



**Mobile Application  
& IVR Process**  
*Caregiver Guide*

# CareBridge Electronic Visit Verification Video

---

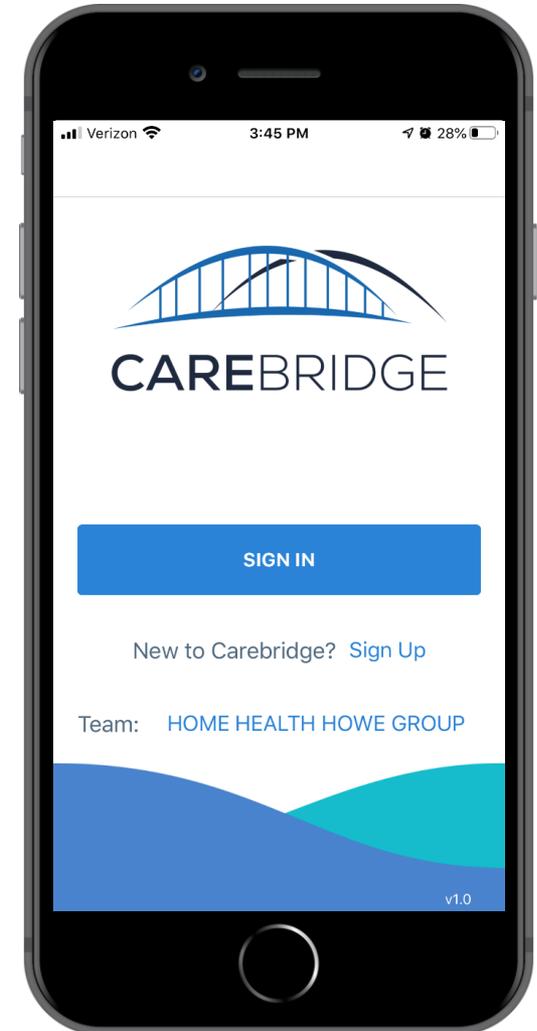


# Mobile Application Process Demonstration



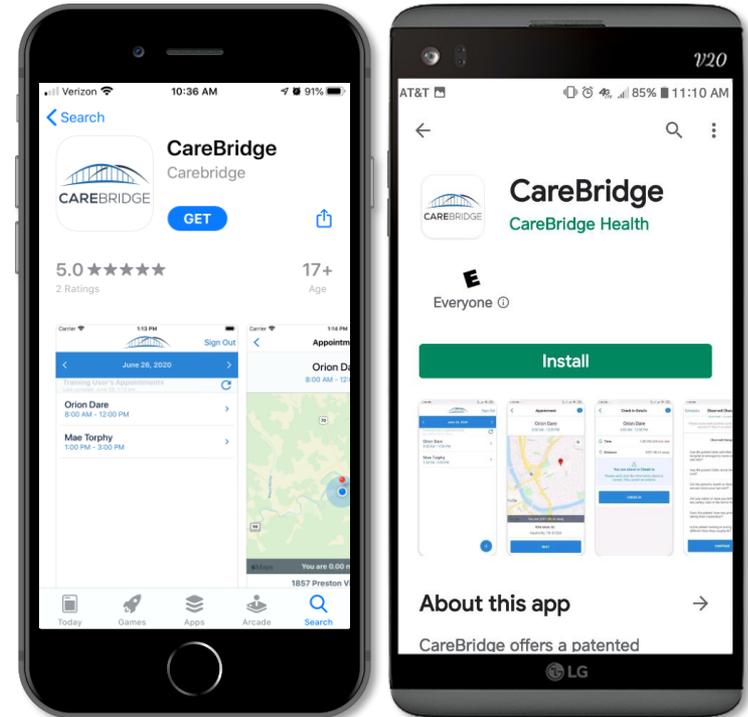
# Mobile App: Overview

- Free to Apple and Android users
- Download from the App Store or Google Play Store
- Easy to use
- Allows Check-In and Check-Out
- Communicates observed changes
- Identifies care plan activities
- Start and/or respond to a discussion



# Mobile App: Overview

- Search 'CareBridge' in the app store
- Enable location services at installation  
(*Please note: your current location is only captured during the check-in and check-out process.*)
- Supports most current versions of iOS and Android
- Supports phone languages required by provider organization
  - English
  - Spanish
  - Russian
- Most preferred method of checking-in and checking-out



# Mobile App: Training Mode



Highly recommended.

