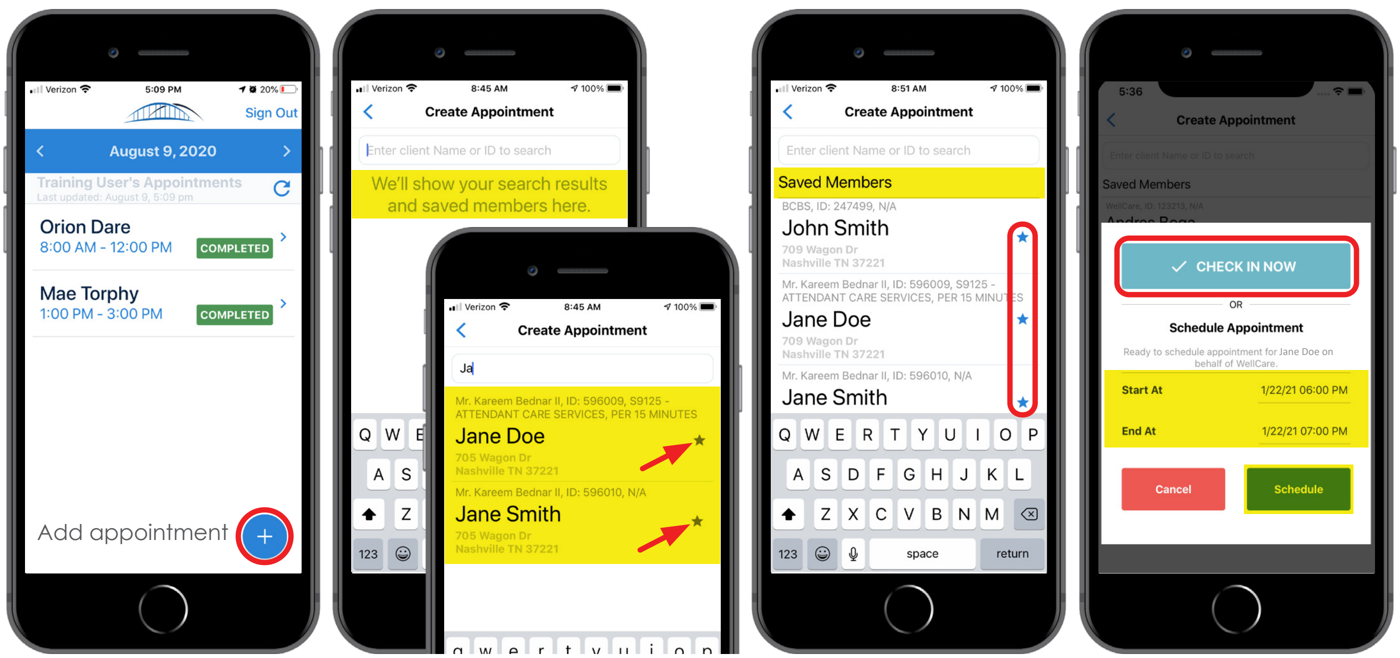
CCO MOBILE APPLICATION CHECK-IN AND CHECK-OUT GUIDE

OVERVIEW

The CareBridge mobile application is available to Caregivers and can be downloaded from the App Store or the Google Play store. If you need help with downloading the app, please refer to the Mobile Application Download and Login Guide in the CareBridge Resource Library. The instructions below will tell you how to Check-In and Check-Out of appointments within the mobile application.

