GUIDE FOR CAREGIVERS TO CHECK-IN AND CHECK-OUT WITHOUT A SCHEDULE

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.

CHECKING INTO AN APPOINTMENT

After logging in, you will need to create an appointment for the member you are serving.

1. Click on the **+** find the Member's name and Service Code.

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. Click **Schedule** to confirm the future appointment. Now you will be able to see the Member on the list.

5. If you clicked **CHECK IN NOW**, you will see the GPS screen with the map (Fig. 2). Click **Next**.

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.

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.
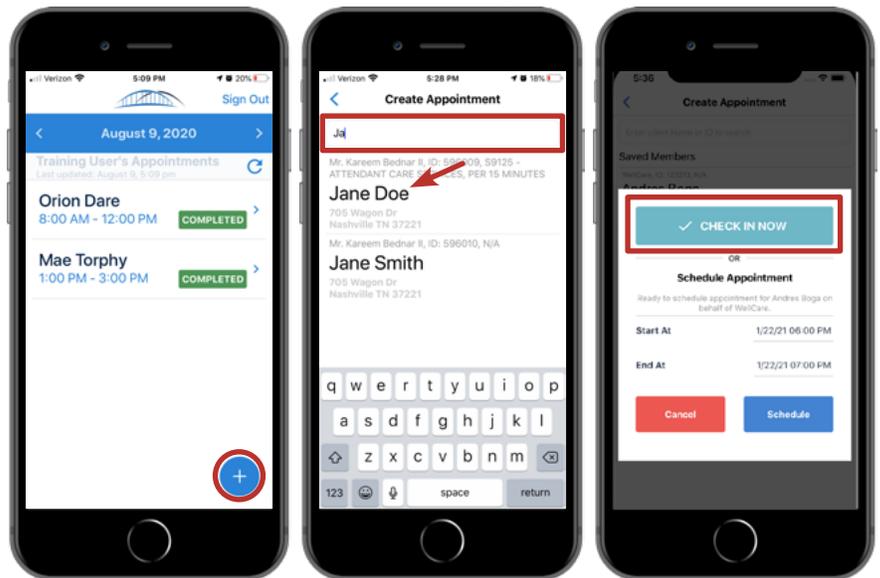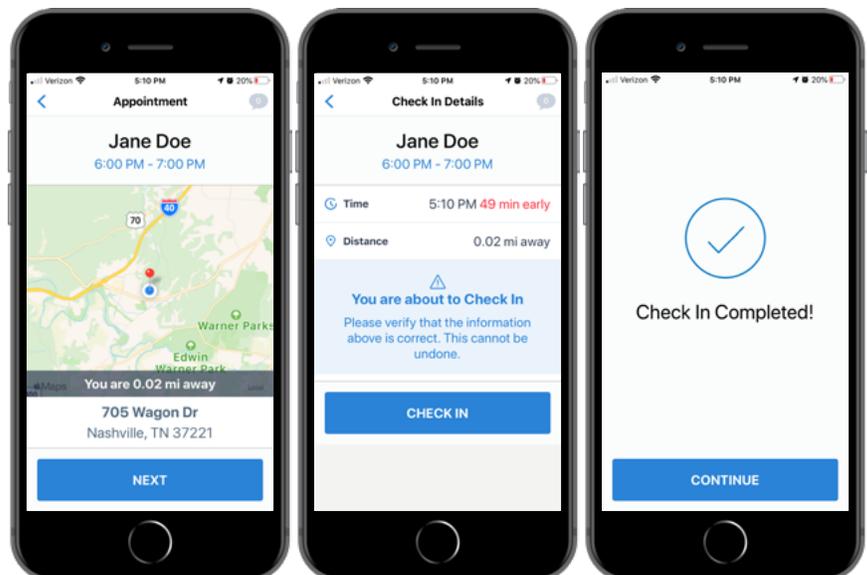
Figure 1. Creating a visit

