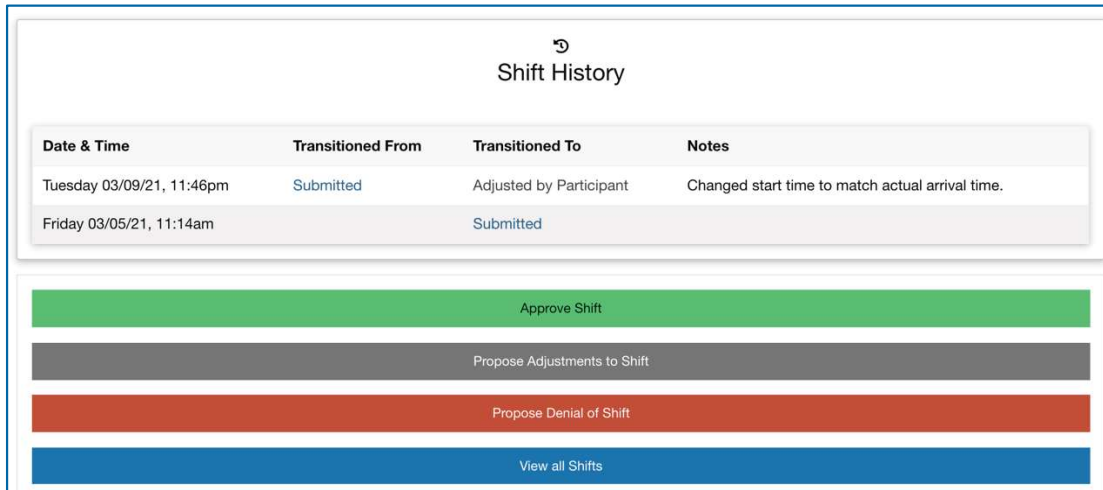


7. The user reviewing the adjusted visit will be presented with the usual three options again to approve, adjust, or deny the visit. The comments left when adjusting a shift are viewable in the shift history section of the shift's view page.



Date & Time	Transitioned From	Transitioned To	Notes
Tuesday 03/09/21, 11:46pm	Submitted	Adjusted by Participant	Changed start time to match actual arrival time.
Friday 03/05/21, 11:14am		Submitted	

Approve Shift

Propose Adjustments to Shift

Propose Denial of Shift

View all Shifts

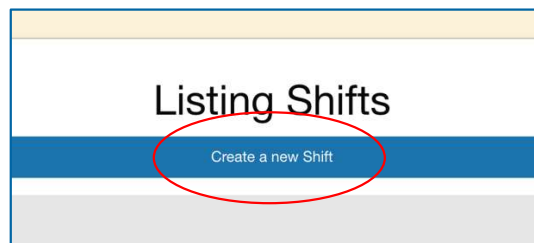
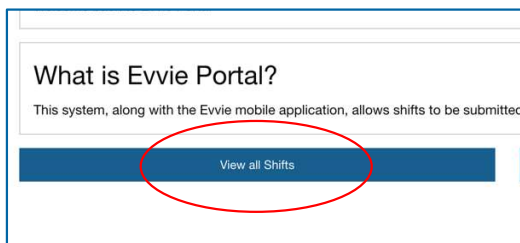
Entering a Manual Visit

This is the process to use if you are manually entering a new shift. For information on how to approve an existing shift, see [Approving an EVV Visit](#). For information on how to adjust an existing shift, see [Adjusting an EVV Visit](#).



Please avoid manual shift entry unless absolutely necessary. Manually entered shifts are not EVV-compliant, and some states track the volume of non-compliant shifts per user. States have discussed that certain corrective actions could be taken for users who have a high volume of non-compliant EVV shifts. A few types of shifts, including Support Brokerage, Sick Time, Vacation, and PTO, usually do not require EVV-compliant tracking.

- 1a. After logging in to the Evvie Portal, click “View all Shifts”.
- 1b. Then click the large blue button that near the top of the screen that says “Create a new Shift”. See the Quick Guides section at the end of this manual if you need assistance with logging in.