Figure 1. Checking into an appointment

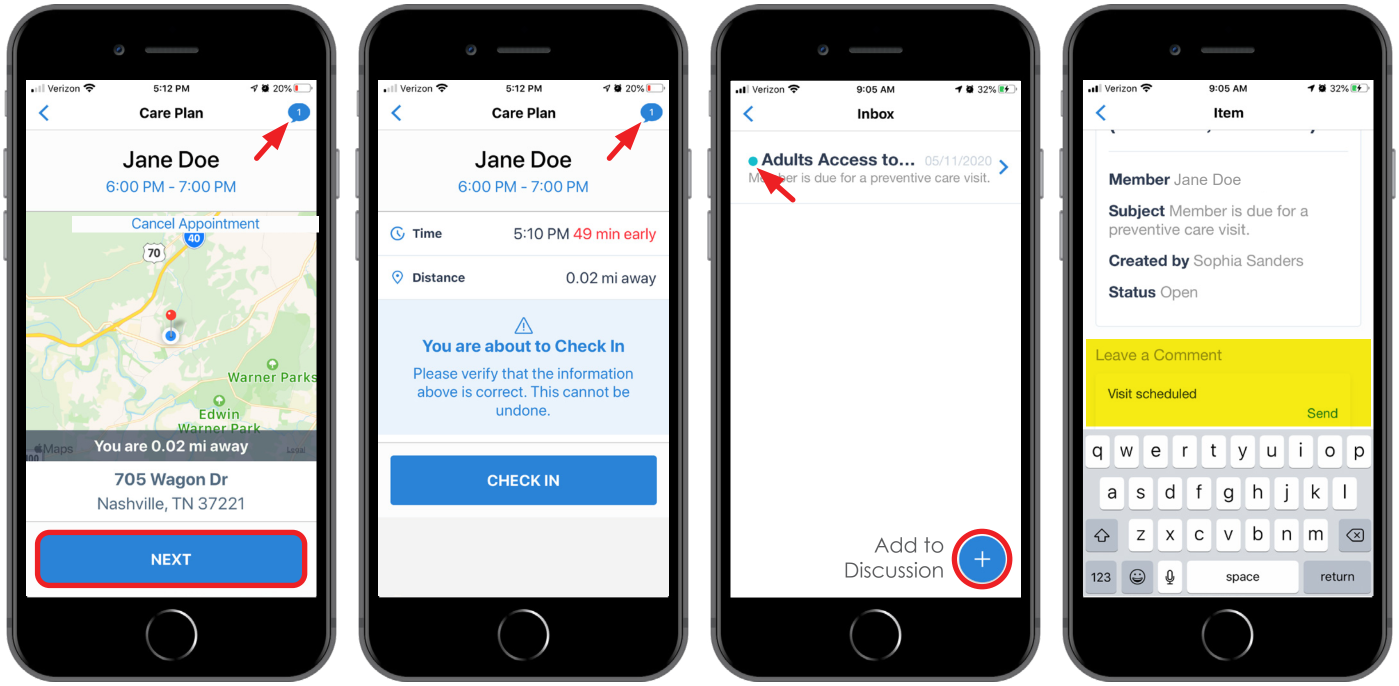


CREATING AND CHECKING INTO A VISIT

After logging in, you will need to select the member you are serving.

1. Click on the **+** in the bottom corner of the screen (Figure 1) to open the Create Appointment screen. Enter the Member's name in the search area at the top. ***Please note:*** when you find the member, notice the **gray star** on the right. If you select this **star**, it will make this Member one of your "Saved Members". This makes it easier to find them quickly each time you Check-In and will also enable off line Check-In for this Member. Saved Members have **blue stars**.
2. Click on the **Member's name.**
3. Click **CHECK IN NOW** for an immediate visit, or enter the **start and end time** for future appointments.
4. If you clicked **CHECK IN NOW**, you will see the GPS screen with the map (Figure 2). Click **Next**. ***Please note:*** If this appointment was scheduled incorrectly, click on **Cancel Appointment**.
5. If you chose to create an appointment in the future, click **Schedule** to confirm that appointment. Now you will be able to see the Member on the list.
6. Now you can click **CHECK IN** and check into that appointment
7. Begin the visit activities and return to the Mobile App to Check-Out at the end of the visit.