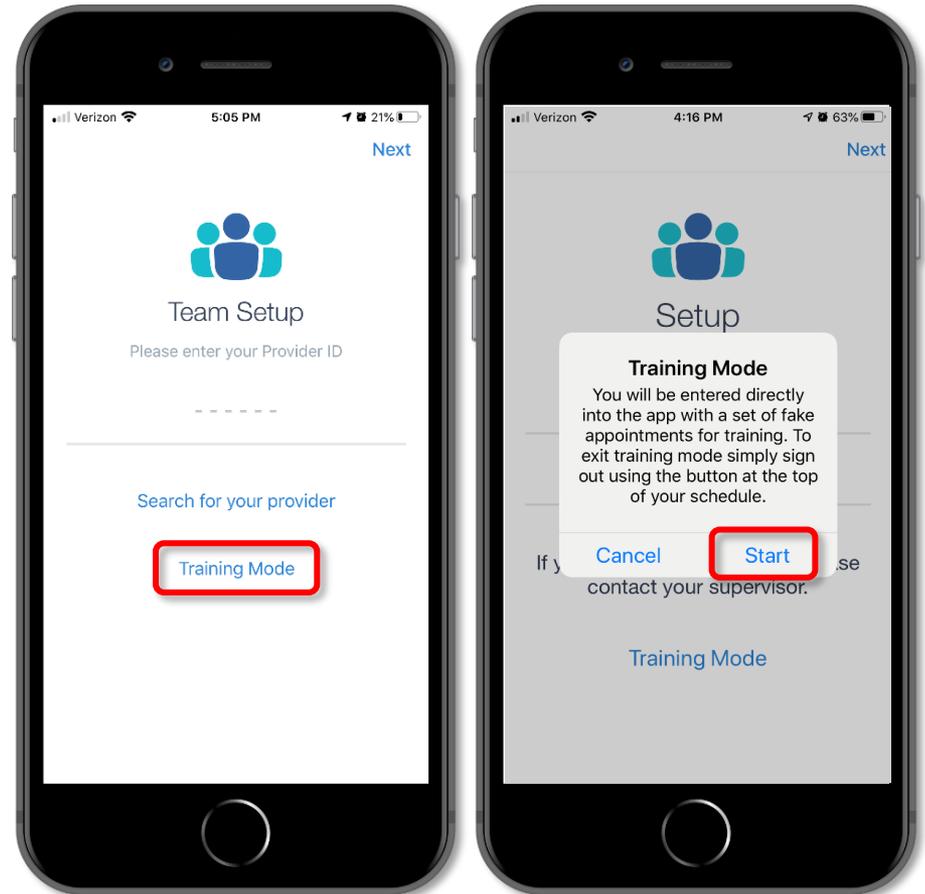


Uses simulated data to practice with



Great way to get comfortable with the app

- Click **Training Mode**, then **Start**



# Mobile App: Training Mode Continued



Highly recommended

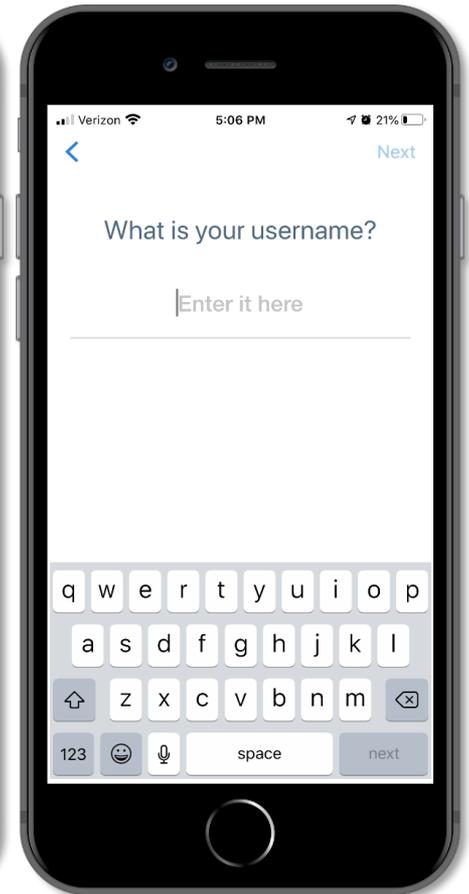
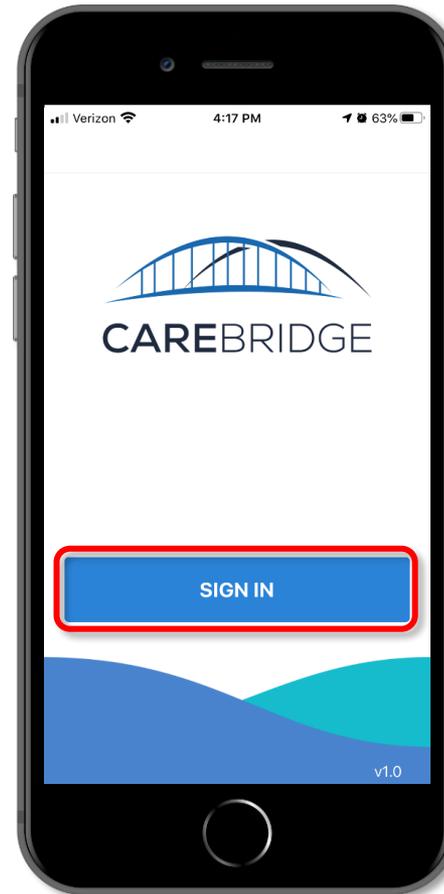


