

The Arc - Intro to Mobile App

Mobile Application for ME



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

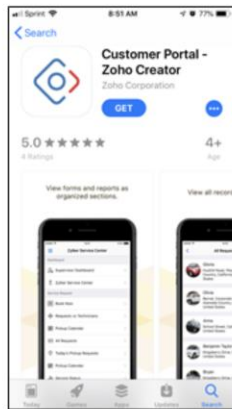
Complete Timesheets via Mobile App or Telephone!



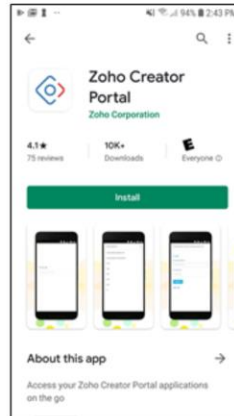
The change to an EVV process is not a voluntary one made by The Arc, but rather is a federal and state mandate for any program engaged in self-directed, personal care services, which the Agency With Choice program is. SSPs working with the individual whom you manage will begin documenting their time 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.

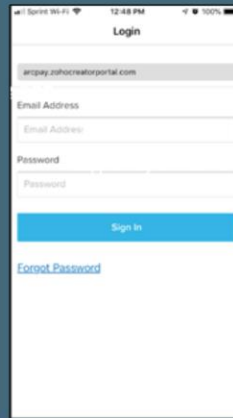
Setup the Mobile App

Portal URL Entry:
arcpay.zohocreatorportal.com

Email/Password Entry:
Supplied by the Arc via email



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

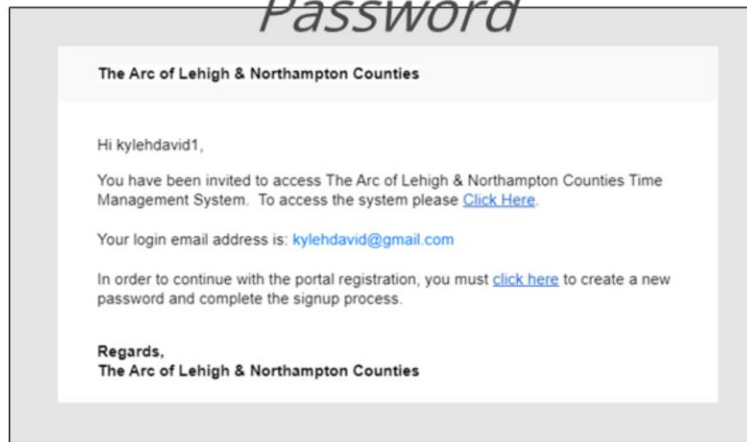


A screenshot of a mobile phone screen displaying a 'Login' page. At the top, the status bar shows 'Sprint', signal strength, 12:48 PM, and 100% battery. The page title is 'Login'. Below the title, the URL 'arcpay.zohocreatorportal.com' is displayed. There are two input fields: 'Email Address' and 'Password'. Below these fields is a blue 'Sign In' button and a blue link for 'Forgot Password'.



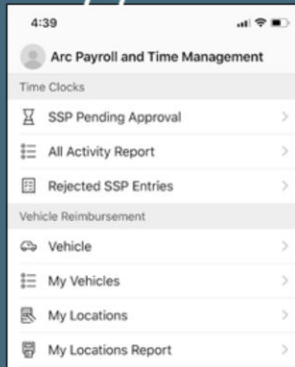
The first step in getting started is to input the requested Portal URL, which is: arcpay.zohocreatorportal.com. Once that URL is properly entered, your Login screen will appear, and you will be asked to provide an email address and password. It is important to use the same email address that you provided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

Receiving Your Username & Password



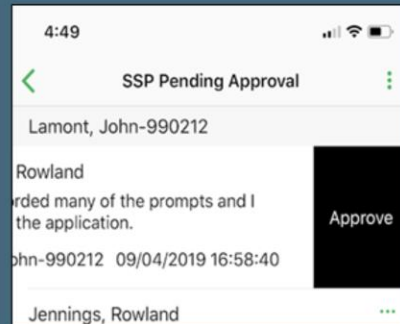
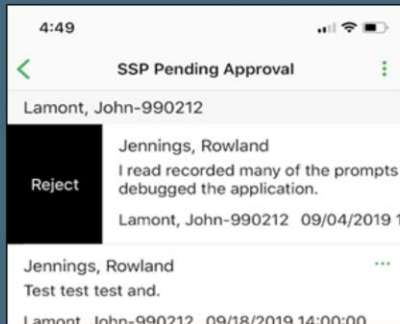
After entering your email and password, you will receive an email to complete your portal registration. At this point you will be able to select a password unique to you. If you do not receive this email, please visit support.arcoflehighbenorthampton.org for instructions on how to have this email generated to complete registration.

Home Screen/SSP Pending Approval



Upon successfully logging in to the system you will see the Arc Payroll and Time Management home screen.

