

# *The Arc - Intro to Mobile App*

*Mobile Application for SSP*

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*Welcome to the Arc of Lehigh & Northampton Counties training video on the new electronic visit verification system.*

# *EVV Overview*

Say Goodbye to Paper Timesheets!



*Electronic Visit Verification, or EVV, is paperless data collection process which will use real time reporting methods to track time spent working, authorized services being provided, the location at which these services are provided and who is performing these duties. This system in no way changes the type of service being provided but rather is an improvement on the way in which those services are documented. Our IT partner has worked tirelessly to make the system as efficient and user friendly as possible as you will see over the next several slides. The application being used to collect this data is called Zoho.*

# *Background on EVV*

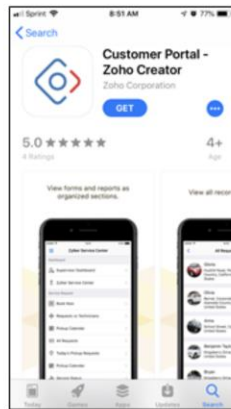
Complete Timesheets via Mobile App or Telephone!



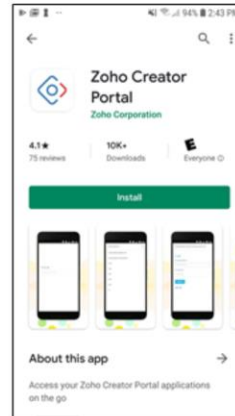
*The change to an EVV process is not a voluntary one made by The Arc, but rather is a federal and state mandate for any program engaged in self-directed, personal care services, which the Agency With Choice program is. SSPs working with the individual whom you manage will begin documenting their time either via a mobile app, or if need be, a telephony system. Your job as the Managing Employer, will then be to log on and either approve or reject their submission, similar to what you do now in signing off on their bi-weekly timesheets. In these upcoming slides we will show you how*

# Finding the Mobile App

Apple Users



Google Users



*The easiest way to document time is through the use of the mobile app. To download the app, search “Zoho Creator Customer Portal” in either the Apple or Android App Store. Once found, simply download onto your phone.*

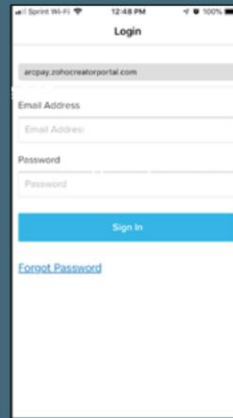
# Setup the Mobile App

Portal URL Entry:  
arcpay.zohocreatorportal.com

Email/Password Entry:  
Supplied by the Arc via email



A screenshot of a mobile app login screen. The status bar at the top shows 'Sprint', signal strength, 4:35 PM, and 67% battery. The page title is 'Login'. Below the title is a large empty text area. At the bottom, there is a section labeled 'Portal URL' with a text input field containing the placeholder text 'Enter Portal URL'.

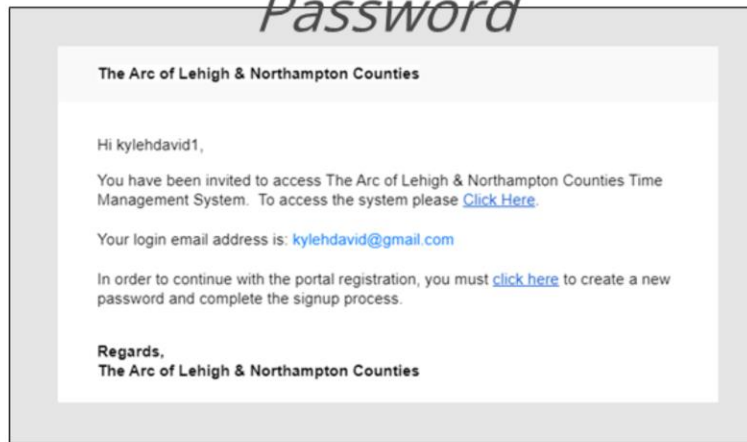


A screenshot of a mobile app login screen. The status bar at the top shows 'Sprint', signal strength, 12:48 PM, and 100% battery. The page title is 'Login'. Below the title is a text input field containing 'arcpay.zohocreatorportal.com'. Below that are two text input fields labeled 'Email Address' and 'Password'. At the bottom, there is a blue 'Sign In' button and a blue link labeled 'Forgot Password'.