Uses simulated data to practice with



Great way to get comfortable with the app

- Click **Sign In**
- Enter any **username**



# Mobile App: Training Mode Continued



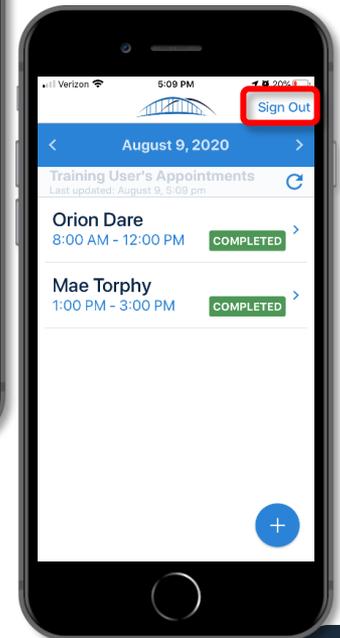
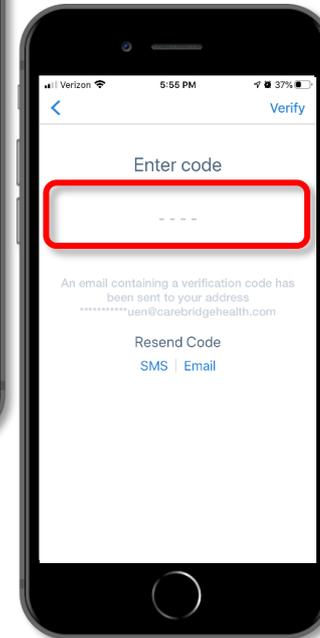
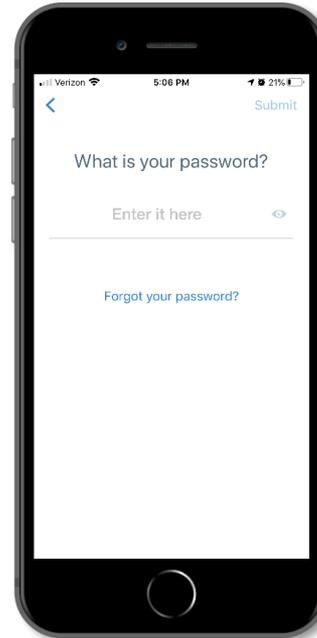
Highly recommended.



Uses simulated data to practice with



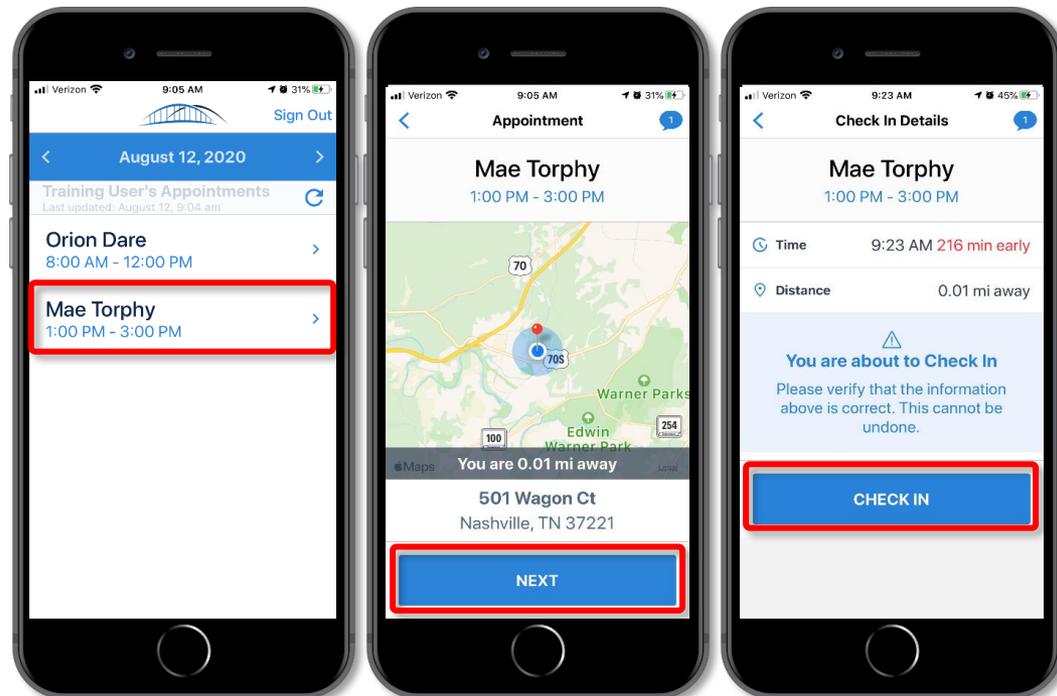
Great way to get comfortable with the app



- Enter any **password**
- Enter **2FA code** if required
- When done, **Sign Out** using the button at the top of the schedule screen

