

TENNESSEE PERSONAL CARE SERVICES MOBILE APPLICATION CHECK-IN AND CHECK-OUT GUIDE



OVERVIEW

A new, upgraded CareBridge EVV Application is now available from the App Store or the Google Play Store for Tennessee agency caregivers providing PCS services for Amerigroup and UnitedHealthcare members. If you need help with downloading the app, please refer to the Mobile Application Download and Login Guide. The instructions below will tell you how to Check-In and Check-Out of appointments in the mobile app.

SCHEDULE SCREEN

After logging into the mobile app, you will see a *Schedule* screen that shows a list of today's appointments (Figure 1).

CHECKING INTO A SCHEDULED VISIT

To complete the check-in process, select **CHECK IN** on the *Schedule* screen and again when you are asked if you want to continue (Figure 2). Next, select the correct appointment from the *Select Appointment* screen (Figure 3).

The application will indicate that you have completed checking in with a large checkmark (Figure 4).

If there are no matching appointments, the application will indicate that your check-in or check-out has been stored.

Now that you are checked-in, put down your device and begin working the visit and assisting the member. Once you have completed the visit, you may return to the mobile app and continue the documenting process.

Figure 1. Schedule and Check In button

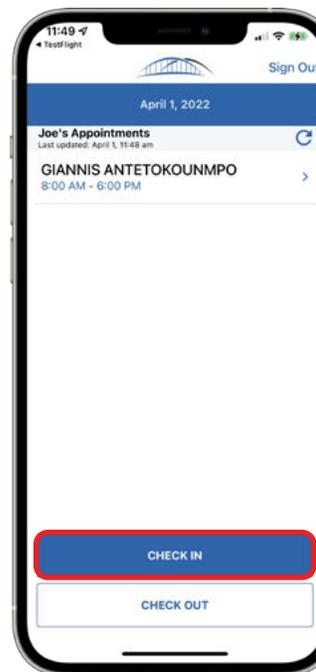


Figure 2. Confirm Check In



Figure 3. Select Appointment screen

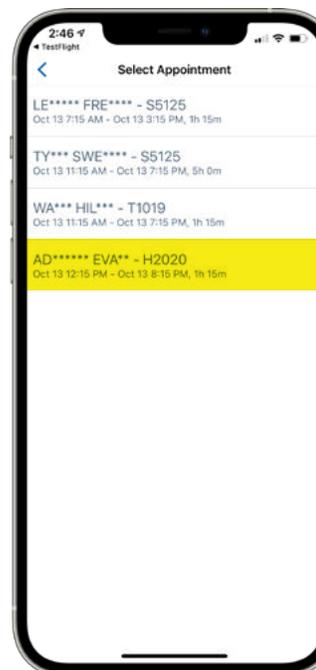
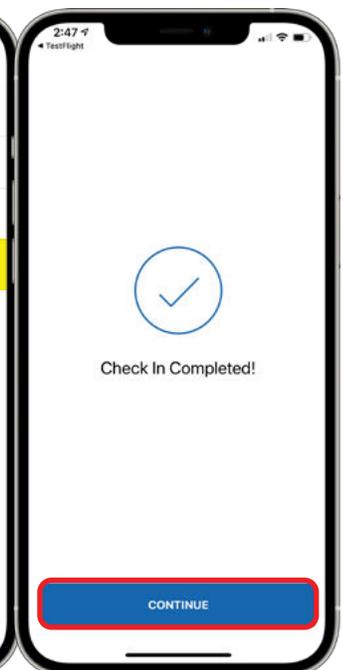


Figure 4. "Check In Completed!" screen



CHECKING OUT OF A VISIT

After completing member services, select the **CONTINUE** button under the check mark (Figure 4). You are now back at the *Schedule* screen and can click on **CHECK OUT** (Figure 5) to continue the process.

Next, select the appointment you have just completed. To conclude the check-out process, you are required to complete the **Task Codes** and **Care Notes Surveys**.