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 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

Email Notifications

(1.) "Hours Submitted for Approval"

Your SSP has submitted hours that need approval, please approve at your earliest convenience.

(2.) "URGENT TIME NEEDING APPROVAL"

Your SSP has submitted hours that need IMMEDIATE approval, please approve ASAP so that the SSP will receive payment of hours worked.

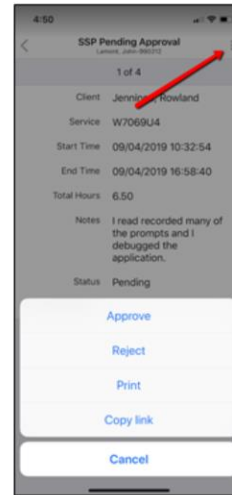
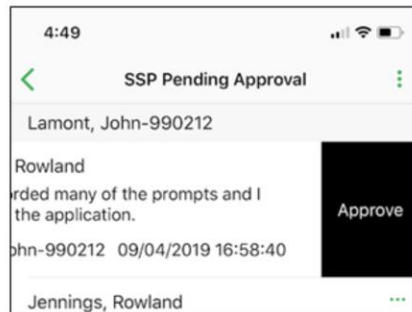


Another benefit of the EVV system is the ability to create email notifications / reminders when there are outstanding time entries that need to be addressed. Specifically, you will find email notifications for the following situations:

(1.) "Hours Submitted for Approval" - These email notifications will generate to the ME at the end of each day when there are unapproved hours for the day. It will include a link that you can click on to visit the application for your review.

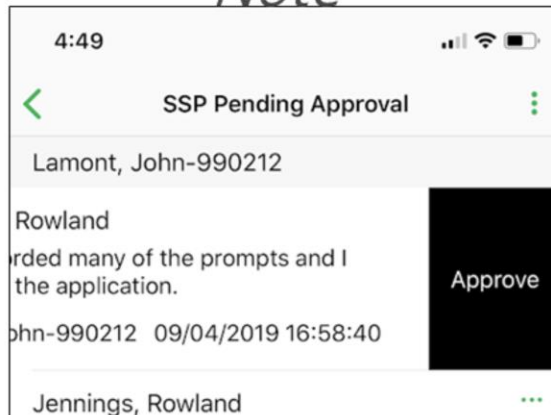
(2.) "URGENT TIME NEEDING APPROVAL" - These email notifications will generate to the ME daily as of the Saturday before payroll.

Approving SSP Time Entry



After selecting the “SSP Pending Approval” on the home screen you will be brought to the screen that lists each of the time submissions by the SSP that await your approval. It is important to note that each time submission will generate its own record for approval so you must be sure to approve each record individually. As stated above, you will receive email notification each time a record is submitted for your review.

Components of a Service Note

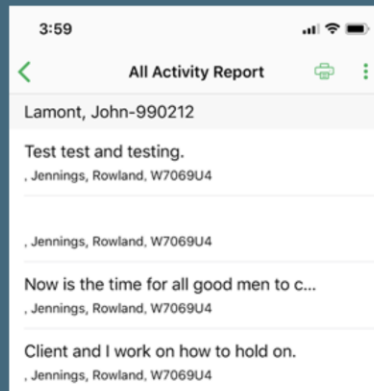


Similarly to the Approval/Rejection process, the core components of a valid Service Note has not changed.

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

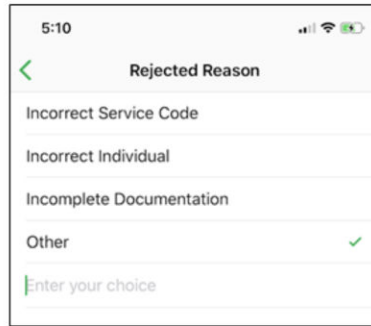
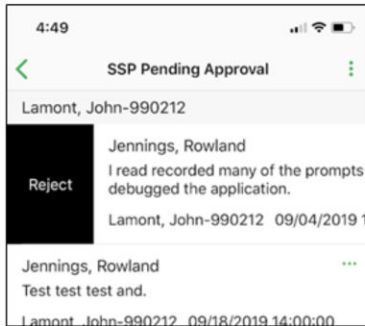
- Progress correlates to outcomes
- Progress correlates to service provided
- Not eligible for payment if admitted to the hospital

All Activity Report



Selecting “All Activity Report” on the home screen will give you a full record of all time entries, regardless of whether those entries were approved or rejected. For cases for which you are the Managing Employer, the record can be searched by the individual’s name, the SSP name or by authorized service code.

Rejected SSP Entries



Selecting “Rejected SSP Entries” on the from home screen will give you a full record of time entries that the ME has rejected, including the reason for which they were rejected. It is important to note, that only the rejected submissions will appear on this record. Those rejected submissions that the SSP has corrected and resubmitted will not appear here.

Getting Support

evvsupport@arcoflehighnorthampton.org



We hope this presentation has been helpful in learning to use the EVV system, however if you have further questions please visit us at evvsupport@arcoflehighnorthampton.org.

The End



THE END