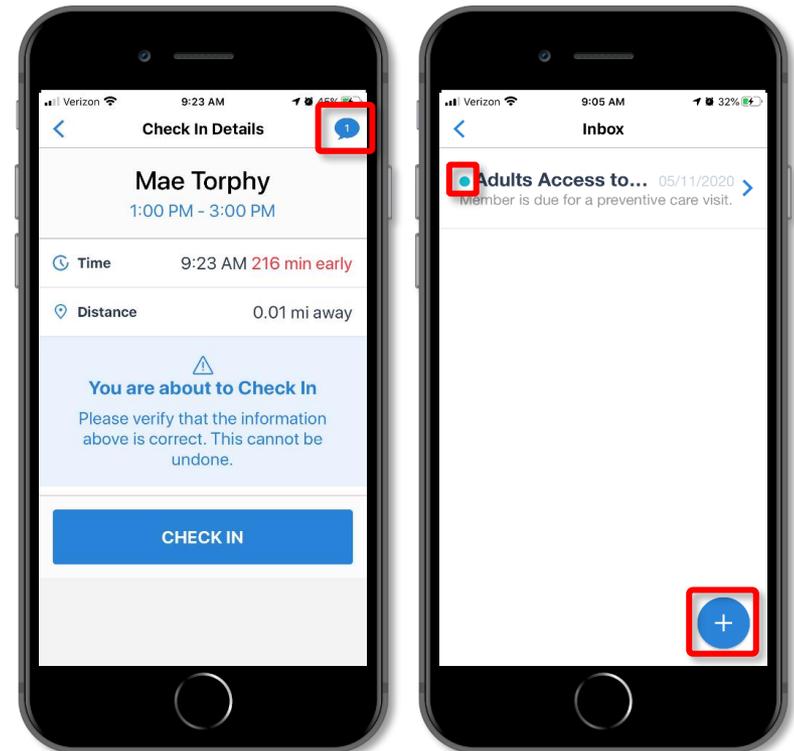
# Mobile App: Check-In

- List of appointments for the day will appear
  - Choose the current appointment
- Map shows the distance from member's address. Again, your current location is only captured during the check-in and check-out process
- Click **NEXT**
- When ready, click **CHECK IN** to start the visit



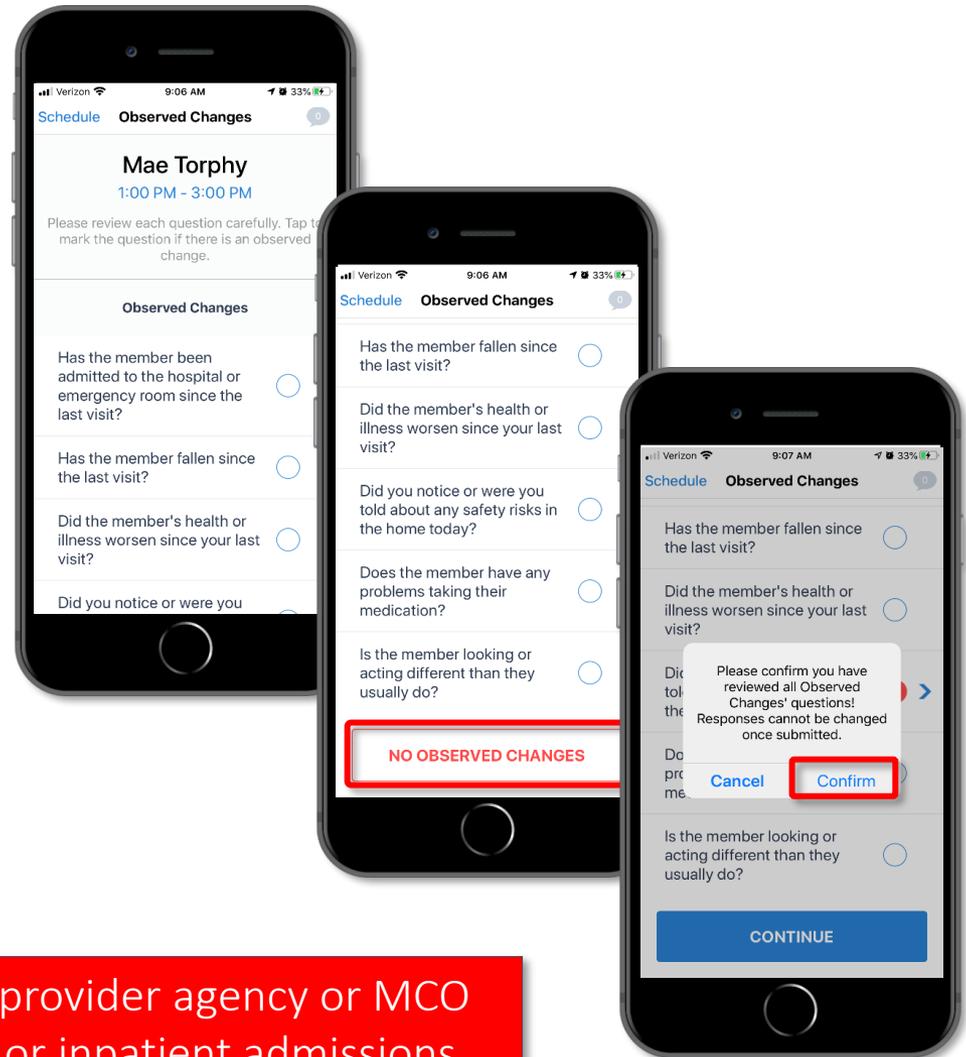
# Mobile App: Discussions

- A number in the cloud icon when checking-in = discussion available
- Click on **icon** to view discussions
- **Blue dot:** indicates which discussions have unread comments
- May open and add comments to an existing discussion by clicking on it
- Create new discussion for member, click the **+ button** to add to the discussion
- The discussion will be visible to the office staff and other Caregivers working with the member



