



Electronic Visit Verification (EVV) Caregiver Guide - Mobile Application

Fact Sheet - June 2020

Purpose

This guide is for caregivers using the Sandata Mobile Connect (SMC) mobile application to record a visit with the Mobile Visit Verification (MVV) methodology. SMC is used by provider agencies utilizing the State EVV Solution. Caregivers should make sure that they are using the correct SMC application with a blue logo (as shown in the inset image in this paragraph). Caregivers must work with their provider agencies to assure they are active in the EVV system and able to log in and record visits.



MVV allows a caregiver to record a visit by clocking in and out at the time of service. MVV is the primary and preferred method of recording visits.

Starting a Visit - Client Search

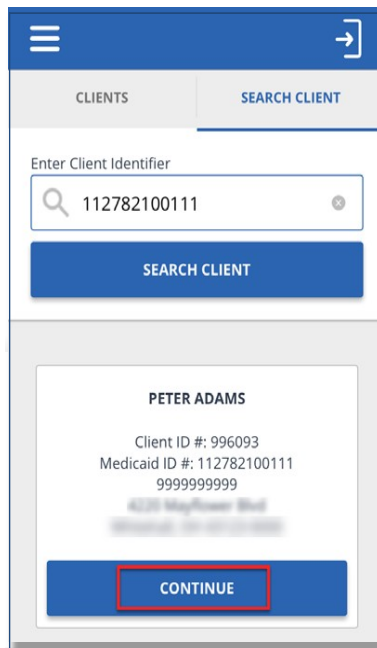
1. When a caregiver arrives to provide care to a client, they will log into the MVV Application and see the Home screen.

The screenshot shows the mobile application interface. At the top, there is a blue header with a menu icon on the left and a home icon on the right. Below the header, there are two tabs: "CLIENTS" and "SEARCH CLIENT". The "SEARCH CLIENT" tab is active. Underneath, there is a text input field labeled "Enter Client Identifier" with a magnifying glass icon on the left and a clear icon on the right. Below the input field is a blue button labeled "SEARCH CLIENT". At the bottom of the screen, there is a text prompt "Don't have your client's information?" and a blue button labeled "START UNKNOWN VISIT".

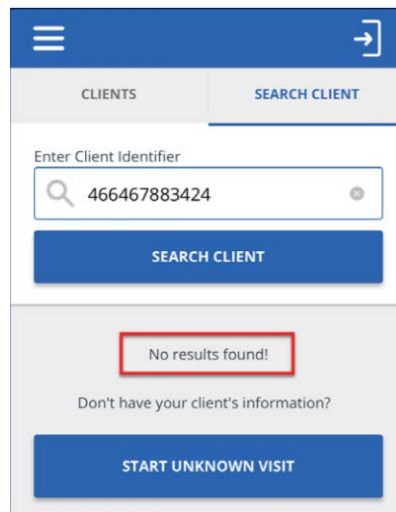


2. The caregiver can clock in and out to record service delivery with a **Known Client ID** or an **Unknown Client ID**.

- **Known Client ID** - To start a visit with a known Client ID, search for a client by entering a client ID in the 'Enter Client Identifier' field. Tap SEARCH CLIENT. Select the client you are providing services to and tap CONTINUE. Please contact your provider agency for Client ID values.

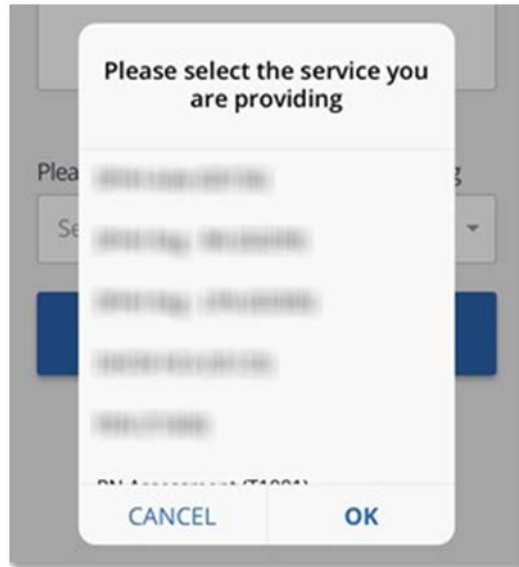


- **Unknown Client ID** - To start a visit with an unknown Client ID, enter the client's name or ID and tap START UNKNOWN VISIT.

