MANUAL ENTRIES IN THE PROVIDER PORTAL

The purpose of this document is to provide step-by-step instructions on how to enter Manual 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 edited

3. When the details of an unscheduled visit (no appointment in the system) need to be entered

> Manual entries affect your compliance score, so only complete them when necessary.

If you have a scheduled visit with complete 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**
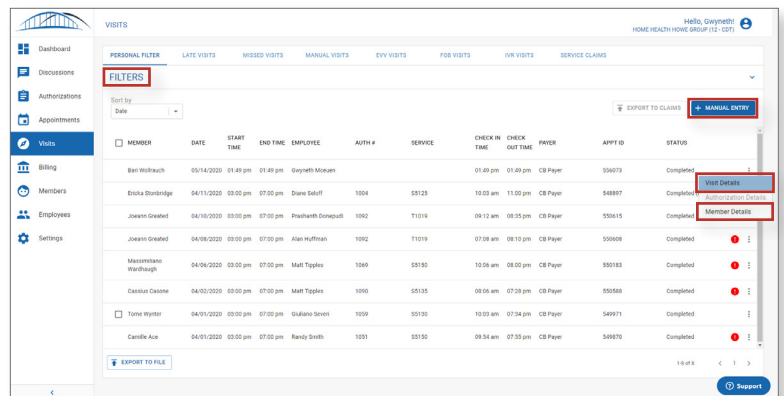
2. From the Visit Details:

    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 is documenting 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

If you have a scheduled visit with incomplete 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 unscheduled visit (no appointment in the system) with no EVV data:

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**