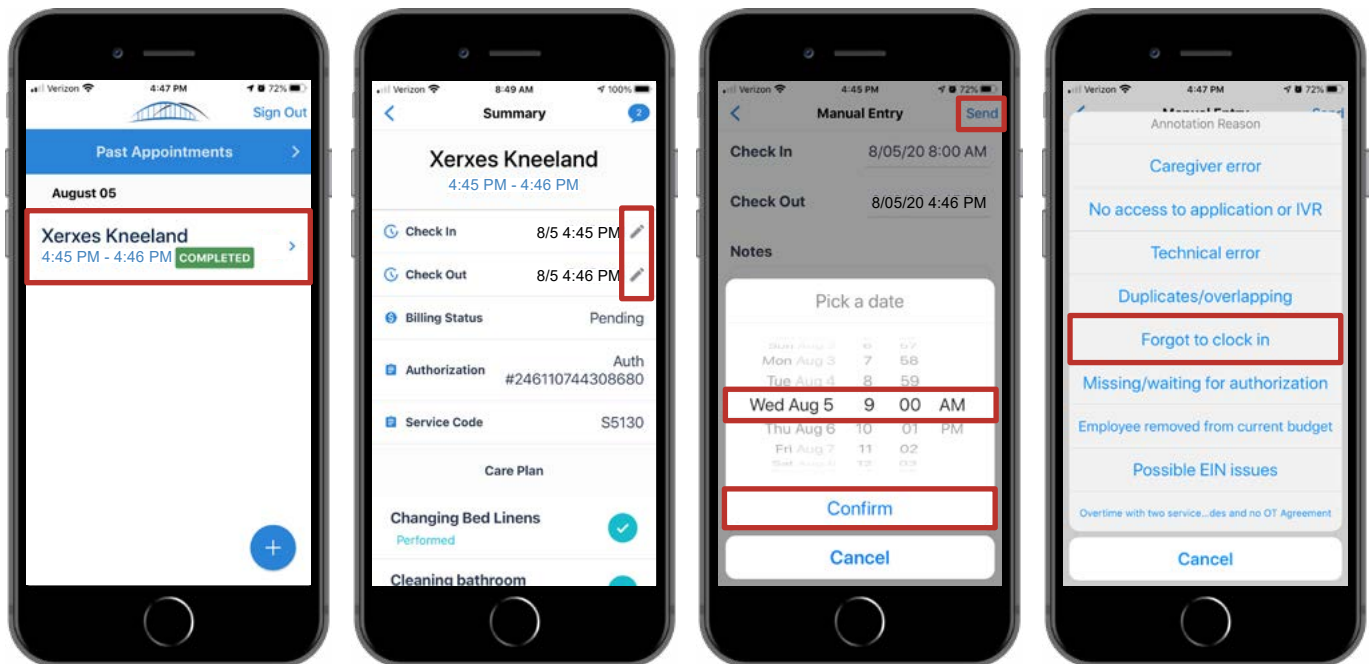


# CCO MANUAL ENTRIES IN THE EVV MOBILE APPLICATION



## OVERVIEW

A manual entry must be completed if you need to fix or add visit information. Manual entries can be used to fix or add dates of service, Check-In, and Check-Out times. If you forgot to Check-In and Check-Out of a visit you will have to create the visit when you remember, then follow the steps below to make the needed corrections.



To complete a manual entry:

1. Find the visit you need to fix.
2. After you login to the mobile app, click the **< arrow** along the date bar at the top of the screen.
3. Now you will see a list of Past Appointments.
4. Click on the visit you need to correct.
5. Click the **pencil icon** to the right of the Check-In or Check-Out time.
6. Click on the **date** and **time**.
7. The **Pick a date** box will appear.
8. Select the correct **date of service** and/or fix the **time**.
9. Click **Confirm**.
10. If you want to leave a note, you can tap in the **Notes** box and write any details you feel are necessary.

11. Click **Send** at the top right corner of the screen.
12. Select the **reason** why the manual entry was needed (**Manual Entry reason** is required for visit to bill).
13. You have now completed your manual entry and can sign out of the Mobile App by clicking **Sign Out** at the top right corner of the screen.
14. **Please note:** after you have made your Manual Entry, the **Member** will need to go into the member portal and **attest** to the manually entered visit/manually adjusted visit.

### STILL NEED HELP?

If this guide does not answer your questions, please contact the CareBridge Support Center at (844) 343-3653.

The CareBridge Support is available Monday – Friday from 7 AM to 5 PM Central Standard Time.