# Mobile App: Observed Changes

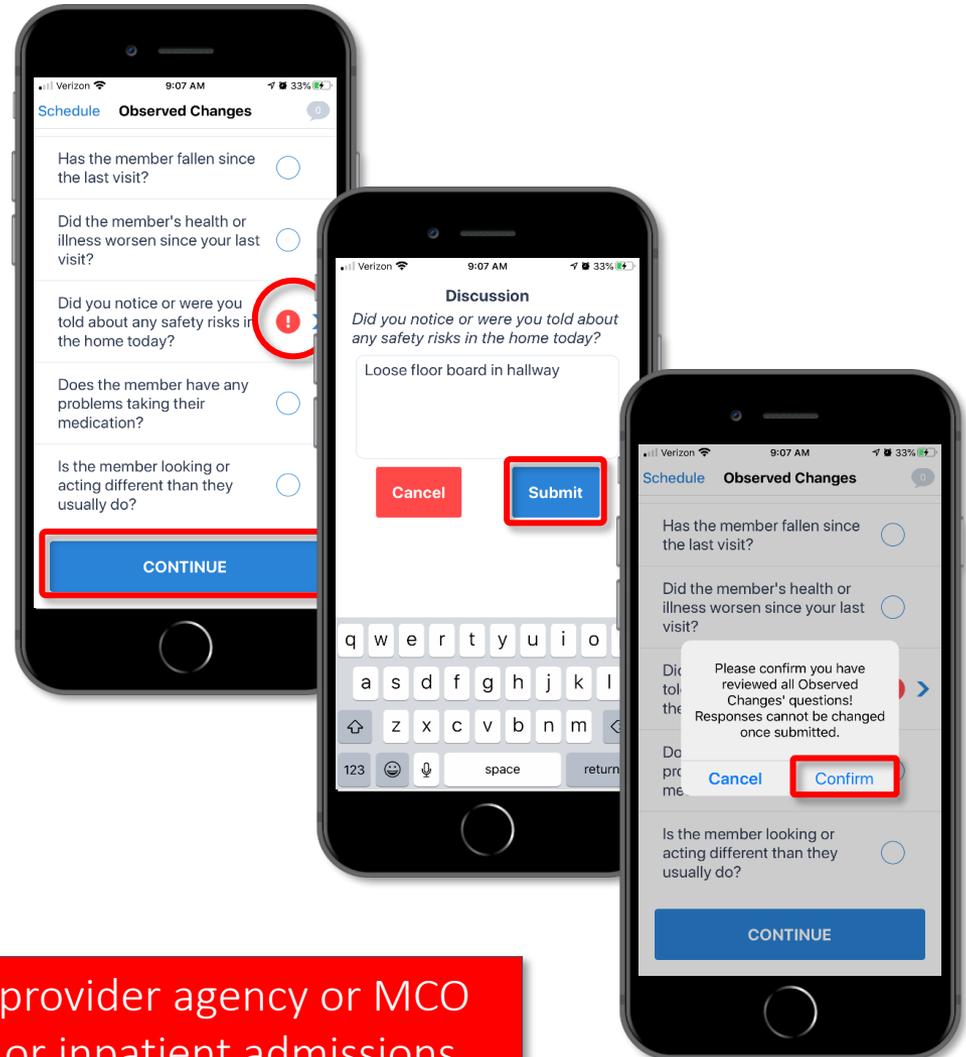
- Begin working visit and performing their tasks
- When finished, go back to app and document the process
- Changes in member's physical or mental health, document it in Observed Changes
- Review all questions
  - No changes = leave everything blank and click **NO OBSERVED CHANGES**, then **Confirm**



**NOTE: Always contact provider agency or MCO *first* for urgent issues or inpatient admissions**

# Mobile App: Observed Changes Continued

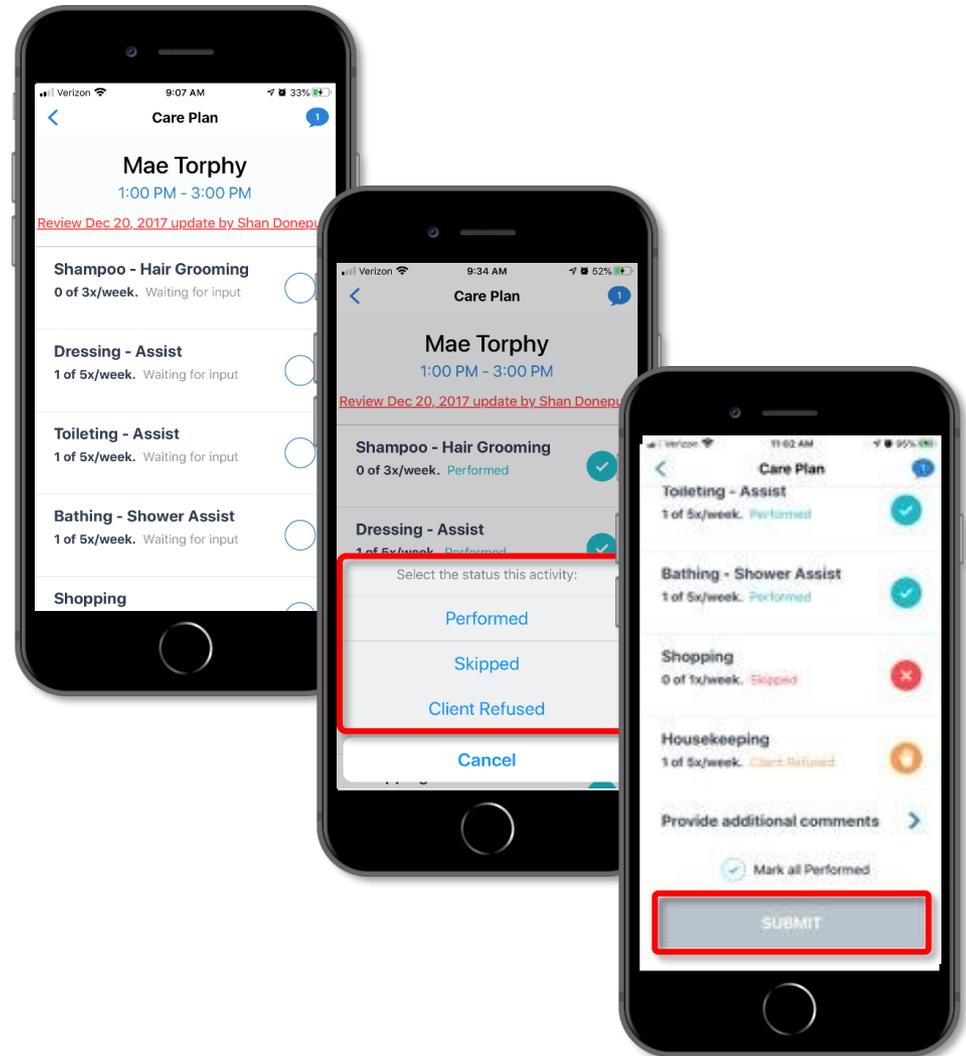
- Review all questions (continued)
  - Something to note = select what changed and click > to add a note
- A note creates a new discussion for the team to review internally to share with the MCO
- **Submit** your note, then click **Continue** and **Confirm**