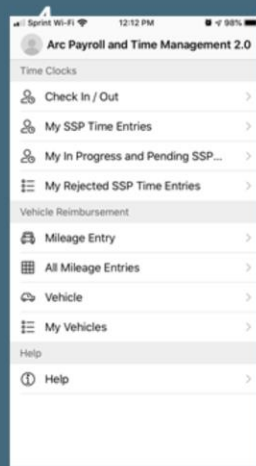
*The first step in getting started is to input the requested Portal URL, which is: arcpay.zohocreatorportal.com. Once that URL is properly entered, your Login screen will appear, and you will be asked to provide an email address and password. It is important to use the same email address that you provided to The Arc.*

# Receiving Your Username & Password



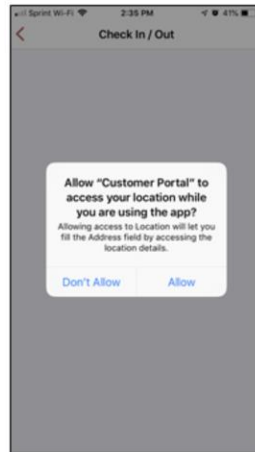
*After entering your email and password, you will receive an email to complete your portal registration. At this point you will be able to select a password unique to you. If you do not receive this email, please visit [support.arcoflehighnorthampton.org](http://support.arcoflehighnorthampton.org) for instructions on how to have this email generated to complete registration.*

# Home Screen/SSP Pending



*Upon a successful login to the system, you will see this screen. There are a few different options, but first we will tackle time entry.*

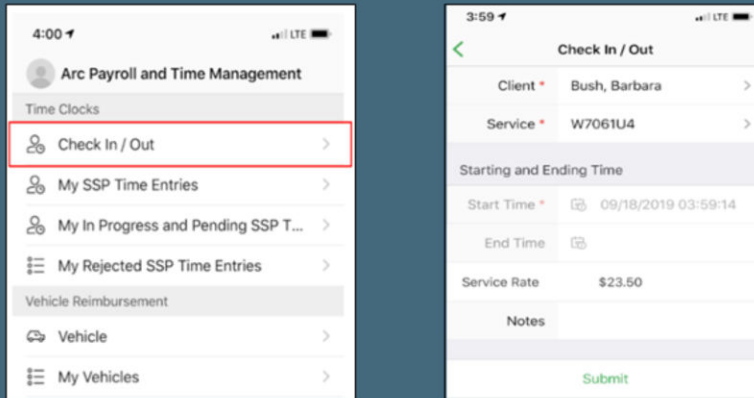
# Location Services



*In order to use the mobile app for time logging through the EVV system, you must have location services turned on from your phone. If you do not have this setting turned on, your phone will prompt you before entering a time entry.*



# Checking In



When you arrive at your client's house, open the app and select the option to check-in/Out. Simply select your client and the service you are providing. Then tap "Submit" and you are finished. You will note that your start time is pre-populated and since we are using location services, we can verify that you are at the client's location. Please note that attempting to check-in when you are not at the client's location will be allowed in the app, however it will be flagged for manual review. Habitually checking in when you are not at the client's location can be a serious violation of employment policy.

