

WHAT IS “AT YOUR FINGERTIPS”?

“At Your Fingertips” is a 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 understand the swap caregiver functionality when used in either the Mobile Visit Verification (MVV) or telephony methods of time capture.

Previously published tips can be found on the Electronic Visit Verification Important Message located under the subheading ‘At Your Fingertips’.



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

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



EVV TIP # 29 SWAP CAREGIVER FUNCTIONALITY

When a caregiver replaces another caregiver in a scheduled visit, but the schedule has not been updated in Santrax, the caregiver who checks-in to the visit will replace the caregiver already on the scheduled visit. This will only occur if the swapping caregiver's role is allowed to perform the scheduled service(s). With this enhancement, for example, a home health aide would not be allowed to check-in or check-out of a scheduled skilled nurse visit, but a home health aide could replace another scheduled home health aide.

This functionality has been enabled for all agencies and can be used at this time.

HOW IS AN UNSCHEDULED VISIT STARTED IN TELEPHONY?

Caregivers do not need to do anything special to use the swap caregiver functionality. When an unscheduled caregiver checks-in to a visit using the telephony method of time capture, this staff will replace the assigned staff in the scheduled visit and the visit will be confirmed if there are no additional exceptions. If the schedule does not have an assigned caregiver, the caregiver will be added on the schedule and the visit will be confirmed if there are no additional exceptions.

HOW IS AN UNSCHEDULED VISIT IS STATED IN MVV?

The steps to start an unscheduled visit in Mobile Visit Verification (MVV) can be found below and can also be found in the MVV User Guide on the Electronic Visit Verification (EVV) Implementation Important Message on the www.ctdssmap.com Web site.

1. Log in to the MVV app.
2. Select the **Patients** tab.
3. If the client is present in the **Patients** list, select the client's name.
4. Select **Start Visit** and then **Confirm** to start the visit.
5. If the client is not present on the **Patients** list, select the **Search** button and enter the client's name or the client's Santrax ID in the **Search Patients** field. Select **Search**.
6. From the **Patients** list, tap the client's name. The **My Next Visit** popup will open.
7. Select **Start Visit** button.

HOW DOES AN UNSCHEDULED VISIT LOOK IN MVV?

Annie Test has a conflict in their schedule and is unable to perform the visit. Shawn Brown is told by their office to replace Annie Test and go to the client's home before the office staff can swap the caregivers on the schedule. When present in the client's home, Shawn Brown uses the MVV app to check-in at 9:50 am which creates an unscheduled visit in Santrax (see figure 3). At the conclusion of the visit Shawn Brown checks-out at 10:05 am (see figure 4) and enters the tasks performed during the visit.