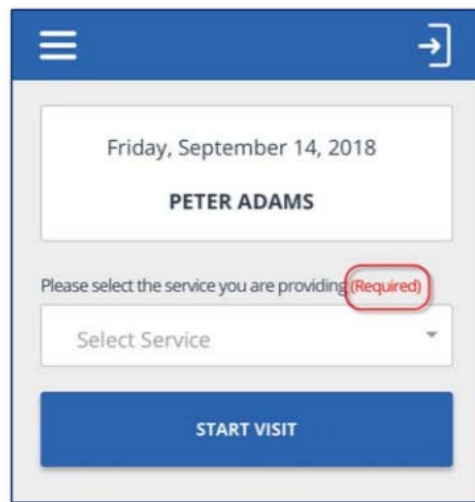


Service Selection

1. Select the service being delivered from the drop-down list.



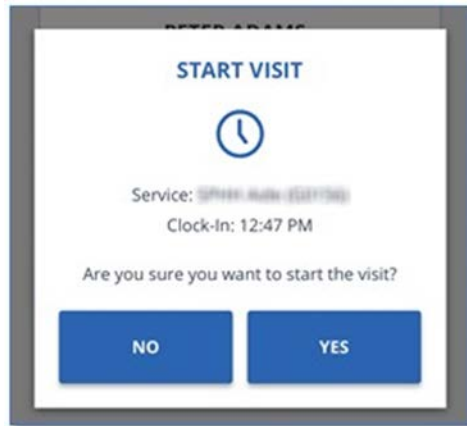
2. Tap OK once the appropriate service has been selected
3. Tap the START VISIT button.



Note: A service must be selected to start a visit. If a service is not selected, the visit recording cannot begin.



4. A pop-up screen appears asking the employee to confirm the start of the visit. To continue with the visit, tap YES.



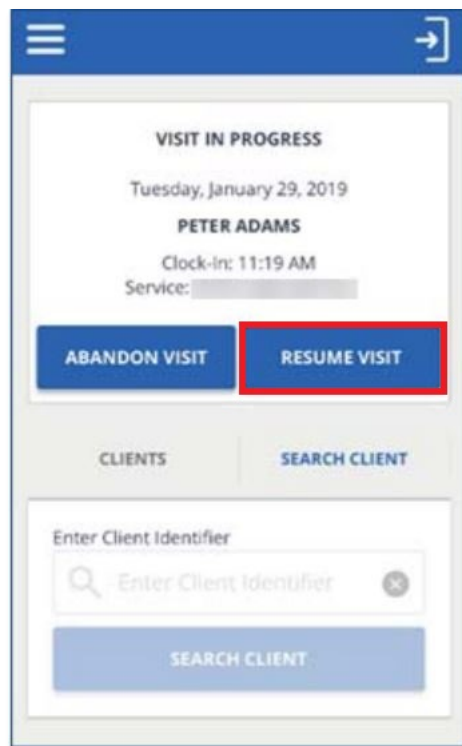
5. Log out of the application and continue to provide care.

Note: To ensure security, after five (5) minutes of inactivity the caregiver is automatically logged out.

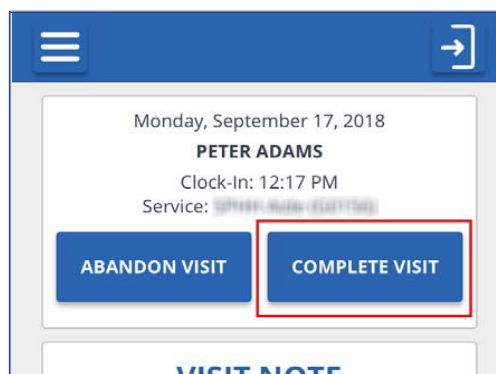


Completing a Visit

1. Log in to the MVV Application. The Home screen will show the visit in progress.



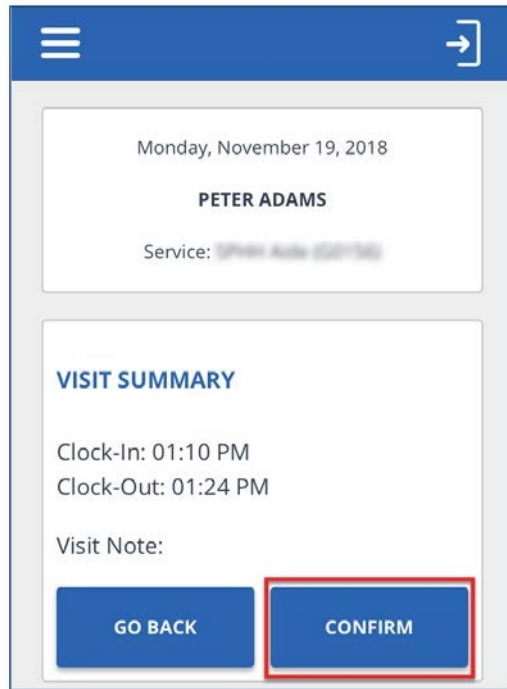
2. Tap RESUME VISIT
3. Tap COMPLETE VISIT to end the visit