Figure 2. Discussions

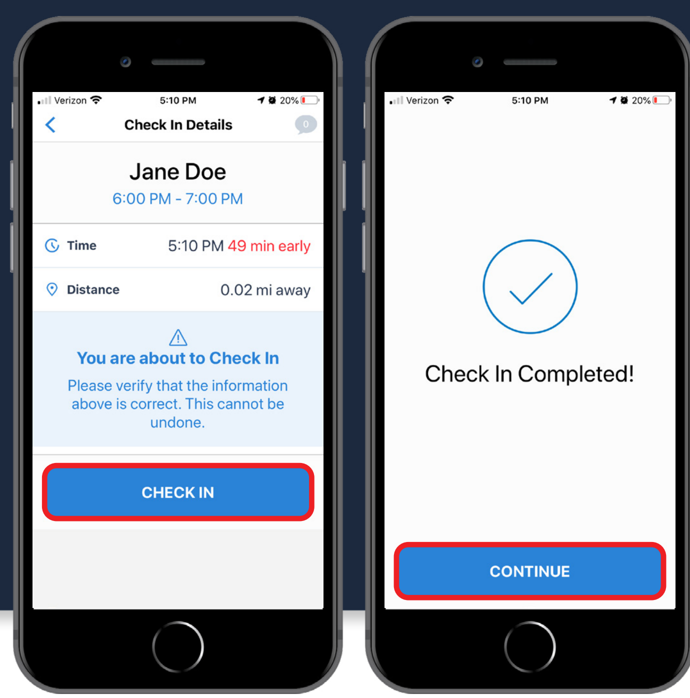


Please note: It's possible that the GPS won't pinpoint your exact location, but show something within 1/10 of a mile of your location. This is normal and your visit will still be documented appropriately. If you Check In and realize that you need to cancel the appointment, click **Cancel Appointment** under the Member's name on the GPS screen.

DISCUSSIONS (Figure 3)

When checking into the appointment, there is a **speech bubble icon** in the top right. If there is a **number** there, it means there is a Discussion. Discussions are messages from the MCO about the Member. If it is **blue**, it means there is at least one unread comment. You can click on the **icon** to view Discussions. A **blue dot** shows which Discussions have unread comments. You may open and read comments in an existing Discussion by clicking on it. You can comment in a Discussion from an MCO but you cannot initiate a new Discussion.

Figure 3. Completed Check-In



After viewing and commenting in Discussions, return to the Check-In screen (Figure 3).

