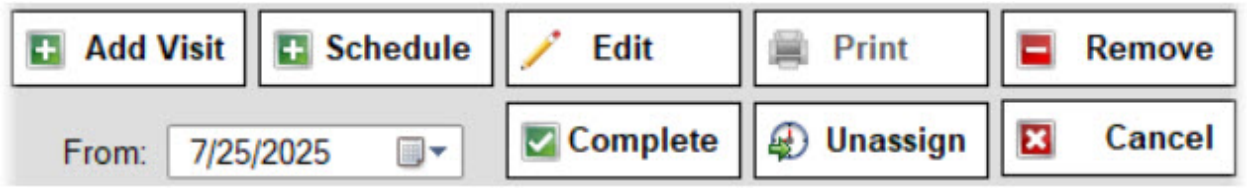
Using the Action Buttons

Learn how to use the action buttons located at the top of the EVV Visits screen.



How It works

Add Visit

- Use this feature to add a quick visit. Note that schedules are not tied to the visit when using this method. This step is not typical for payers where EVV is required.
- If a visit is missing from EVV Visits, check the Aide Plan and Aide Schedule to determine why it isn’t appearing.

Schedule

- Use this to add an unexpected scheduled visit, such as a Hospice visit.
- Select any schedule or visit for the patient you are adding.
- Select the Schedule button and change the following information, as needed: Employee, Payer and Job Code, Date and Time.
- This will add the scheduled visit to the aide's CareChamp app.

Watch Video: Add a Scheduled EVV Visit

Edit

- Use Edit to make changes to a visit or schedule.
- If the visit is In-Progress, you will also see a Finish button.

Watch Video: Fix EVV Visit to Correct Visit Time

Complete

- Use Complete to finialize visits that were not completed using EVV.
- Visits must be completed in EVV for billing to process.
- The Complete button may appear after 48 hours, allowing time for EVV data to sync. Each agency is setup differently.

Watch Video: Complete Non-EVV Visits

Cancel

- Use Cancel if the visit was canceled for any reason.
- Cancelled visits do not get sent to an aggregator and will not be billed.

Watch Video: Cancel Visit

Finish

- *If a visit is In-Progress because an aide forgot to clock out, use Finish to close the visit.*
- *Note: All tasks will be marked as completed--you must edit the visit to mark tasks as incomplete, if needed.*

Watch Video: Complete Visits Aide Forgot to Clock Out of

REMOVE -- Use Caution with the Remove button:

- Do not remove visits unless you are absolutely sure they are incorrect.
- Once removed, visits may not be retrieved.
- Removing visits from the EVV Visits screen does NOT remove them from the EVV Vendor it was sent to.

☐☐ Need help? Contact Barnestorm Support