Note: The visit note section is located underneath the COMPLETE VISIT button (not shown) and is optional. The visit note section can be used to leave a note for your provider agency. Please be aware that this field cannot be used to satisfy documentation requirements and should not be used to capture any clinical data.



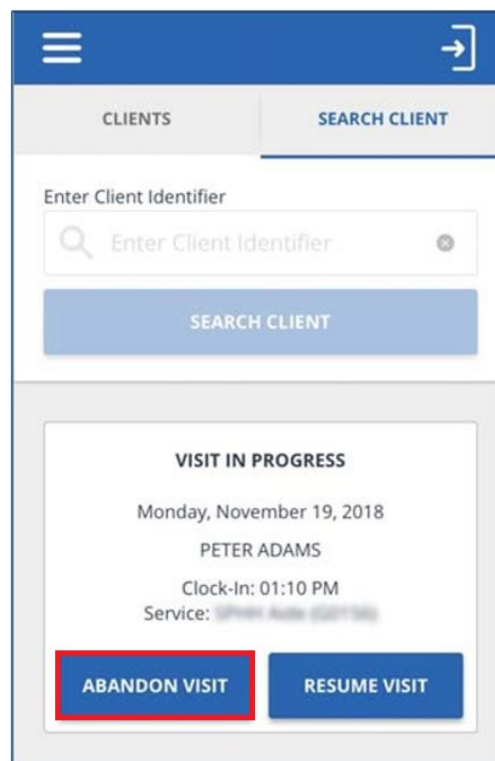
4. The visit summary screen will display. To complete the visit, tap CONFIRM.



Abandoning a Visit

The Abandon Visit feature allows an in-progress visit to be stopped. This may be used in cases when a visit was completed but the employee forgot to clock out or when a visit was incorrectly started. An abandoned visit will appear in the administrative portal as an incomplete visit and must be verified and completed by the provider agency.

1. After starting a visit, the Home screen will show the visit in progress. If you have logged out or have been inactive, you will need to log back in.
2. Tap ABANDON VISIT

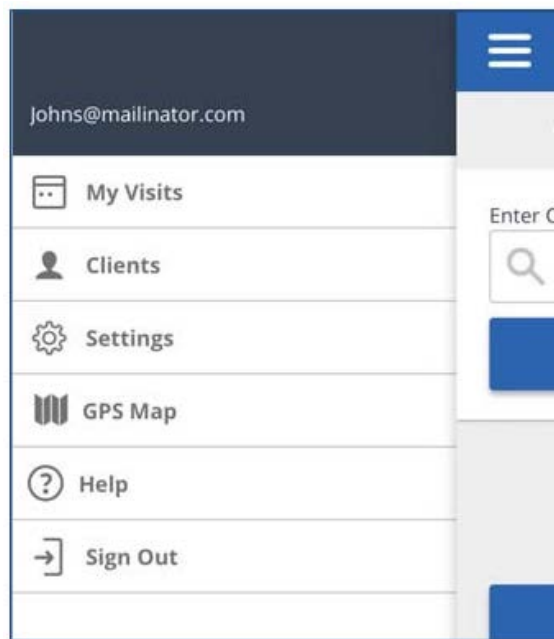


Note: The visit note section is located underneath the ABANDON VISIT button (not shown) and is optional. The visit note section can be used to leave a note for your provider agency. Please be aware that this field cannot be used to satisfy documentation requirements and should not be used to capture any clinical data.

3. Tap YES to confirm abandoning the visit

Additional Features

By tapping the left corner of the screen, the user can access additional features of the mobile application:



- My Visits - View or start a scheduled visit
- Clients - To perform a client search by entering a client ID
- Settings - To change language preference and password. All other options on the settings screen are disabled
- Help - To open the Help Guide
- Sign Out - to exit the Sandata Application (the user can also sign out in the upper-right hand corner of the Home screen)

**Please direct questions to your Provider Agency
or the Sandata Help Desk**

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