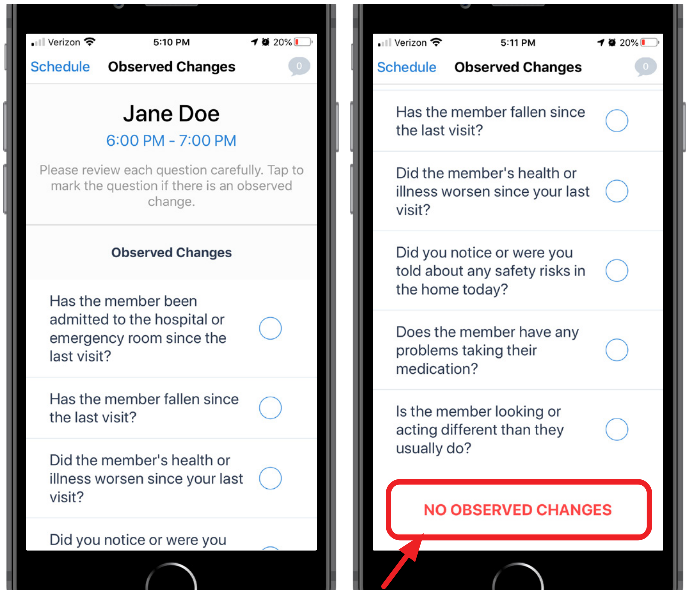


Figure 4. No Observed Changes

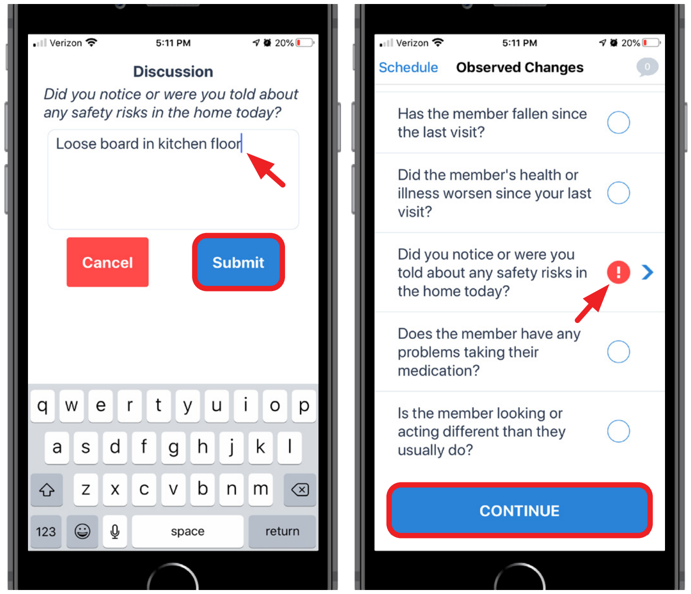


Figure 5. Observed Changes recorded

OBSERVED CHANGES

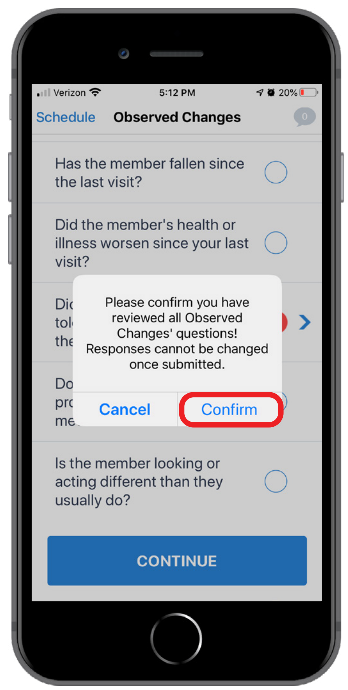


Figure 6. Confirm changes

Once you have Checked-In, **STOP** using the app. Begin working the visit and assisting the member.

At the end of the visit, go back to the app (it will pick up where you left off) and click on **CONTINUE** (Figure 3), the 'Observed Changes' questions list will appear. If you noticed any changes in the Member's health since the last visit or during this visit, you can document them in 'Observed Changes'.

*If there are **no changes**, just click the **NO OBSERVED CHANGES** button at the bottom of the list (Figure 4) then **CONFIRM** (Figure 6).*

If you did observe changes in the Member's health, you must select the question(s) that apply. Just click the **radio button (◯)** (Figure 5) for the appropriate question(s). The app will change the radio button to a **red circle with an exclamation point** and automatically take you to the next screen - where you can start a discussion with the MCO about your observations. After you have documented the change in that discussion, click **Submit** (Figure 5). The app will then present you with a list of the Observed Changes that you have and have not selected. After you have reviewed the list and determined it to be correct, click **CONTINUE**. You will then be asked to **Confirm** that you have reviewed all the Observed Changes questions (Figure 6).

Please note that you must report any *urgent* issues to the MCO immediately, just as you would without EVV.

