EVV — Fix Schedule and Visit Sync Issues

Troubleshoot schedule differences between CareChamp and Barnestorm Office, or visits that appear missed or in progress in Office but completed in the app.

1☐☐ Scheduled Visits in App Do Not Match Barnestorm Office

Sometimes when updating the **Aide Care Plan** or adding schedules manually, steps may be missed. This can cause scheduled visits to appear incorrectly—or not at all—in the aide's Care Champ app.

Step 1 – Check the Aide's Schedule in Office

- Go to **Aide Activity > Aide Schedule**.
- In the **Employee** field at the top, select the aide.
- Review the schedule to confirm it's correct.
- If schedules are missing, go to the **Aide Plan** tab and recreate them before proceeding.

☐☐ *Note: The **Sync Schedules** tool only syncs scheduled visits—not completed EVV visit records.*

Step 2 – Re-Sync the Aide's Schedule

- Go to **Codes > Other Basic Codes > Employees**.
- Select the aide with schedule issues.
- If they have an active Care Champ account, click **Care Champ Settings**.
- Click **Sync Schedules** and wait for it to process.
- The sync may take several minutes depending on the

number of schedules, processor, and internet speed.
- When the progress bar disappears, the sync is complete.
- Ask the aide to check their schedule again in the app.

2□□ Visit Shows as Missed or In-Progress in Office, but Completed in App

Common Cause

This usually happens when the aide's device has weak or no cellular signal at clock-in or clock-out. The visit will not sync to Barnestorm Office until a stable connection is available.

Automatic Sync Attempts

Between 9:00 AM and 5:00 PM, the EVV system runs a sync cleanup every 30 minutes to push through any delayed visits. Wait until the aide has a stable connection before trying the steps below.

Fixing a Single Visit or One Aide/Patient

- **Original Care Champ App & Care Champ Pro**:
  - Have the aide locate the visit in the app, tap the visit, and select **Resend**.
  - Do not complete the visit manually in Barnestorm Office unless necessary.
  - The resend will attempt immediately, but may take an hour or so to show up in Office. If it fails, it will be queued to try again later.

  - If tapped after 5:00 PM, the visit may not appear in Office until the next day.
- **Care Champ Pro** users can also use the **Menu > Sync Visits** feature (Click here for the article).

If the Issue Affects All Visits

- If all aides' visits are missing or stuck as in-progress during the same timeframe, contact **Barnestorm Support** to check for a possible system-wide issue.