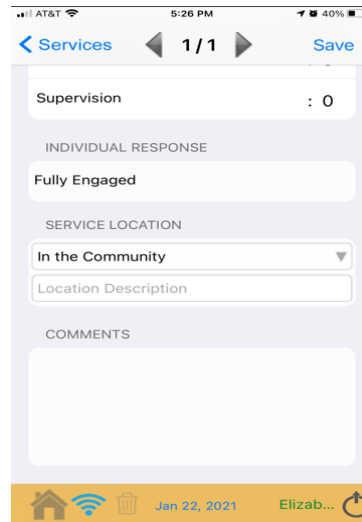
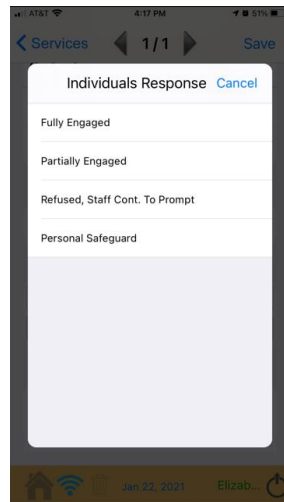
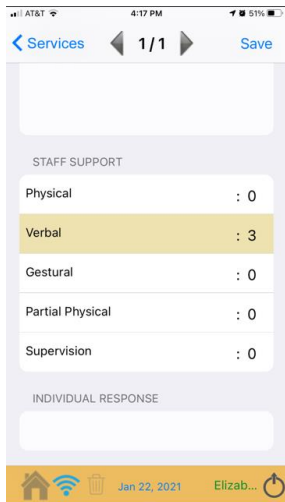
**14<sup>th</sup> Step:** Select how many prompts you gave while you were working on goal.



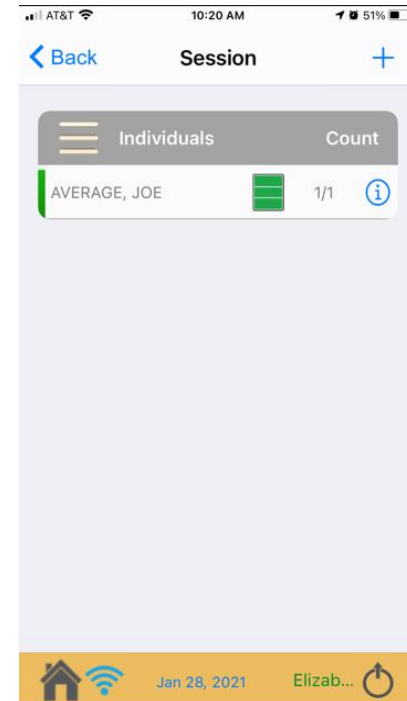
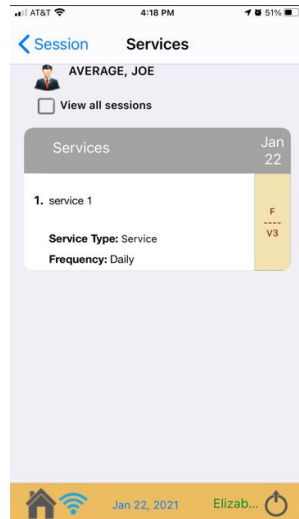
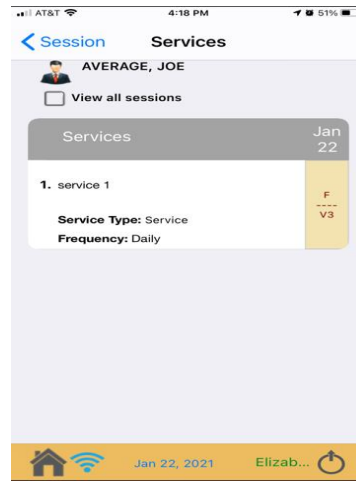
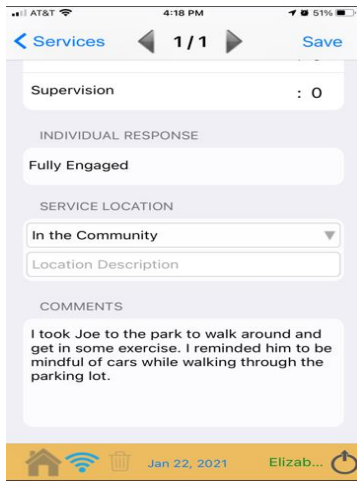
**15<sup>th</sup> Step:** Select Individual Response and select response.

**16<sup>th</sup> Step:** Select the Service location.

**17<sup>th</sup> Step:** Click on Comments and enter in your comments for the shift.



**18<sup>th</sup> Step:** After you have entered in the notes for you shift; hit Save. You will see a summary of your session.