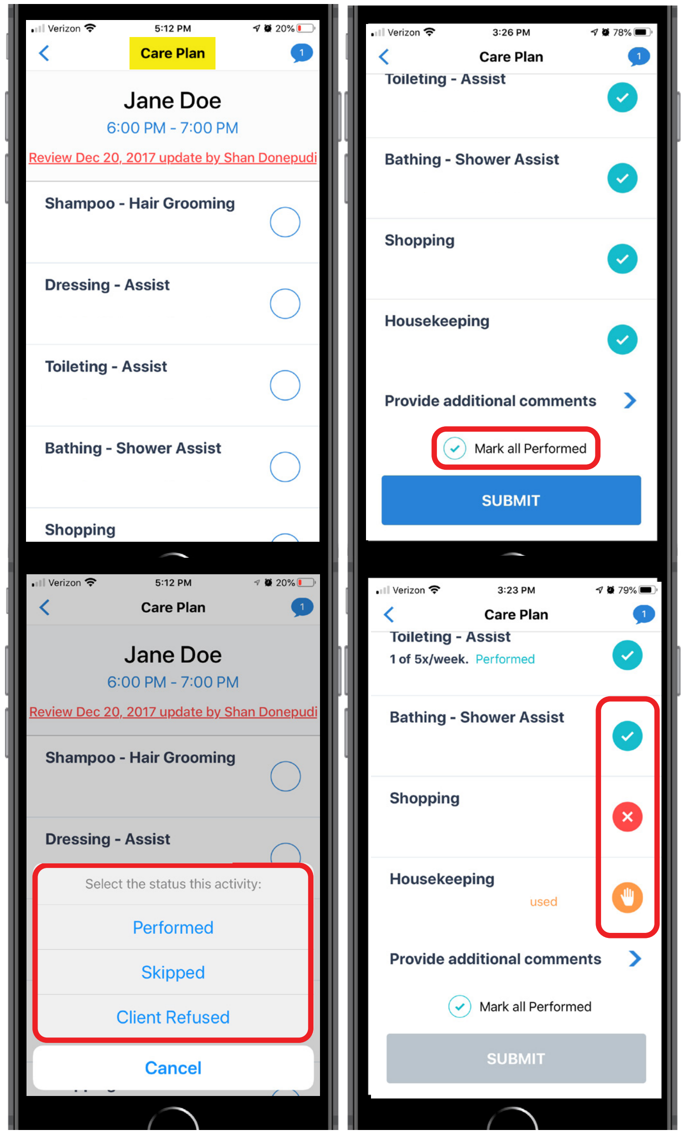
CARE PLAN

After Observed Changes, you will see the Member's 'Care Plan'. The Care Plan activities should be completed at the end of the visit before the Caregiver checks out. To record that you completed activities in the Care Plan, you

1. **Mark all Performed** (Figure 7)
   OR, if not all activities were performed,
2. Choose tasks individually and mark them as
   a. **Performed**,
   b. **Skipped**, or
   c. **Client** (Member) **Refused**.
3. After recording the performed Care Plan activities, click **SUBMIT**.

You can always update any individual responses before clicking **Submit**. You can also see the frequency for each task and track how many tasks have been completed.