**NOTE: Always contact provider agency or MCO *first* for urgent issues or inpatient admissions**

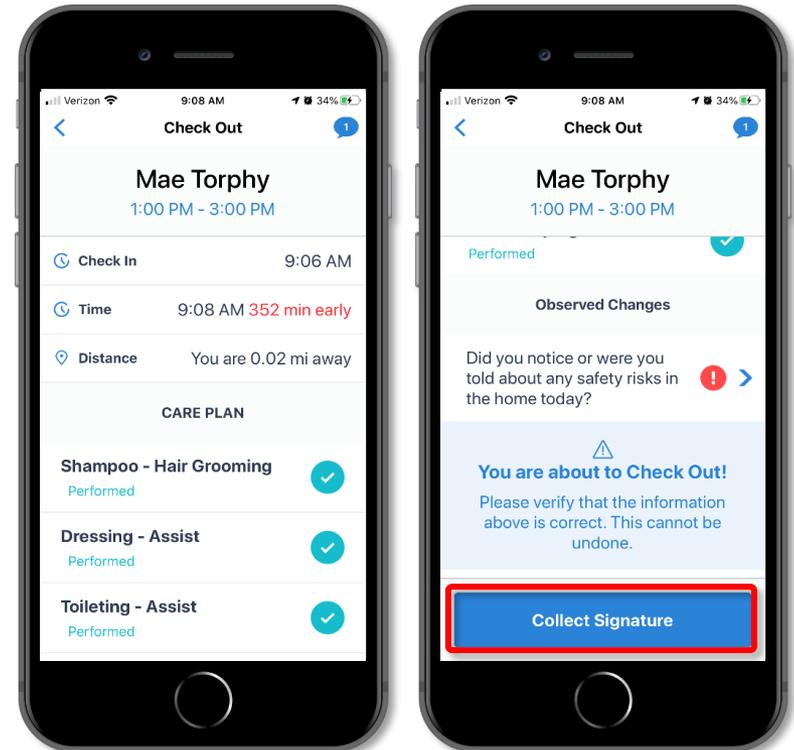
# Mobile App: Member's Care Plan

- From the care plan:
  - Mark all tasks that were performed
  - Mark each task individually and mark if it was **Performed, Skipped, or Client Refused**
- Each task must be marked before you can continue
- Individual responses can be updated before submitting
- Can see the frequency of each task to see how many tasks have been completed



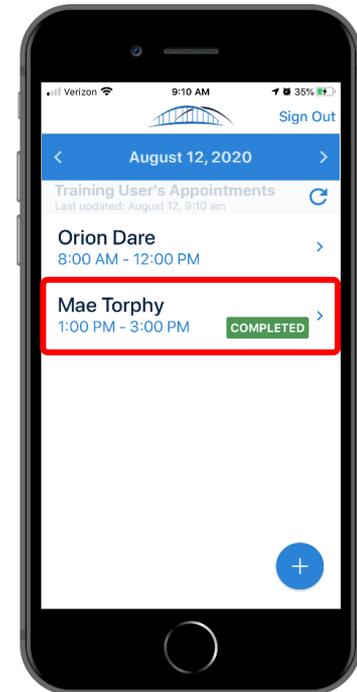
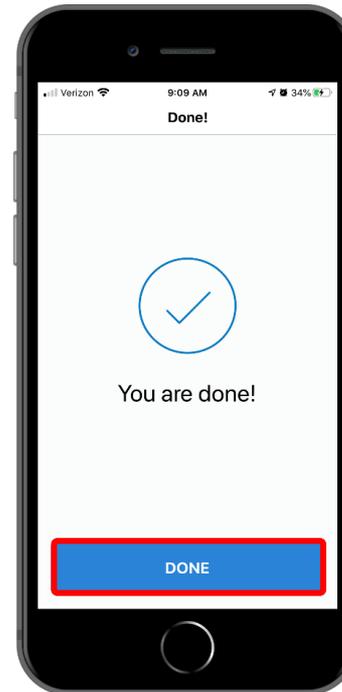
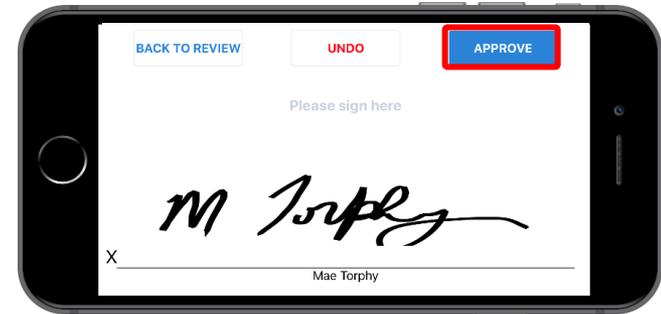
# Mobile App: Check-Out