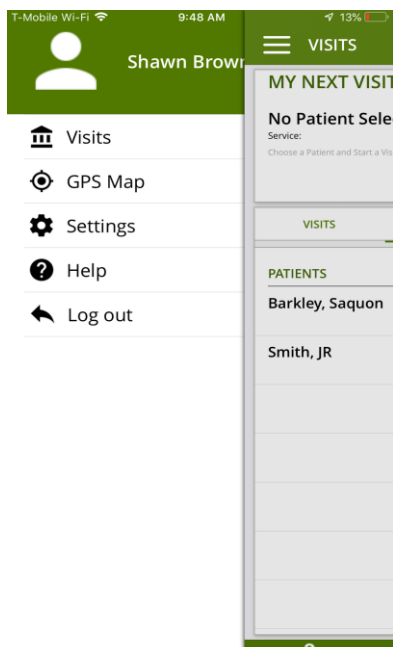


Figure 1

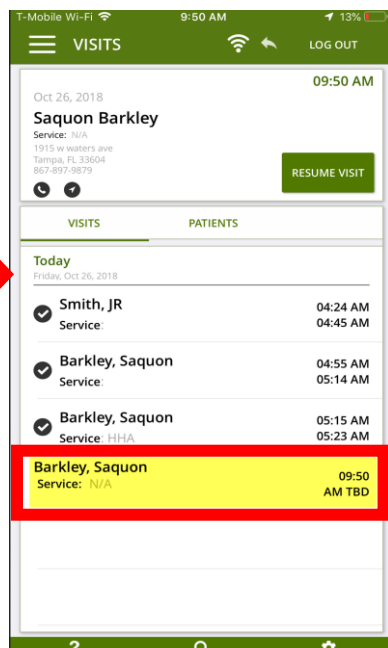


Figure 2

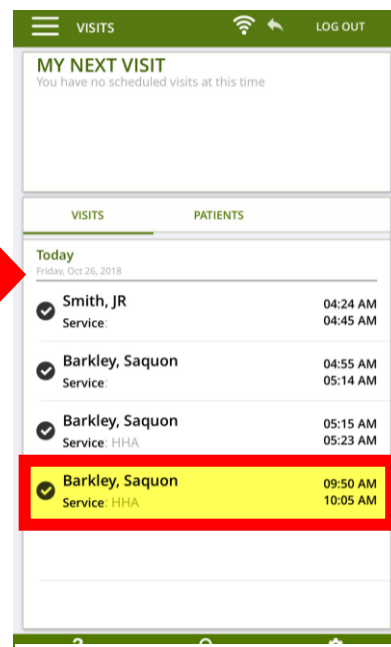


Figure 3

The office staff will see that Shawn Brown replaces Annie Test on the schedule when Shawn Brown checks-in at 9:50 am and the "No Show" and "Unscheduled Event" exceptions will not set on the scheduled visit. Office staff will also see a warning exception on the unscheduled visit of "Assigned Staff Updated by Caller".

O	Date	Coord	Client	Service	Staff	Pos	Sch Start	Sch End	TZ	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs	Auth	Tasks	P->A	Ovrd	Reason Code	Sup	Memo
	10/26/18-Fr		Barkley, Saquon		Brown, Shawn	HHA	--	--		0.00	04:55	05:14	0.32	0.32	0.00		22				0	
	10/26/18-Fr		Barkley, Saquon	G1056	alt, SMC	HHA	01:45	02:00		0.25							N				0	
	10/26/18-Fr		Barkley, Saquon	G1056	alt, SMC	HHA	03:15	03:30		0.25											0	
	10/26/18-Fr		Barkley, Saquon	G1056	Malika, Asifa	HHA	04:55	05:15		0.33											0	
	10/26/18-Fr		Barkley, Saquon	HHA	Brown, Shawn	HHA	05:15	05:30		0.25	05:15	05:23	0.13	0.25	0.13	N	33				0	
	10/26/18-Fr		Barkley, Saquon	HHA	Brown, Shawn	HHA	09:50	10:15		0.42	09:50	10:05	0.25	0.25	0.25	N	21				0	

Figure 4

The replacement of the caregiver only affects the visit that the caregiver performs as an unscheduled check-in and check-out. The unscheduled caregiver will not replace the scheduled caregiver in the permanent schedule.

WHAT DOES A VALID CAREGIVER SWAP LOOK LIKE?

The following is an example of a valid caregiver swap demonstrated on the MVV app.

Caregiver Annie Test is scheduled for the following visit:
Saquon Barkley 9:50am - 10:15am

O	Date	Coord	Client	Service	Staff	Pos	Sch Start	Sch End	TZ	Sch Hrs	Call Start	Call End	Act Hrs
	10/26/18-Fr		Barkley, Saquon		Brown, Shawn	HHA	--	--		0.00	04:55	05:14	0.32
	10/26/18-Fr		Barkley, Saquon	G1056	alt, SMC	HHA	01:45	02:00		0.25			
	10/26/18-Fr		Barkley, Saquon	G1056	alt, SMC	HHA	03:15	03:30		0.25			
	10/26/18-Fr		Barkley, Saquon	G1056	Malika, Asifa	HHA	04:55	05:15		0.33			
	10/26/18-Fr		Barkley, Saquon	HHA	Brown, Shawn	HHA	05:15	05:30		0.25	05:15	05:23	0.13
	10/26/18-Fr		Barkley, Saquon	HHA	Test, Annie	CNA	09:50	10:15		0.42			

Figure 5