

EVV – “No GPS” Status

“No GPS” visits are billable and approved by NC DHHS, Sandata, and HHAeXchange. These send as exceptions but are still payable.

Understanding “No GPS” EVV Status

- Location Services are turned off on the device.
- User may have tapped “**Don’t Allow**” on the location popup when logging into CareChamp.
- Location Services may be disabled for specific apps.
- On iPhones, repeated denial of location access can disable the feature until reset.

Helpful Resources (External)

- [iPhone: Top 8 Ways to Fix Location Services Not Working](#)
- [iPhone: My iPhone Location Is Wrong – How to Fix](#)

Enabling Location Services – iPhone

- **Close CareChamp:** Swipe up to close the app completely.
- **Reset Location & Privacy:**
 - Go to **Settings > General > Transfer or Reset iPhone.**

EVV - Visits Show No GPS for Completed Care Champ

- o Tap **Reset > Reset Location & Privacy**.
- o Enter your phone password and confirm.
- **Reopen CareChamp:**
 - o Select **Allow While Using App** when prompted.
 - o Tap **Allow** for location services.

EVV - Visits Show No GPS for Completed Care Champ

Enabling Location Services – Android

- **Close CareChamp:** Swipe away or force-close the app.
- **Enable Location Services:**
 - Go to **Settings > Location**.
 - Toggle Location Services ON.
- **Reset Location Settings:**
 - Go to **General Management > Reset > Reset Network Settings**.

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- **Reopen CareChamp via Browser:**
 - o Open Chrome and visit **care-champ.web.app**.
 - o Allow location permissions when prompted.

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Need help? [Contact Barnestorm Support](#)

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51591.aspx>