- The Check Out screen will appear
- Review the information. Click **Collect Signature**



# Mobile App: Check-Out

- Member signs to confirm visit
- Click **Approve**
- Member cannot physically sign? Leave the signature blank, click **Approve** and click **Member Refused**
- Visit is now complete



# IVR Process Demonstration



# Interactive Voice Response (IVR)



Used when the caregiver cannot utilize the mobile app



To check-in and out, call IVR number from the member's landline



Enter your provider ID and IVR PIN. Enter Password. Enter 6-digit code if necessary. Check-In



**NOTE:** the IVR PIN is provided to you by your provider agency for you to identify yourself during the IVR process



Complete the series of interactive questions



Check-Out. Wait for the message that confirms that the check-in or check-out was successful

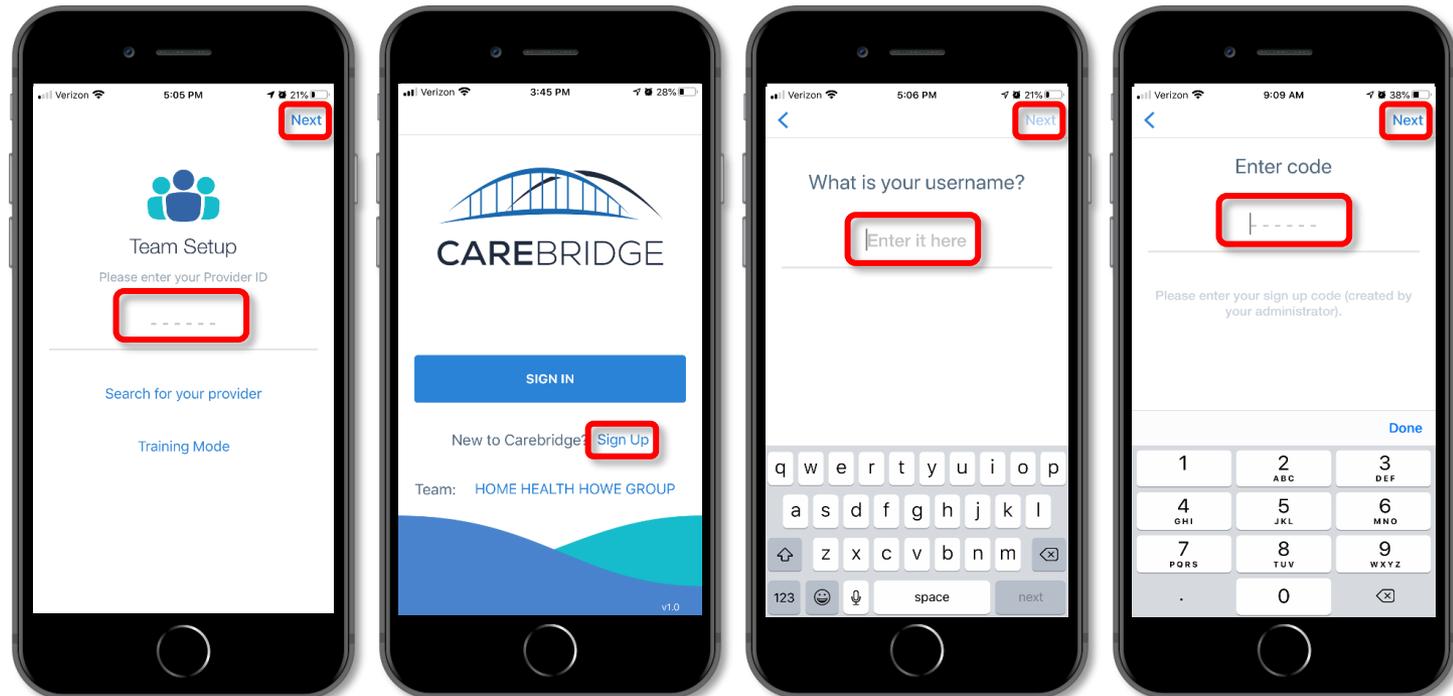


**NOTE:** Ending the call may result in the check-in or check-out not reporting successfully. If this happens, the provider agency will need to input a manual entry for this appointment



# Mobile App: First Time Sign In

1. Enter the Provider ID from the Provider Agency
2. Click the **Next** button
3. Choose **Sign Up**
4. Enter the username
5. Sign up code will be sent automatically via text message
6. Enter the code and click **Next**