Figure 5. Check Out button

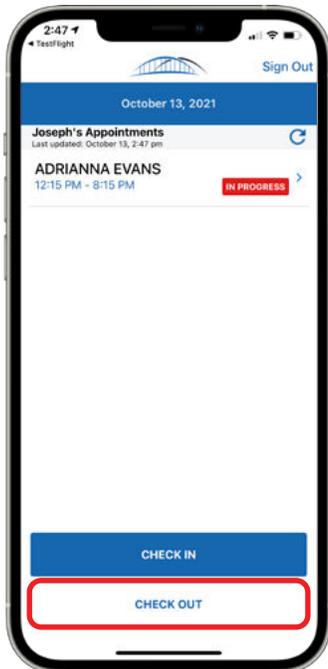


Figure 6. Task Codes screen



Figure 7. Care Notes Survey

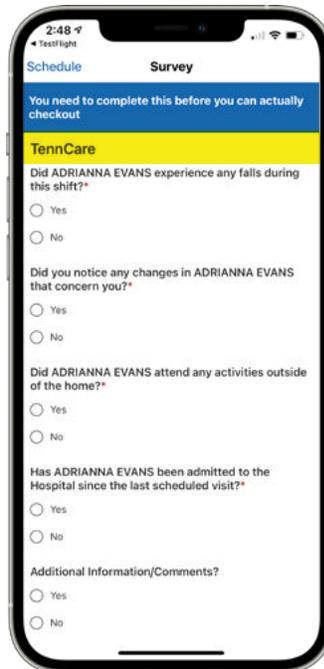
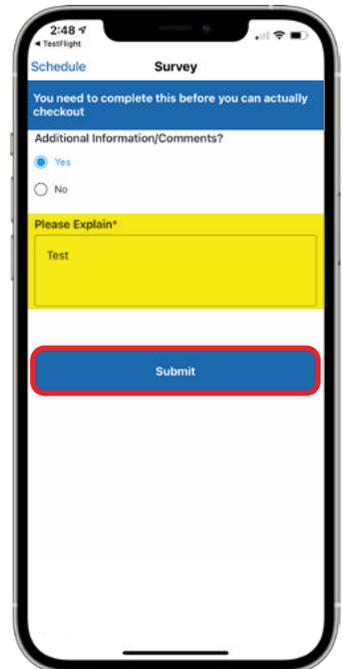


Figure 8. SUBMIT Survey and Please Explain screen



TASK CODES SURVEY

During the check-out process, you will be presented with a list of **Task Codes** (Figure 6). Scroll through the **Task Codes** and select the check box(es) next to each performed task code. When completed, select the **SUBMIT** button.

CARE NOTES SURVEY

After completing the **Task Codes Survey**, you will see the **Care Notes Survey** (Figure 7). Answer each question and follow the prompts to finish the *Survey*. Please include additional notes in the **Please Explain** (Figure 8) section. Select the **SUBMIT** button to complete the survey.

COMPLETE THE VISIT

After completing the **Care Notes Survey**, you will be required to provide your signature. Sign your name in the signature box and select **APPROVE** (Figure 9).

If necessary, you may use the **Clear Signature** button and re-sign prior to selecting **APPROVE**. You may also use the **BACK TO REVIEW** button to review the details you are submitting as part of the visit.

Once your signature has been submitted, the visit is complete. The application will indicate that you have completed checking out with a large checkmark (Figure 10).

Figure 9. Signature screen

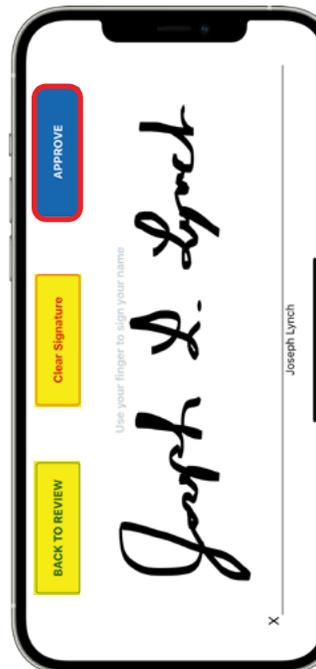
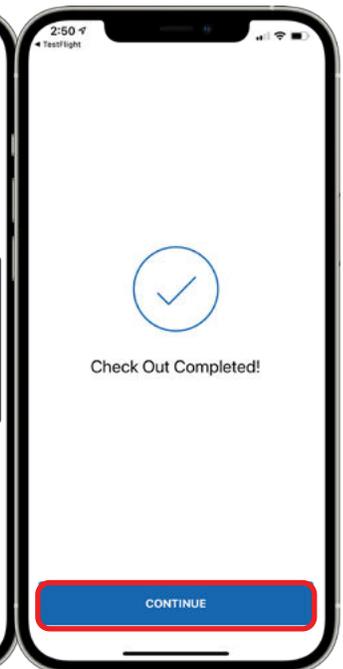


Figure 10. Check Out Completed! screen



STILL NEED HELP?

If this guide does not answer your questions, please contact your Provider Agency - this is your first level of support.

Your agency will be able to help you in troubleshooting and fixing most of the technical issues that may occur when using the application. If the issue needs to be sent to the CareBridge support team, your agency will be able to work with us at CareBridge to quickly diagnose and resolve most issues. CareBridge Support is available from 7 AM to 5 PM Central Standard Time.