

## Video: [Video details - YouTube Studio](#)

Use these steps for the following reasons:

- Incorrect or incomplete information was keyed originally. You can use this process if the payer was keyed incorrectly but, note there is a different process if the patient switches payers. The information being updated will not retroact visits already completed.
- You need to change the times the patient will be seen.

Do NOT use the following steps to:

- Switch out the assigned aide.
- Renew or change the authorization (from and thru) dates.
- Switching the payer.

It is important to run a separate process to update the aide or care plan dates. [EVV - Changing the Aide on the Care Plan / Ending Care Plan Early \(barnestorm.biz\)](#)

This process will update the plan and the information on the schedules for EVV.

1. From Aide Activity > Aide Plan select the plan and click on **Edit**.
2. Modify the information that is incorrect.
3. Click on **Create Schedules**.
4. Once the schedules are finished creating click on **Save Plan**.

Note: The Create Schedules button may only appear once valid information has been updated.

If you are updating past schedules and visits as well, you may want to use the following process. An example is finding out a payer is incorrect days or weeks after admitting the patient. [Fix Payer / Job Code / Chart Number \(Correct, Fix Chart, Fix Job Code, Fix Payer, Instructions, Visits / Assessments\) \(barnestorm.biz\)](#)

Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle51598.aspx>