Figure 7. Track Care Plan progress



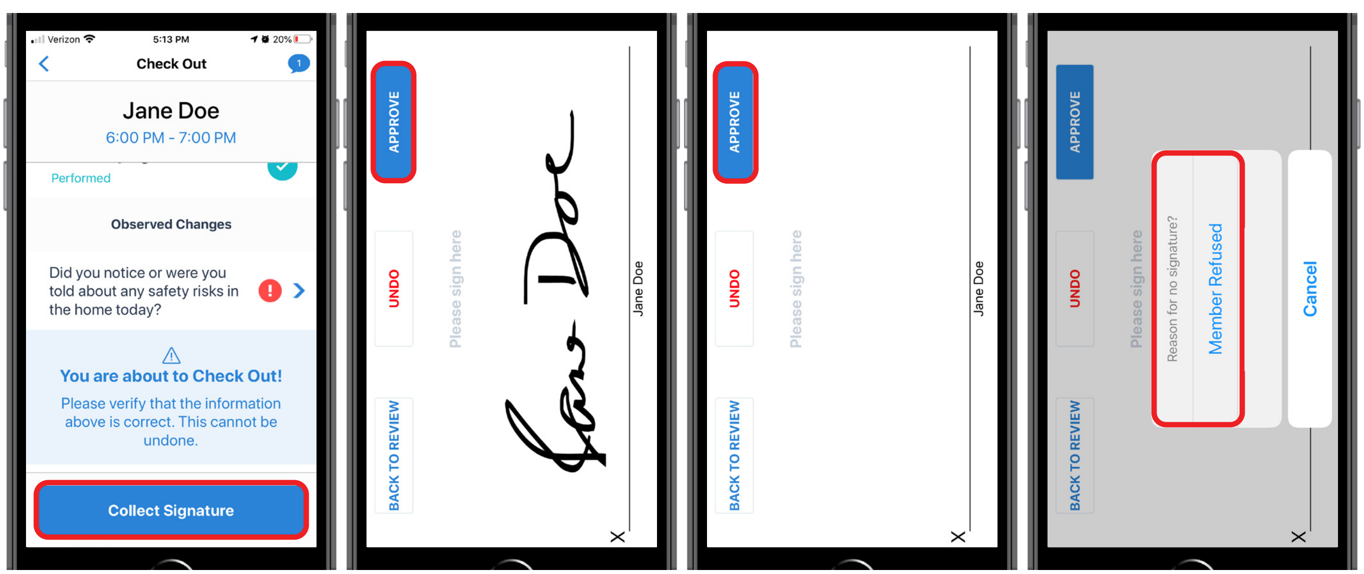
CHECKING-OUT OF A VISIT

After completing the Care Plan, you will see the Check-Out screen along with the completed Care Plan tasks and Observed Changes questions.

1. Review to make sure everything is right
2. Click the **Collect Signature** button (Figure 8)
3. After the Member signs, click **Approve**

If a Member can't sign, you can click on the **Approve** button and select **Member Refused** (Figure 8). Now you have completed the visit and will return to the appointment screen.

