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**.
  - 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.

Enabling Location Services – Android

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

o Tap **Reset settings**.

- **Reset App Permissions:**
  o Go to **Settings > Apps > CareChamp > Permissions**.
  o Select **Location > Allow While Using the App**.

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

☐☐ Need help? [Contact Barnestorm Support](#)

Knowledgebase
http://kb.barnestorm.biz/KnowledgebaseArticle51591.aspx