

WHAT IS “AT YOUR FINGERTIPS”?

“At Your Fingertips” is a bi-monthly tip sheet to help providers navigate Electronic Visit Verification (EVV) by answering common questions and providing assistance for resolving common issues encountered by providers in their use of the EVV system.

This tip will help you enable your smartphone to have the most recent MVV app version prior to client visits. This ensures that the information available on the app is up-to-date and reduces visit data time capture errors due to using a previous version of the MVV app.



Not sure who to contact when you have a question or issue?

Contact DXC Technology via e-mail to: ctevv@dx.com

Please only send client PHI in an encrypted/ secured email.



EVV TIP # 23

SYNC MVV PRIOR TO CLIENT VISITS

It is important to make sure your caregivers are using the most current version of the Mobile Visit Verification (MVV) app on their iOS and Android devices. Without regular updates, caregivers may experience data sync errors, will not be able to take advantage of recent enhancements, and could experience unexpected results by using an older version. This could also lead to incorrect visit attachment and exceptions that need to be resolved by your office staff.

You have the option of either setting your phone to update your apps automatically or, if you prefer, you can update apps manually. Automatic updates are helpful because whenever an update is available your phone or device will update itself. However, if you are in an area with little or no service there is a chance that automatic updates will not work until you are in a location with a better signal. Manual updates are controlled by you. You will need to go into the iTunes & App Store or Google Play Store (whichever is applicable) and update your apps either individually or, in some cases, all available apps with pending updates. This allows you control over what apps get updated and when. This option is particularly helpful for those who have more restrictive data plans.

HOW TO TURN ON AUTOMATIC UPDATES FOR IOS DEVICES:



- 1) Select Settings
- 2) Swipe down and tap on iTunes & App Store
- 3) Tap the toggle next to Updates to turn it on/off

Please note: if you have Low Power Mode turned on, all automatic updates and downloads are suspended until the feature is turned off or your battery is sufficiently charged.

HOW TO MANUALLY UPDATE IOS DEVICES:

If a message says that an update is available, tap Install Now. You can also follow these steps:

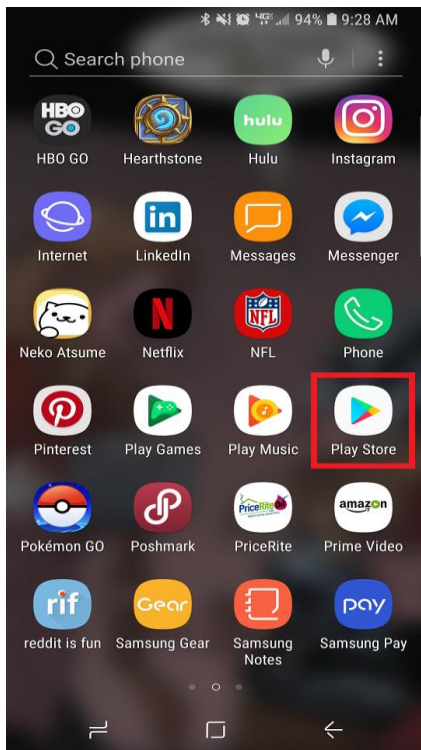
1. Plug your device into power and [connect to the Internet with Wi-Fi](#).
2. Tap Settings > General > Software Update.



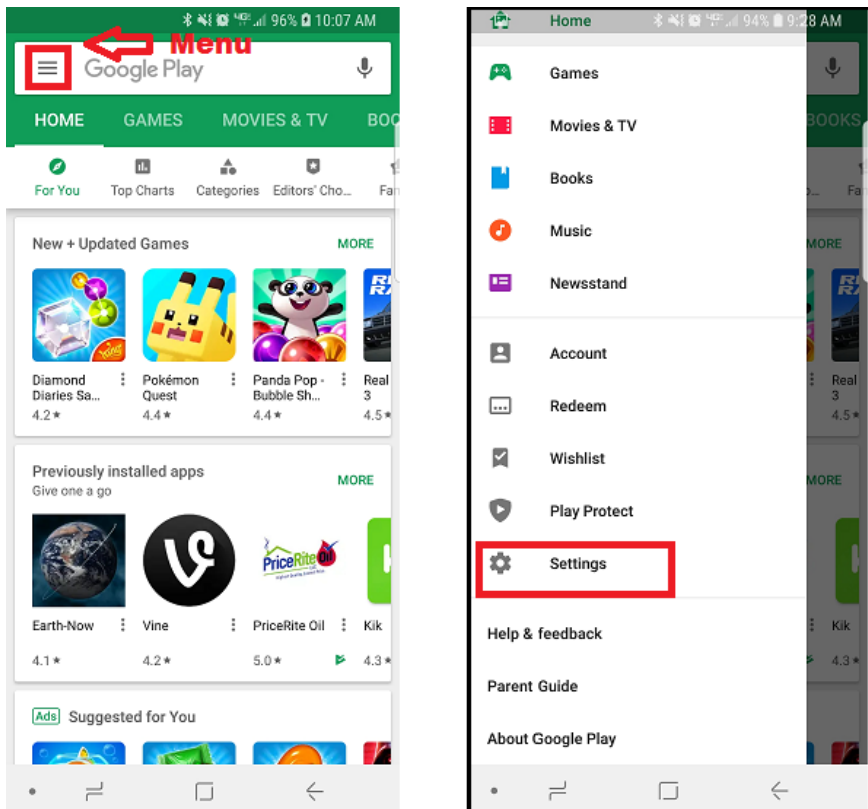
3. Tap Download and Install. If a message asks to temporarily remove apps because iOS needs more space for the update, tap Continue or Cancel. Later, iOS will reinstall apps that it removed.
4. To update now, tap Install. Or you can tap Later and choose Install Tonight or Remind Me Later. If you tap Install Tonight, just plug your iOS device into power before you go to sleep. Your device will update automatically overnight.
5. If asked, enter your passcode.