Figure 8. Checking-Out of a visit

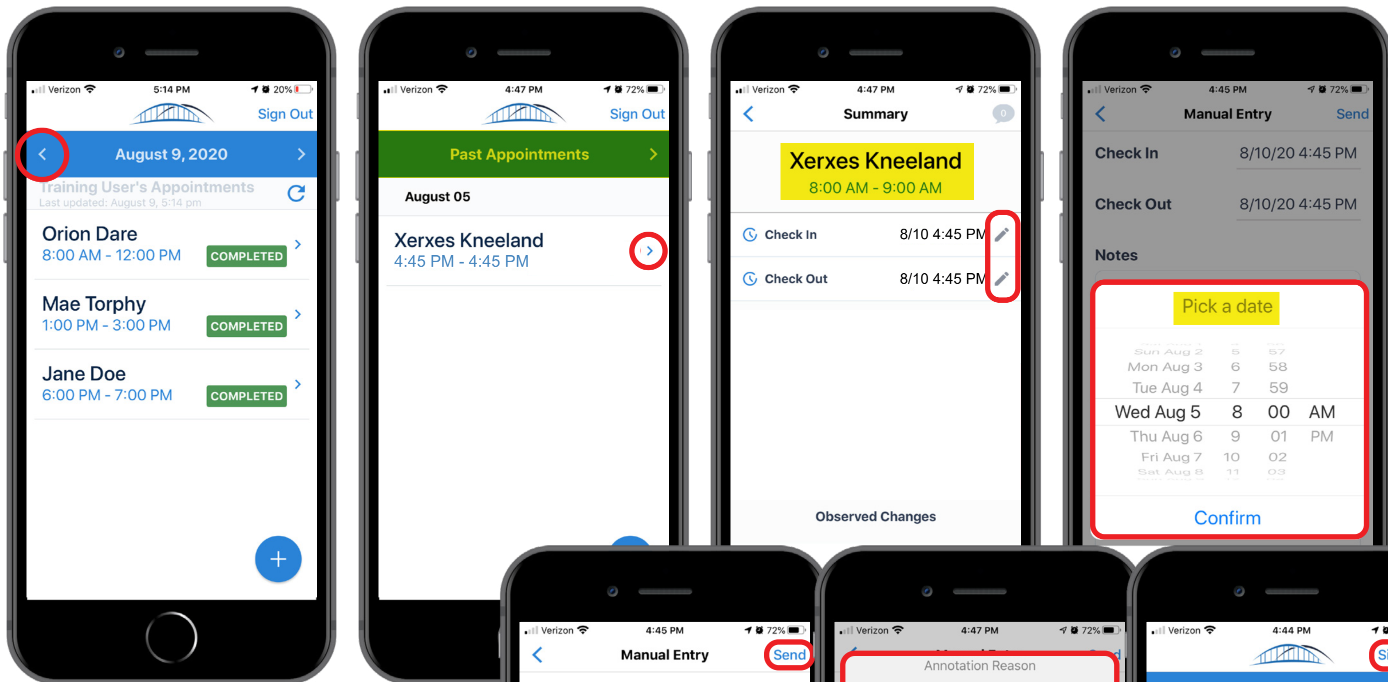


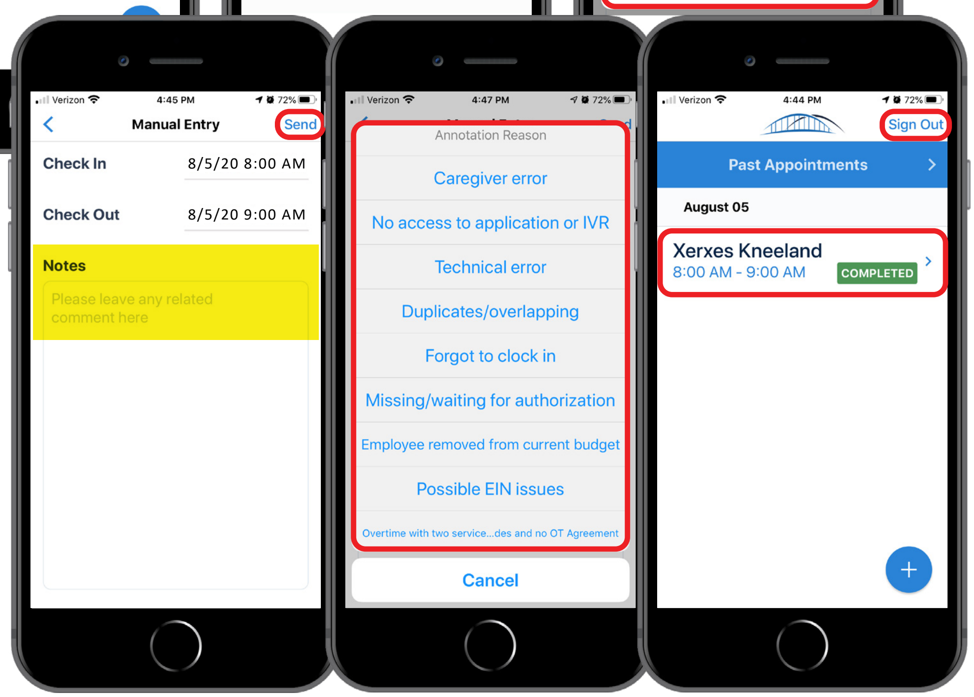
MANUAL ENTRY

MANUAL ENTRIES FOR EXISTING APPOINTMENTS

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 out of a visit you will have to create the visit when you remember, then follow the steps below to make the needed corrections.

Figure 9. Manual Entries





To complete a manual entry:

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

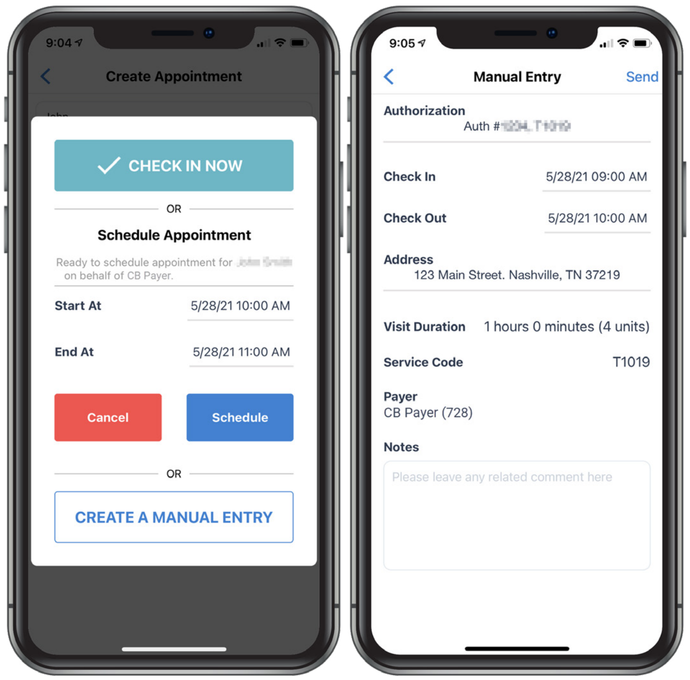
9. Click **Send** at the top right corner of the screen
10. Select the **reason** why the manual entry was needed (**Manual Entry reason** is required for visit to bill)
11. You have now completed your manual entry and can sign out of the Mobile App by clicking **Sign Out** at the top right corner of the screen