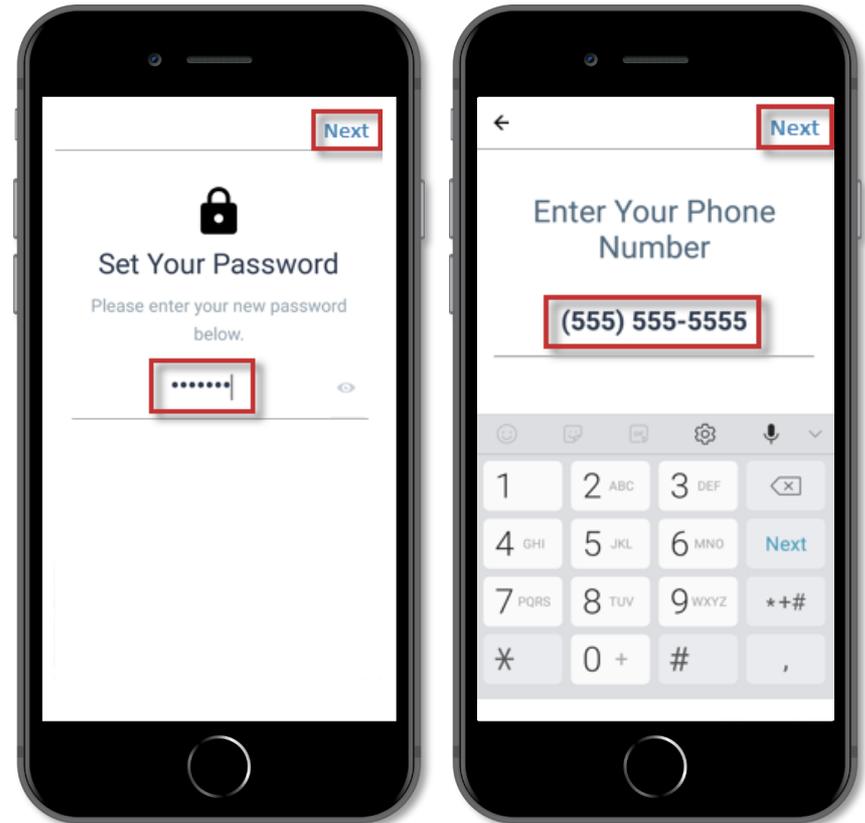


# Mobile App: First Time Sign In Continued

7. Set up password or enter cell phone number and click **Next**

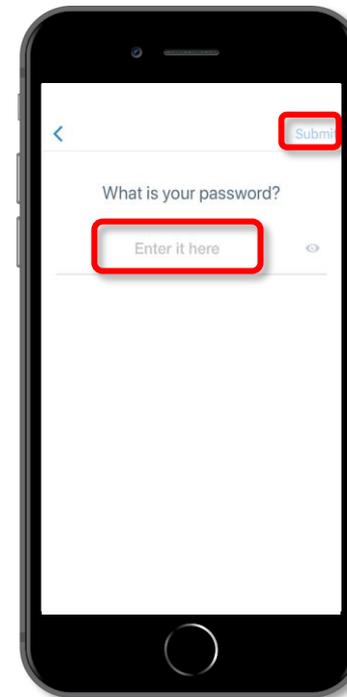
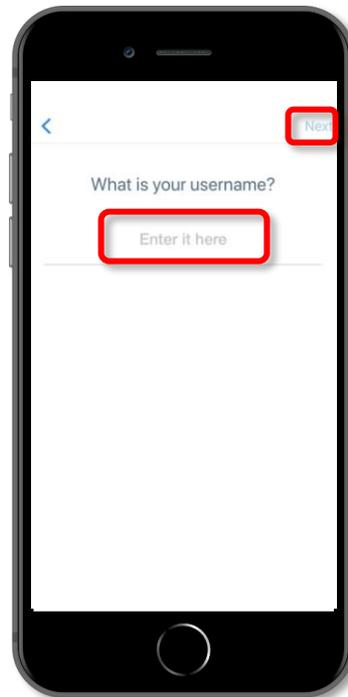
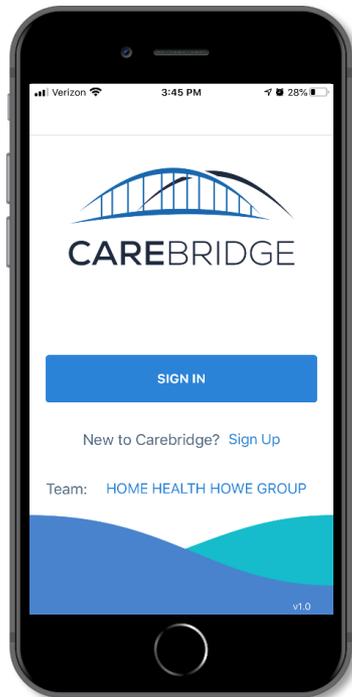
**Note:** If phone number was not pre-configured, they will need to obtain a one-time code generated in the CareBridge Portal by an agency employee at their office

8. Once the employee has registered, they can successfully sign into their account



# Mobile App: Sign In

1. Add the provider number again. Click **Done**
2. Enter the username. Click **Next**
3. Enter password. Click **Submit**
4. Once all the information has been entered, the caregiver is ready to go





CAREBRIDGE

— ***Thank You!*** —

[www.carebridgehealth.com](http://www.carebridgehealth.com)