HOW TO TURN ON AUTOMATIC UPDATES FOR ANDROID DEVICES:

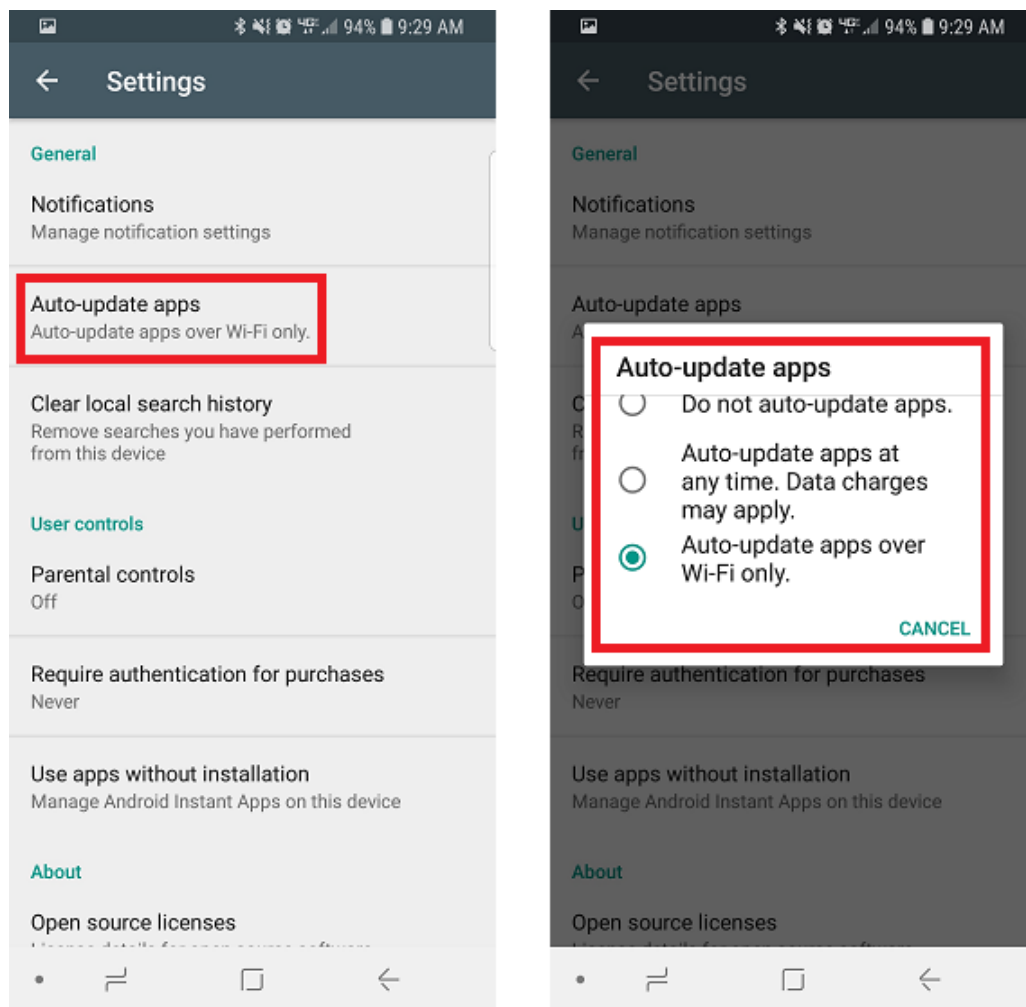
1) Open the Google Play Store app.