Figure 2. Checking into an appointment

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.
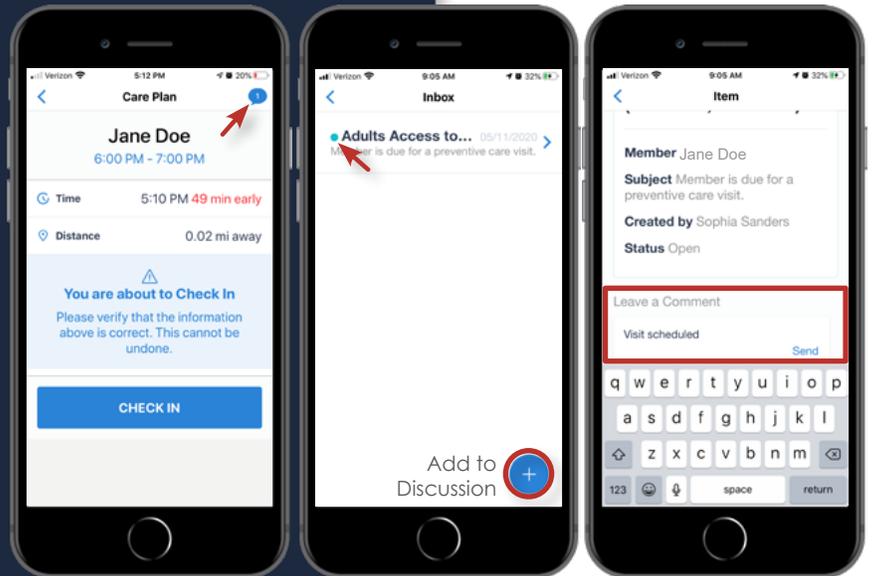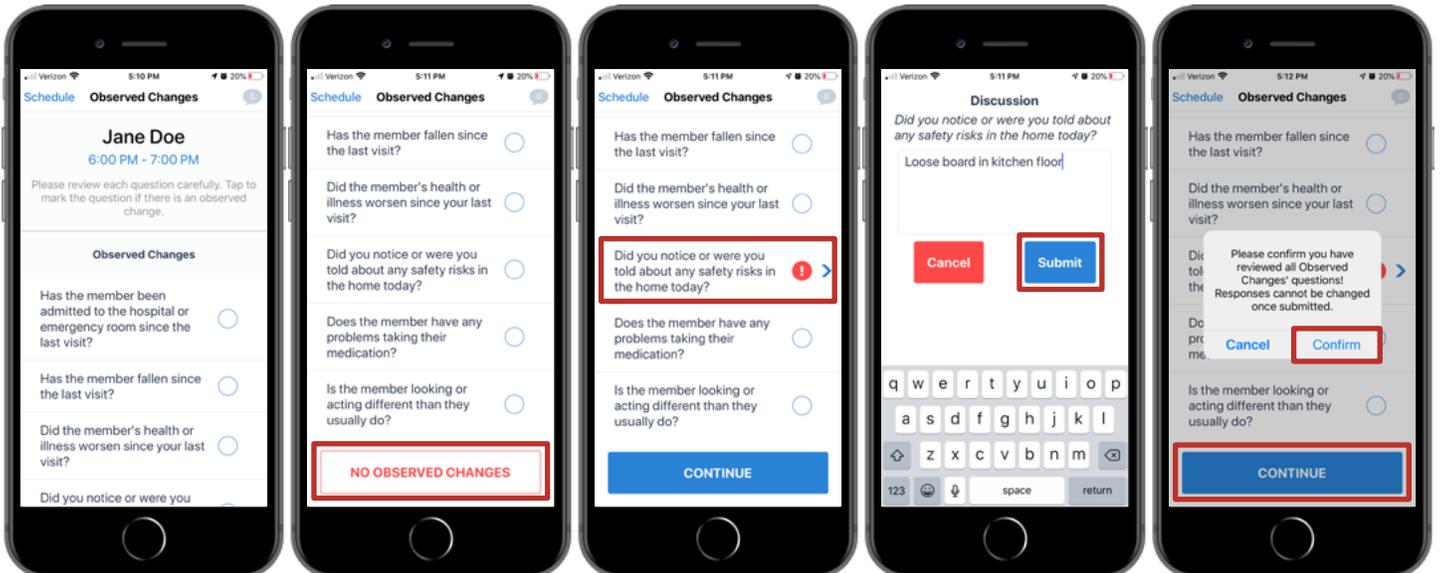
Figure 3. Discussions

Figure 4. Observed Changes

OBSERVED 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** (Fig. 4), 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 then* **CONFIRM** *(Fig. 4).*

If you did observe changes in the Member's health, you must select the question(s) that apply. Just click the **radio button (◯)** (Fig. 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** (Fig. 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 (Fig. 6).

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

CHECKING OUT OF A VISIT

To successfully check out of a visit:

1. Review to make sure everything is right.

2. Click the **Collect Signature** button.

3. After the Member signs, click **APPROVE**.

If a Member doesn't sign, you can click on the **APPROVE** button and select Member Refused as the reason for not collecting the signature. Now you have completed the visit and will return to the appointment screen.

Figure 6. Checking out

4. Click **Confirm**.

5. If you want to leave a note, you can tap in the **Notes** box and write any detail you feel is necessary.

6. Click **Send** at the top right corner of the screen.

7. Select the **reason** why the manual entry was needed The Manual Entry reason is required for visit to bill (Fig. 8).

8. 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.

9. *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) 482-0256.

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