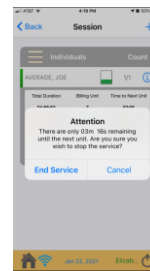
**19<sup>th</sup> Step:**

Select Session at top of screen to go back to previous page

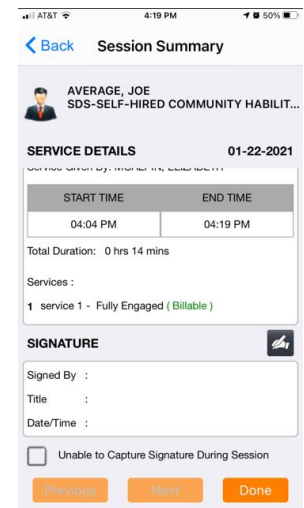
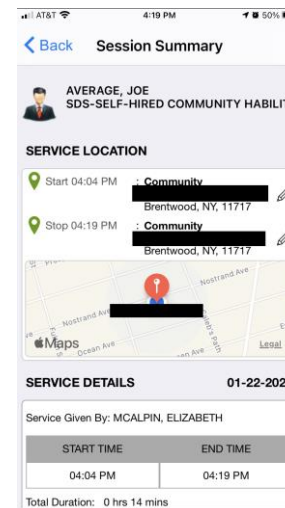
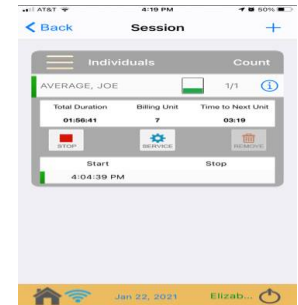
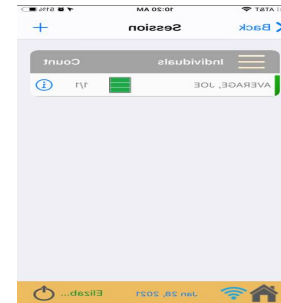
**20<sup>th</sup> Step:** Click on the individual's name.

Once you have documented your services, Click on Stop in order to punch out and stop the clock.

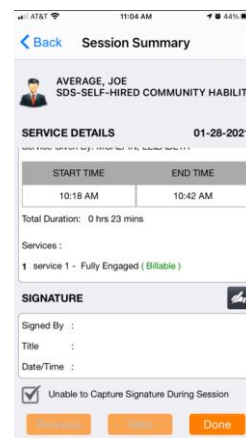
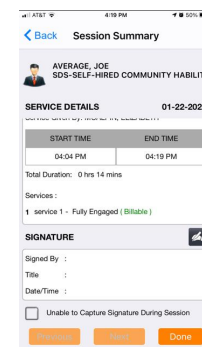
**21<sup>st</sup> Step:** The app is built to bill in 15 minutes increments (each 15-minute increment is considered a unit.), so you will receive a message telling you how many minutes is remaining to the next unit. You can select End Service.



**22<sup>nd</sup> Step:** You will then see a screen titled Session Summary. The Service Location must be captured to be in compliance with Medicaid's EVV (Electronic Visit Verification) requirement. The app is only capturing your location when you are punching in and out.



- You can have the participant or designee sign off on your shift before you leave for the day.
- Select the black and white signature button.
- Signature type must be selected; Individual or Guardian/Designee.
- Then they will use they finger or stylus to sign their name in the white box.
- Then Press OK.

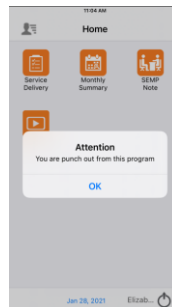


You do not have to get a signature during your shift, if you are unable to get a signature, select “Unable to Capture Signature During Session”.

Then select DONE.

# LAST STEP for eVero Mobile App:

- The finale window will appear before the Home screen and will notify you are punched out from the program, Select OK and you are FINISHED.
- Reminder: Please be sure to contact the Individuals Circle of Support Team for further assistance with training. If you are currently experiencing issues, please contact eVero Support at **516-345-1460, Option 1** or e-mail eVero at [support@eVero.com](mailto:support@eVero.com)



# Very Important Reminders while using the eVero Mobile App...

- Firstly, please make sure that when downloading the eVero Mobile App on your smartphone, it is important you allow your setting to trust this app.
- When you punch in your time in the eVero Mobile app, make sure you click “Start Service Clock”
- Make sure you add comments “service descriptions” for each service for every shift.
- Please make sure the family/ designee review and approves your time in the eVero mobile app.
- Please note that if any corrections need to be made, the family/designee will need to approve your time again.
- If you are experiencing any technical difficulties with this app please notify Payroll, as soon as possible. They will assist you with any issues you are experiencing. Payroll’s Email: [Payroll@meaningfulny.org](mailto:Payroll@meaningfulny.org)

# How to Address Issues with EVV

- If staff forget to punch in, they should punch in as soon as they remember. Their time can be manually edited. Staff should contact Payroll directly [Payroll@meaningfulNY.org](mailto:Payroll@meaningfulNY.org) to adjust their time and/or other data.
- For the most part, EVV eliminates the need for paper timesheets. Limited exceptions for MVV (Manual Visit Verification) can be made on a case-by-case basis.
- An appropriate reason will need to be provided for manual documentation. For example, power outages or the system being down.
- Manual entries must include all of the needed elements from EVV.
  - Type of service
  - Person receiving the service
  - Date of service
  - Location of service
  - Person providing service
  - Time the service begins and ends.



# eVero and Meaningful NY Resources

- If you have specific eVero questions, please contact: [support@evero.com](mailto:support@evero.com) or via phone 516-345-1460
- If you have any questions regarding agency specific Meaningful NY processes, please reach out to your Self-Direction Coordinator.