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 <u>complete</u> 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 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

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



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		Ader Rubbn	12/03/2029	06:00.4M	CRIDO AM	Andrew Zallie	111224304884672	55125	09-05 AM	ORTH AM	ORFayer	553461	Missed and Completed (Manual)	i i
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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**, and the Manual Entry is complete

If you have an <u>unscheduled</u> visit (no appointment in the system) <u>with no EVV 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, and the Manual Entry is complete



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	Authorization		Appointment (optional)			
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