

Adjusting an EVV Visit

You may need to adjust a visit for a few reasons, such as if the worker arrives at their shift but cannot clock in because their phone battery is dead or the worker may have also forgotten to log in at the start of the shift, but remembered before the end of the shift. The worker would then clock in late once they are able to and the start time of the shift would need to be adjusted before it is approved for payment. Each time a visit is edited and approved; an email will be sent to the other party alerting them that a visit is awaiting their approval.

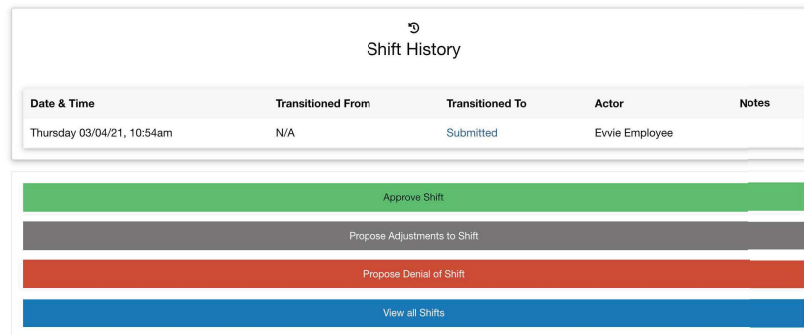


Please minimize edits unless absolutely necessary. Some states are tracking the volume of edits per user. States have discussed that corrective actions could be taken for users who have a high volume of edits in the EVV system.

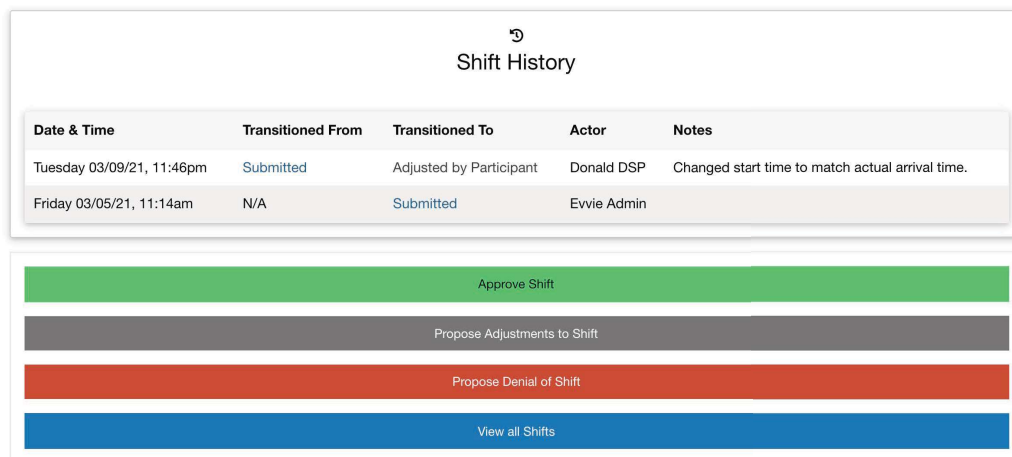
1. After logging in to the Evvie Portal, search for the shift that needs to be adjusted. You can review instructions for locating a shift in the section of this manual titled [Viewing EVV Visits](#).
2. Click the view shift button next to the visit you wish to adjust in order to go to the visit's show page.

Participant & PCA	Date & Time	Status	
Evvie Fivesumer (C01510)	Start: Thu 08/26/21, 10:02am	Submitted	ID: 246558
Evvie Employee (E01020)	End: Thu 08/26/21, 2:21pm	4 hours, 19 minutes	View Shift ↕
Evvie Consumer (C01010)	Start: Thu 08/26/21, 10:02am	Submitted	ID: 246559
Evvie Employee (E01020)	End: Thu 08/26/21, 2:21pm	4 hours, 19 minutes	View Shift ↕
Evvie Fivesumer (C01510)	Start: Tue 08/24/21, 7:10pm	Submitted	ID: 203054
Evvie Employee (E01020)	End: Tue 08/24/21, 7:16pm	0 hours, 5 minutes	View Shift ↕

3. The first person to review will scroll down to the bottom of the shift's page and click "Propose Adjustments to Shift". Then continue to Step 4.



The second person will review the changes that were made to the shift. If you agree with the changes, scroll to the bottom of the shift page and select Approve shift (Continue to Step 5). If you do not agree with the changes, or need to add an additional change, click Propose Adjustments to Shift (Continue to Step 4).



4. On the next page, select both an Exception Code and a Reason Code. The Exception indicates why an adjustment is being made, and the Reason indicates why the Exception occurred. Select the Exception and Reason codes that best match your situation. If you have concerns or questions about which option is best, contact your FI for assistance. (Continue to Step 5).

Please enter the correct information below:

* Exception Code
 Forgotten clock in / clock out

* Reason Code
 Mobile device battery died

5. After selecting the codes, you can change any of the fields that need to be adjusted. Users will be required to leave a comment explaining the changes, which will be visible when the other party is prompted to approve the visit. Click into any field or drop-down to make a change.

Please enter the correct information below:

* Exception Code
Missed clock in / clock out

* Reason Code
Mobile device battery died

* Start Date & Time: Friday 03/05/21, 10:15AM * Starting Time Zone: (GMT-05:00) Eastern Time (US) * End Date & Time: Friday 03/05/21, 1:15PM * Ending Time Zone: (GMT-05:00) Eastern Time (US)

* Consumer Enrollment
SD - N/A - Level 3 - N/A

* Service Code
1:1 Respite

* Consumer Response
Positive: Loved

* Goals
 Independence
 Recreation

* Notes

Indirect

* Start Location
Home

* End Location
Home

Phone Number

Please enter a phone number at which you can be reached by a staff member in the event there are issues with this shift.

Comments
Changed start time to match actual arrival time.

I declare under penalty of perjury, that all hours worked and descriptions of work performed contained in the submitted shifts, are true and correct, with full knowledge that all of this information may be subject to investigation and that any false or dishonest information contained on these shifts may be grounds for denial of payment and/or reporting of findings to the investigation unit of the Department of Human Services.

6. Once finished, the user will check the box certifying their signature and click “Submit Adjustment”. The other party will receive an email that adjustments were proposed to a shift and require their review.