

# Employee user manual to Evvie App and Evvie Portal-

## What is EVV?

EVV stands for Electronic Visit Verification. Employees will use an app to record the shifts they work. Congress passed the 21<sup>st</sup> Century Cures Act, requiring Medicaid programs to use EVV for home and community-based services.

## How to create an FMSSOne Account:

An FMSSOne account is needed to access the Evvie app and portal. You will receive an email from noreply@annkissam.com with instructions on confirming your Evvie account and password setup. In the email, click on the "Click Here to Sign Up" link. This will bring you to the sign in page where you will select the green "Sign Up" button. Create a password and click the green "Sign Up" button. You will then be directed to a confirmation screen where you can click the "Return to Sign in page".

Once your account is set up, you can log into the portal using the "Sign in with FMS One" button pictured below.



## What is the Evvie app?

An application that allows workers to record visits on their smartphone or GPS-enabled tablets.

## How to download and sign into the Evvie app:

The Evvie app is available from the Android or Apple app store. Links to the app will be provided in the invitation email. The app icon is pictured below.



The first time you open the app, you will be prompted to allow Evvie to access your device's location. Click "Allow While Using App". Evvie only records your location when you start and end a shift. This information is collected to verify your shifts with EVV.

Next, you will need to click the "FMS ONE" button where you will then be directed to a sign in page. You will sign in using the email and password you entered when creating your FMSSOne account. The first time you use the Evvie app, you will need to click on the green authorize button. You are now ready to start logging visits.

How to log a visit in the Evvie app:

Once you are signed into the Evvie app, you will see a page that shows the Participants you work for. Select the Participant you want to log a visit for and click “Start Shift”. A pop-up will appear in which you will confirm the selected Participant. If you are working with multiple Participants at one time, you will select all of them that you are working with before clicking the start shift button. Fill out all required fields on the shift tracking page before completing the shift. Click “End Shift” to submit a completed shift. If the visit was started in error, you have the option to hit the cancel button.

After a shift is completed, you will need to select one of the three options. End and Complete, End and Start New, or Cancel. The cancel option will return you to the shift. Please note, you must be connected to Wi-Fi or your mobile devices network prior to ending a shift for the data to be sent to the Evvie portal.

What is the Evvie Portal?

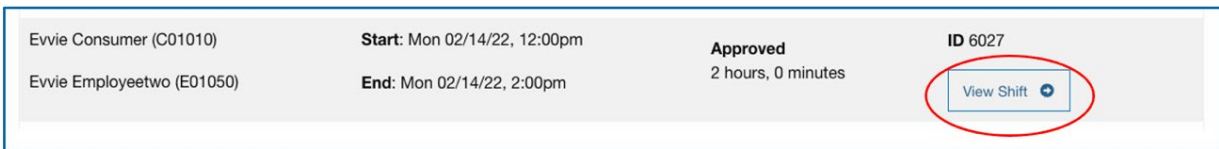
A website where EVV shifts are reviewed by Participants, Workers, and Representatives.

How to sign into the Evvie Portal:

Use the link provided in the invitation email to access the portal. You will sign in using the email and password you entered when creating your FMSSOne account. Once signed into the portal, you will be taken to the home screen.

How to view visits:

When a visit is logged in the Evvie app, the shift will be displayed in the Evvie portal. When logging into the portal, you will be taken to the home page. Click on “view all shifts” to see all shifts submitted. You can filter visits by selecting a specific Participant. A list of shifts will be displayed as pictured below.



|                            |                              |                    |  |
|----------------------------|------------------------------|--------------------|--|
| Evvie Consumer (C01010)    | Start: Mon 02/14/22, 12:00pm | Approved           | ID 6027  |
| Evvie Employeetwo (E01050) | End: Mon 02/14/22, 2:00pm    | 2 hours, 0 minutes | <a href="#">View Shift</a>  |

Once you find the shift you want to review, click on the “View Shift” button next to the visit.

After you complete a shift and the data is sent to the portal, the Participant/Representative will receive an email notification that the shift is awaiting approval.

How to deny a visit:

There are several reasons a shift may need to be denied. If a shift needs to be denied, select the “Deny Shift” button. You will be taken to a page where you will need to select a denial code/reason for denial. Once you have chosen a reason, click the checkbox to certify that you deny the shift and click “Submit Denial”.

The other party has the option to challenge the denial. A challenged denial can be approved or denied a second time. The Participant/Representative and employee can go back and forth twice while challenging a denial before a final decision will need to be made.

### How to adjust a visit:

**\*\*NOTE\*\*** Shift adjustments are tracked, and some states have the right to impose corrective action for a high volume of edits.

If a shift needs to be adjusted, select the "Adjust Shift" button. This will take you to a page where you will choose an exception and reason for adjustment. The exception indicates why an adjustment needs to be made and the reason indicates why the exception occurred.

Make the necessary changes to the visit and leave a comment explaining the changes. Once all changes have been made, click the box certifying the changes and click "Submit Adjustment". The other party will receive an email to review the changes.

### How to enter a manual visit:

**\*\*NOTE\*\*** Manual visit entry should be avoided unless necessary as they are not EVV compliant. States can impose corrective actions for a high volume of non-compliant visits.

Manual visits may need to be entered for several reasons. For example, if a shift was missed or if an employee needs to record PTO. In the Evvie portal, click "View all Shifts" then select the "Create a new Shift" button. Complete all fields on this page then mark the checkbox to certify the shift. Lastly, click the "Create Shift" button. The other party will need to view and approve the shift.