

- After clicking “Approve” or “Lock as Approved” you will need to click a checkbox to declare that the shift is correct. By checking this box, you are officially signing on your approval of the shift. After clicking the box, the “Awaiting Confirmation” button will transform to a “Submit Approval” or “Lock as Approved” button. You can add a phone number or comments if you want to. Comments will be viewable by all parties associated with the shift.

Tuesday 02/16/21, 12:39am Submitted

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

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.

Awaiting confirmation... Cancel

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.

Submit Approval

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.

Lock as Approved

- First Person to Review:** The visit will now have a status of “Approved” and the other person will receive an email notification alerting them that there is a visit awaiting their approval. They can click the link in the email to be taken to the visit.

Second Person to Review: The visit will now have a status of “Approval Locked”. The visit will be sent to the FI for payment at the end of the pay period. Once a visit is locked, it cannot be changed in the Evvie Portal.

Denying an EVV Visit

Users may need to deny a visit if the visit was created in error. For example, if the worker accidentally begins a visit for the incorrect participant but completes it rather than cancels it. If the visit is partially correct you can adjust the shift, instead of denying it. [Adjustments](#) are covered in the next section of this guide.

- After logging in to the Evvie Portal, locate the shift by reviewing the list of shifts or by using the search feature to filter the list of shifts. You can review instructions for locating a shift in the section of this manual titled [Viewing EVV Visits](#).

2. After you have located the shift that needs to be denied or denial locked, click the view shift button next to the shift.

Participant & PCA	Date & Time	Status	ID
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. If the shift is in a status of Submitted, the first person will scroll to the bottom of the shift page and click **“Propose Denial of Shift”**. **Go to Step 4.**

Date & Time	Transitioned From	Transitioned To	Actor	Notes
Thursday 03/04/21, 10:54am	N/A	Submitted	Evvie Employee	

Approve Shift
Propose Adjustments to Shift
Propose Denial of Shift
View all Shifts

If the shift is already in a status of Denied, the second person to review will scroll to the bottom of the shift page. If you agree with the denial, click **“Lock as Denied”**. If you disagree with the denial, click **“Challenge Denial”**. **Go to Step 5.**

Date & Time	Transitioned From	Transitioned To	Notes
Tuesday 03/09/21, 10:20pm	Submitted	Denied	
Friday 03/05/21, 3:10pm		Submitted	

Propose Adjustments to Shift
Challenge Denial
Lock as Denied
View all Shifts

4. On the next page, you will be required to select a Denial Code from the drop-down menu to indicate why the visit is being denied. You may also enter a comment which will be visible to all associated users. Once you are done, click “Submit Denial”. The shift will now be in a state of “Denied”.

* Denial Code
Visit was logged in error

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

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.

Submit Denial Cancel

5. If you agreed with the denial and clicked “Lock as Denied” on the previous screen, you will need to check the box to certify the denial, then you can click the “Locked as Denied” button.

Friday 03/05/21, 3:10pm Submitted

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

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.

Lock as Denied Cancel

If you did not agree with the denial, and challenged it, you will want to add comments to explain why it should not be denied, then check the box, before clicking the “Challenge Denial” button.

6. A challenged denial can be approved or it can be denied a second time. The

Challenge Denial:

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
Shift shouldn't be denied. We need to adjust the service code, then it can be approved.

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.

Challenge Denial Cancel

Participant/Representative and **Worker** have the option to go back and forth twice with challenging a denial before they will need to decide if the visit should be denied.