# Checking Out

3:59 LTE

Check In / Out

Client \* Bush, Barbara >

Service \* W7061U4 >

Starting and Ending Time

Start Time \* 09/18/2019 03:59:14

End Time

Service Rate \$23.50

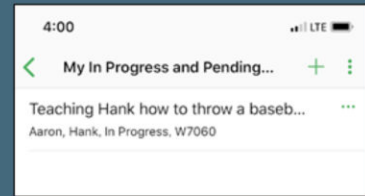
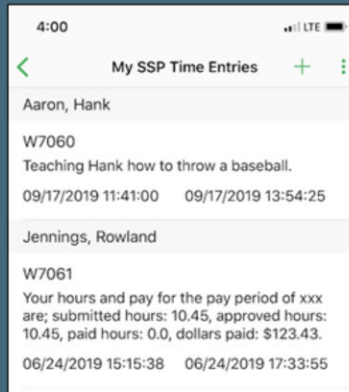
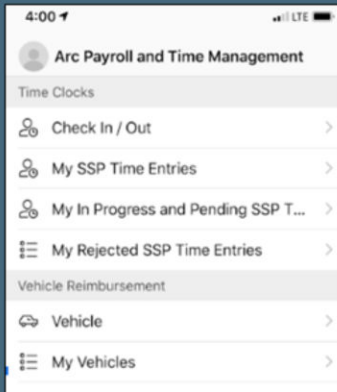
Notes

Submit

*It is important to note that EVV does not impact the way that you provide care in any way. Please continue to provide the same quality care as you have been accustomed to in the past.*

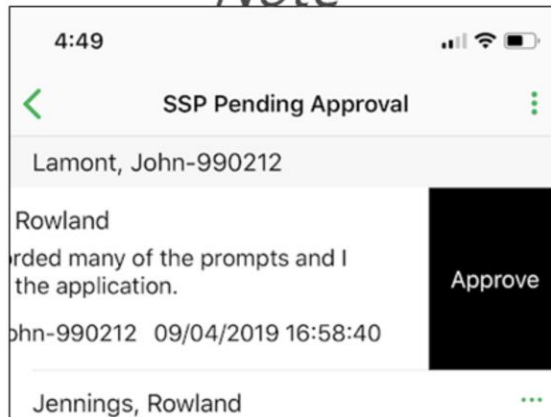
*When you are ready to check-out simply navigate back to the app and select the option to check-in/Out. Just like you did when you checked in, please select the client and service that you are going to check-out from. You will note that the checkout time is pre-populated. You must enter meaningful service notes for your visit and then tap "Submit." You are finished. There is nothing more that you need to do for this visit!*

# Checking Time



*The app will allow you to do several other powerful tasks as well. From the home screen, you can see a few additional features: Checking Approved Time, Checking Pending Time, and Viewing Rejected Time. Pending time is simply time that you have submitted, but your Managing Employer has yet to approve. Rejected time is time that needs your attention. You will always receive an email as well when there is time that has been rejected.*

## *Components of a Service Note*

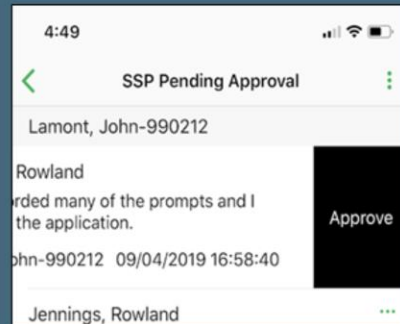
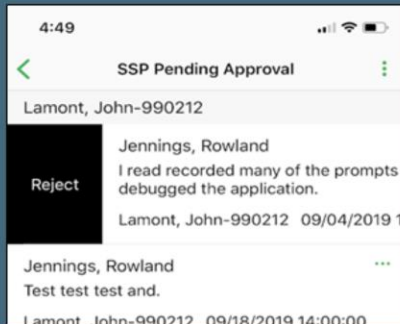


Similarly to the Approval/Rejection process, the core components of a valid Service Note has not changed.