2) Tap the Menu, and then go to Settings

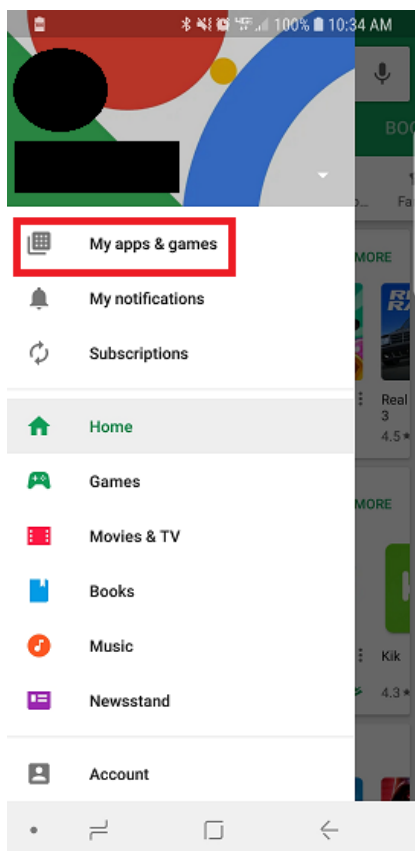


3) Tap Auto-update apps, then select an option:

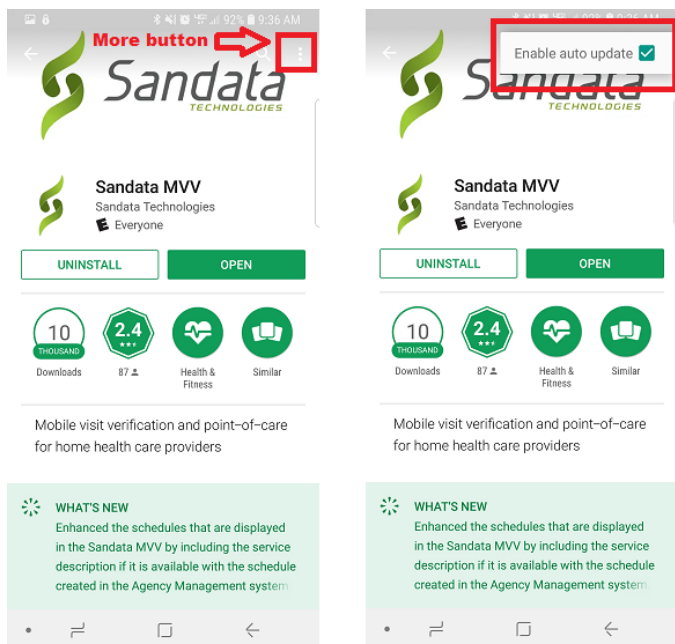


UPDATE INDIVIDUAL ANDRIOD APPS AUTOMATICALLY:

1) Open the Google play store app (see above). Tap the Menu and then My apps & games.



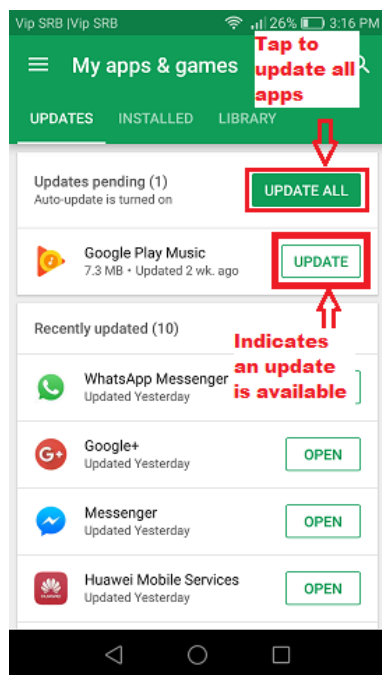
2) Select the app you want to update (Sandata MVV), click More, and then check the box next to Auto-update.



UPDATE ANDROID APPS MANUALLY:

1) Open the Google Play store app, tap Menu, then **My apps & games**. (see above).

2) Apps with an update available are labeled “Update”. Tap **Update All** to update all apps. For individual apps, find the specific app you want to update and tap **Update**.



Note: Some apps require new permissions when they are updated. You may see a notification asking if you accept the new permissions. Also, in some case, you may need to restart your device to update an app.

AT YOUR FINGERTIPS TIP SHEET UPDATE

In September 2017 Electronic Visit Verification (EVV) service providers began receiving bimonthly “At Your Fingertips” tip sheets. Providers have reported that the tip sheets have been very helpful when using EVV and we are pleased to continue providing them. Beginning in September 2018 the “At Your Fingertips” tip sheets will move to a new publication schedule and will be published only **once per month** to the EVV provider community.

Previously published At Your Fingertips tip sheets are available for review on the www.ctdssmap.com Website. To access them, navigate to the Electronic Visit Verification Implementation Important Message by going to www.ctdssmap.com, scroll down to Important Messages and select “Electronic Visit Verification Implementation Important Message”. The tips sheets can be found under the “At Your Fingertips” subheading and are categorized by date and, on the attached supplement, by topic.

We encourage users of EVV to submit ideas for future tip topics to the EVV email box ctevv@dx.com.