# **EVV** - Fixing Schedule and Visit Sync Issues

Troubleshoot and fix issues when an aide's schedule in the Care Champ app doesn't match Barnestorm Office, or when visits appear missed/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.

# $2\square\square$ 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:
  - o Have the aide locate the visit in the app, tap the visit, and select **Resend**.
  - o Do <u>not</u> complete the visit manually in Barnestorm Office unless necessary.
  - o The resend will attempt immediately. If it fails, it

- will be queued to try again later.
- o 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 (<u>Click here for the article</u>).

### If the Issue Affects All Visits

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

□□ Need help? Contact Barnestorm Support