2. Select both an Exception Code and a Reason Code. The Exception indicates why a visit is being manually entered, 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.

The screenshot shows two dropdown menus. The first is labeled '* Exception Code' and has 'Forgotten clock in / clock out' selected. The second is labeled '* Reason Code' and has 'Malfunctioning mobile device' selected.

3. Click in the Start Date & Time box.

The screenshot shows the '* Start Date & Time' dropdown menu with 'Tuesday 03/09/21, 8:00AM' selected. Below it is the '* Participant' dropdown menu with 'Select a consumer...' selected.

a. Then select the date from the calendar dropdown. *You can only select today's date or a date in the past. Then click on the time (hour or minutes) at the bottom of the calendar.

The screenshot shows a calendar for March 2021. The date 'Monday 03/08/21, 8:00AM' is selected. A red arrow points from the text in step 3a to the '8' in the time selection area at the bottom of the calendar.

b. You can click on the number and manually type it in or you can click the arrows to adjust the time. Clicking on AM will change it to PM, clicking on PM changes it to AM.

The screenshot shows a close-up of the time selection interface. The hour is '08', the minute is '00', and 'AM' is selected. There are arrows on either side of the hour field for manual adjustment.

4. You must select the time zone where you worked from the drop down. The four time zones of the mainland United States are displayed at the top of the list. If you are recording Sick Time, PTO, or Vacation, you should use the time zone where you live.

The screenshot shows the '* Starting Time Zone' dropdown menu. The selected option is '(GMT-05:00) Eastern Time (US & Canada)'. Other visible options include '(GMT-08:00) Pacific Time (US & Canada)', '(GMT-07:00) Mountain Time (US & Canada)', and '(GMT-06:00) Central Time (US & Canada)'. A red circle highlights the dropdown menu.

5. **Participants/Representatives:** Select the Worker (PCA) associated with the shift from the dropdown.

Workers: Select the Participant associated with the shift from the dropdown.

6. Select the enrollment and the service code from the dropdowns.

7. Select a Consumer Response (if required), then mark the checkboxes for the Goals (or ADLs) associated with the shift. You can add notes about the shift by clicking on the notes field and entering text. These notes are the notes about the shift, these are not the comments about the reason for recording the shift manually.

8. Select the Start and End Locations from the dropdown boxes.

9. In the Comments box, provide information about why the visit was captured manually rather than in an EVV-compliant method. All parties associated with the visit will be able to read the comments.

10. Check the box certifying your signature and click the “Create Shift” button at the bottom of the form. An email will be sent to all parties alerting them that a shift has been manually created.

11. The visit will begin in a status of “submitted” and is ready to be approved, adjusted, or denied by the **other person**.

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
Worker left their phone at home and was unable to login at the visit.

I declare under penalty of perjury, that all hours worked and descriptions of work performed contained in the submitted shifts are true and accurate to the best of my knowledge that all of this information may be subject to investigation and that any false or dishonest information contained or reported to the investigation unit of the Department of Human Services may result in denial of payment and/or reporting of findings to the investigation unit of the Department of Human Services.

Below, you can see a manual shift that has been filled out completely.

* Exception Code
Missed clock in / clock out

* Reason Code
Mobile device battery died

* Start Date & Time
Tuesday 03/09/21, 10:00AM

* Starting Time Zone
(GMT-06:00) Central Time (US & Canada)

* End Date & Time
Tuesday 03/09/21, 1:00PM

* Participant
Evvie Consumer (C01010)

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

* Service Code
1:1 Respite

* Consumer Response
Positive: Loved

* Goals
 Independence
 Recreation

* Notes
Helped participant shop for groceries and prepare lunch.
Played a card game with participant.

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
Mobile phone battery would not recharge.

I declare under penalty of perjury, that all hours worked and descriptions of work performed contained in the submitted shifts are true and accurate to the best of my knowledge that all of this information may be subject to investigation and that any false or dishonest information contained or reported to the investigation unit of the Department of Human Services may result in denial of payment and/or reporting of findings to the investigation unit of the Department of Human Services.