MANUAL ENTRIES FOR NEW APPOINTMENTS

When you are ready to document a service that has already occurred, simply select the **+ plus sign** in the bottom right-hand corner of the screen (Figure 9), search for and/or click on the Member you provided services to and select the **CREATE A MANUAL ENTRY** button at the bottom of the screen (Figure 10). You will then fill-in the details for the visit that has already occurred, but has not yet been entered (Figure 11).

REMEMBER: If you need to manually adjust a visit that has already been entered, **navigate to that visit and make the Manual Entry there**.

Figure 10. CREATE A MANUAL ENTRY button and fill-in the NEW Manual Entry details

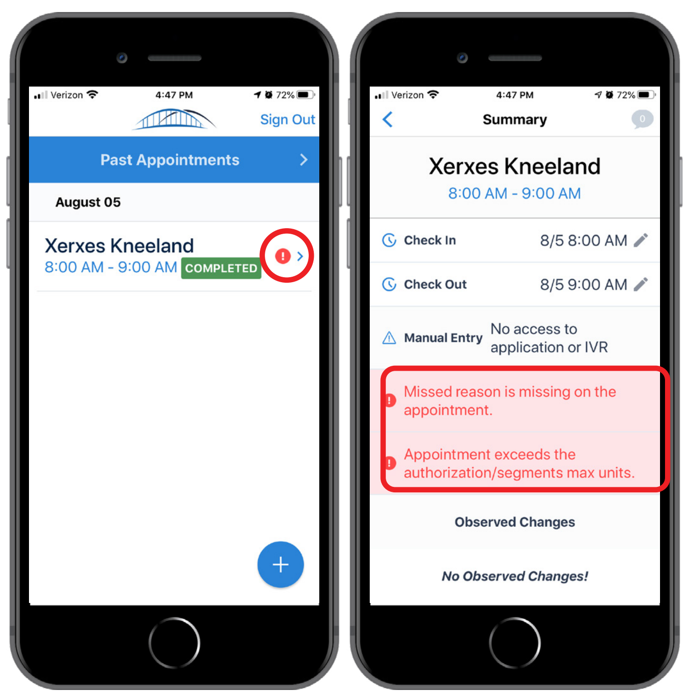


BILLING VISITS

Completed visits will automatically be sent to Veridian Fiscal Solutions (VFS). Each time you log in to the mobile app, it is good practice to check and make sure there were no Pre-Billing Checks on your visits. To do this, after you login, click on the **< arrow** in the date bar at the top of the screen. This will take you to past appointments (Figure 11). If there are Pre-Billing Checks, you will see an **exclamation point in a red circle** on the right side of the screen in the completed visit. If you see this:

1. Click on the **visit**
2. Read the Pre-Billing Check reason
3. If you are able to correct the issue, make the correction
4. If you are not able to correct the issue, **call VFS**

Figure 11. Billing Visits



Pre-Billing Check reasons:

- **Member is not eligible for services during visit time**
  - Call the MCO to resolve
- **Visit date is outside authorization dates**
  - Call the MCO to resolve

It is important to check for Pre-Billing Checks and correct them. Pre-Billing Checks that are not fixed *may impact your paycheck*.

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.