### **MANUAL ENTRIES** IN THE PROVIDER PORTAL



CAREBRIDGE

Manual entries affect

your compliance

score, so only complete them

when necessary.

Entries for visits that require your intervention.

#### In the CareBridge Provider Portal, a manual entry is required under three circumstances:

- 1. When the details of a scheduled visit with complete EVV data need to be edited
- 2. When the details of a scheduled visit with incomplete EVV data need to be added or edited
- 3. When the details of an unscheduled visit (no appointment in the system) need to be entered

#### If you have a <u>scheduled</u> visit with <u>complete</u> EVV data:

- 1. Navigate to the visit's details by one of the following paths:
  - a. From the Visits Page:
    - i. Use the **Filters** to locate the visit
    - ii. Click the **three dots** on the far right to view the options
    - iii. Select Visit Details
  - b. From the Member Details:
    - i. Locate the visit in the Visits tab
    - ii. Select Visit Details from the three dots
- 2. From the Visit Details:
  - a. Scroll down and click the Manual Entry button
  - b Select Manual Entry Visit
- 3. From the Manual Entry page:
  - a. Edit the inaccurate details
  - b. Choose a "Manual Reason Code" from the drop-down options
    - i. This documents why you had to make the manual entry and is required

- c. Add notes to give greater context to the circumstances of the manual entry
- d. Ensure all fields are correct
- e. Click **Submit** and the manual entry is complete

1		VISITS												Hello HOME HEALTH HOWE GRO	Gwyneth!	•
H	Dashboard	PERSONAL FILTER	ATE VISITS	MIS	SED VISITS	MANUAL VISITS	EVV VISIT	s i	FOD VISITS		IVR VISITS	SERVICE CLAIM	5			
P	Discussions	FILTERS														~
Ê	Authorizations	Sort by											Ŧ	XPORT TO CLAIMS	MANUAL ENTRY	7
۵	Appointments	Date														۲
ø	Visits	MEMBER	DATE	START	END TIME	EMPLOYEE	AUTH #	SERVICE		CHECK IN TIME	CHECK OUT TIME	PAYER	APPT ID	STATUS		Т
₫	Billing	Bari Wollrauch	05/14/2020	01:49 pm	01:49 pm	Owyneth Moeuen				01:49 pm	01:49 pm	C8 Payer	556073	Completed	Visit Details	
0	Members	Ericka Stonbridge	04/11/2020	03:00 pm	07.00 pm	Diane Seloff	1004	\$5125		10.03 am	11.00 pm	CB Payer	548897	Completed	Authorization 0	Details
*	Employees	Joeann Greated	04/10/2020	03:00 pm	07:00 pm	Prashanth Donepudi	1092	T1019		09:12 am	08:35 pm	CB Payer	550615	Completed	Member Detail	5
۵	Settings	Joeann Greated	04/08/2020	03:00 pm	07:00 pm	Alan Huffman	1092	T1019		07:08 am	08:10 pm	C8 Payer	550608	Completed		£.
		Massimiliano Werdhaugh	04/06/2020	03:00 pm	07.00 pm	Matt Tipples	1069	\$5150		10.06 am	08.00 pm	CB Payer	550183	Completed		
		Cassius Casone	04/02/2020	00:00 pm	07:00 pm	Matt Tipples	1090	\$5135		08:05 am	07:28 pm	CB Payer	550588	Completed	0	1
		Tome Wynter	04/01/2020	03:00 pm	07:00 pm	Giuliano Severi	1059	\$5130		10.03 am	07:34 pm	C8 Payer	549971	Completed		
		Camille Ace	64/01/2020	03:00 pm	07:00 pm	Randy Smith	1051	\$5150		09.54 am	07.55 pm	CB Payer	549870	Completed	0	Ε.
		T EXPORT TO FILE												1-0 of 0	< 1	>
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## If you have a <u>scheduled</u> visit with <u>incomplete</u> EVV data:

- 1. Navigate to the **Appointment Details** via the **three dots**
- 2. Scroll to the bottom right and click the **Manual Entry** button
- 3. Select Manual Visit Entry
- 4. Enter or edit all the relevant information, including the Manual Reason Code
- 5. Click **Submit**

# If you have an <u>unscheduled</u> visit (no appointment in the system) <u>with no EVV</u> <u>data</u>:

- 1. Navigate to the Authorizations Details via the three dots
- 2. Scroll to the bottom right and click the Manual Entry button
- 3. Select Manual Visit Entry
- 4. Enter all the relevant information, including the Manual Reason Code
- 5. Click **Submit**

Member	Authorization		Appointment (optional)	
Dominique Bett 🗸	1040 (Active)	-	Unassigned	
Employee	Status		Billing Status	
Cliff Hanger 👻	Completed (Manual)		Pending	
Service Code	Modifiers		Location	
S5125 - ATTENDANT CARE SERVICES, PER 15 MINUTE			Select Location	
Check-In Date/Time	Check-Out Date/Time		Visit Duration	
Choose Start Date/Time	Choose End Date/Time	Ē	None	
Check In Location	Check Out Location		Acceptable Locations	
None	None		N/A	
Payer	Notes			
CB Payer 👻				
Manual Reason Code	Enter a note			
Select Reason Code 👻				
	Attach file			

