

## Video: (1) Fix EVV Visit to Correct Visit Time - YouTube

Use this process only when there's a valid issue like a phone malfunction.

**##** Do NOT adjust visit times just to match authorizations.

Per NC DHHS, send the actual time worked—even if it's over or under. Adjust future visits instead.

### Steps to Edit a Verified EVV Visit

- Open the EVV Visits screen and click the visit needing changes.
- If the visit says Charged, click the **##** padlock icon to unlock it.
- Click the Edit button at the top.
- Make needed changes (codes, payer, job code, visit type, etc.).
- To fix Start/End Times, check Adjust Times, then update the Adjusted Start and Adjusted End fields.
- **##** Only change times for valid reasons—not just to match authorization.
- At the bottom, set the Change Reason to Caregiver error.
- In the memo, add a note like: “*Caregiver forgot to clock out.*”
  - **Click** Update Visit to save. If it's a Sandata payer, the system will re-verify the visit.

### Optional Edits on This Screen

- Tasks: Click Reload Tasks to update the list.
  - Uncheck any tasks not done, and enter a reason.
  - Use Check All to select all tasks.
- If job code, visit type, or payer are wrong, check the Aide Plan for errors too.