For example, some of the common items an ME should be looking for would be:

- Progress correlates to outcomes
- Progress correlates to service provided
- Not eligible for payment if admitted to the hospital

# ME Approvals / Rejections

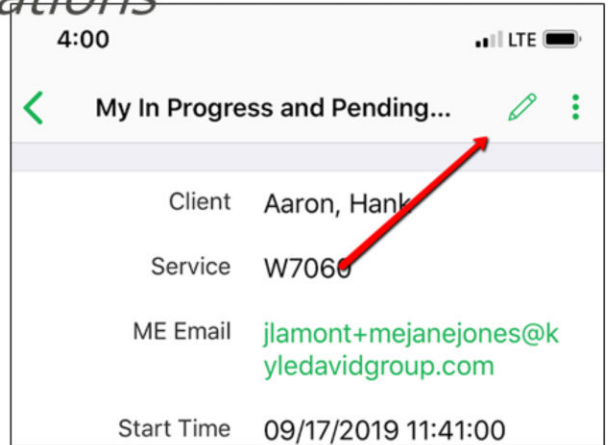
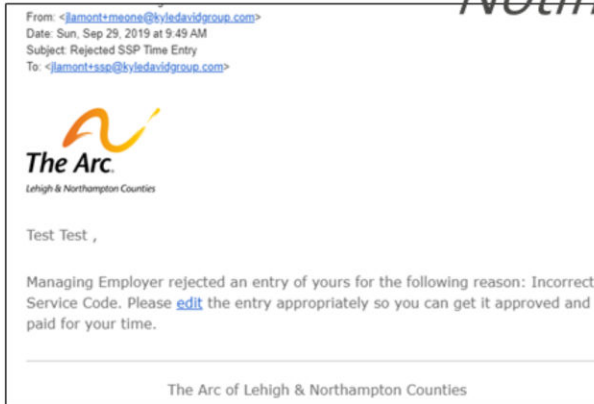


Note, the reasons an ME would Approve/Reject a time entry has not changed, this is simply giving you an easier way to see and document everything.

For example, some of the common reasons an ME might reject a time entry would continue to be:

- Incomplete Service Notes
- Unauthorized Time
- Wrong Service Code

# Time Rejections & Notifications



Here you'll see an example of what a rejection email notification would look like. To review rejected time tap the option for "My Rejected Time" from the home screen. There, you will see your rejected entries. Tap them to see the reason for rejection. It is most commonly going to be due to a service note discrepancy. Tap the pencil icon to edit the time entry and remediate the service note. Then tap "Submit" to resubmit the time entry.

# *Email Notifications*

## **(1.) "Hours Pending"**

Please know that your hours are still in pending status please notify your Managing Employer and have them approve ASAP.

## **(2.) "Rejected SSP Time Entry"**

Managing Employer Jane Perry rejected an entry of yours for the following reason: Another Test. Please [edit = link] the entry appropriately so you can get it approved and paid for your time.

## **(3.) "URGENT HOURS PENDING"**

Please contact your Managing Employer to have your hours approved for payment of hours.



Another benefit of the EVV system is the ability to create email notifications / reminders when there are outstanding time entries that need to be addressed. Specifically, you will find email notifications for the following situations:

- (1.) "Hours Pending" - These email notifications will generate to the ME at the end of each day when there are unapproved hours for the day.
- (2.) "Rejected SSP Time Entry" - These notifications will generate upon rejection of a Time Entry.
- (2.) "URGENT HOURS PENDING" - These email notifications will generate to the ME daily as of the Saturday before payroll.

## *Getting Support*

[evvsupport@arcoflehighnorthampton.org](mailto:evvsupport@arcoflehighnorthampton.org)



*We hope that this training was helpful for you to learn how to use the EVV system. If you have not already, please take advantage of the convenient wallet reminder cards that have been made available for quick reference. Of course, if you have further questions, you can always visit us at [evvsupport@arcoflehighnorthampton.org](mailto:evvsupport@arcoflehighnorthampton.org) for more information.*



*The End*



THE END