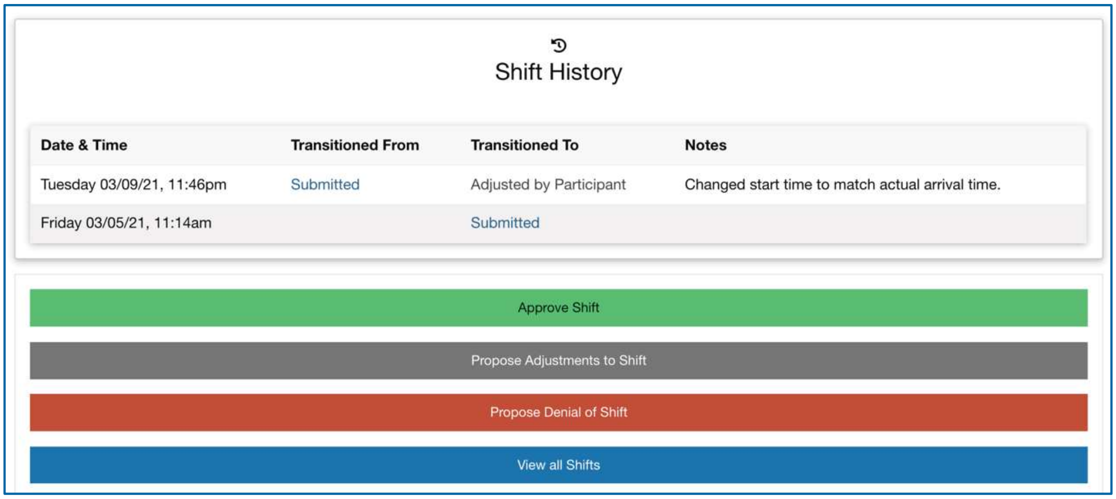
7. The user reviewing the adjusted visit will be presented with the usual three options again to approve, adjust, or deny the visit. The comments left when adjusting a shift are viewable in the shift history section of the shift's view page.



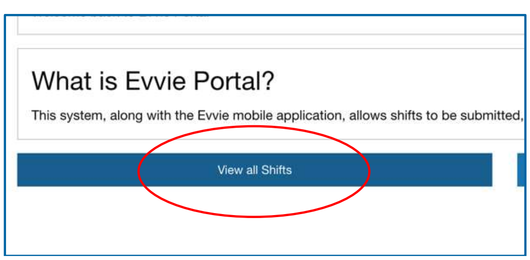
Entering a Manual Visit

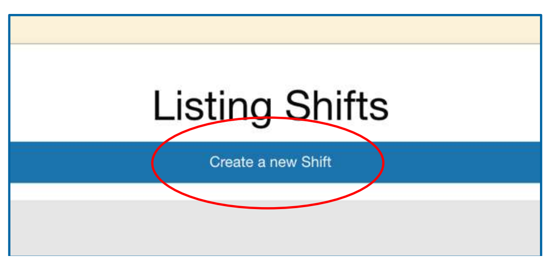
This is the process to use if you are manually entering a new shift. For information on how to approve an existing shift, see [Approving an EVV Visit](). For information on how to adjust an existing shift, see [Adjusting an EVV Visit]().

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".

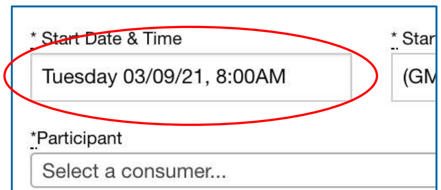
1b. Then click the large blue button that near the top of the screen that says "Create a new Shift". See the Quick Guides section at the end of this manual if you need assistance with logging in.



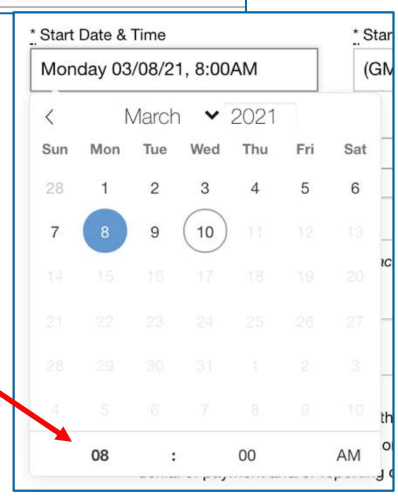


2. Select both an Exception Code and a Reason Code. The Exception indicates why a visit is being manually entered, and the Reason indicates why the Exception occurred. Select the Exception and Reason codes that best match your situation. If you have concerns or questions about which option is best, contact your FI for assistance.

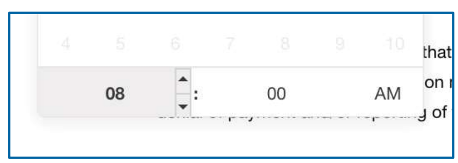
3. Click in the Start Date & Time box.



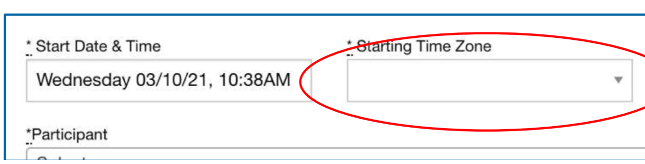
   a. Then select the date from the calendar dropdown. *You can only select today's date or a date in the past. Then click on the time (hour or minutes) at the bottom of the calendar.

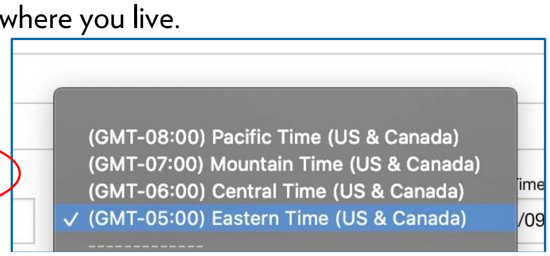


   b. You can click on the number and manually type it in or you can click the arrows to adjust the time. Clicking on AM will change it to PM, clicking on PM changes it to AM.

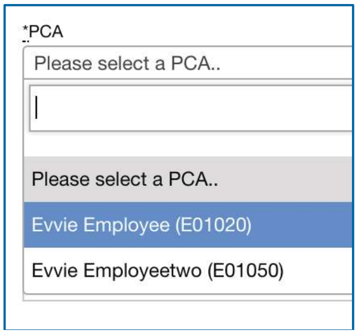


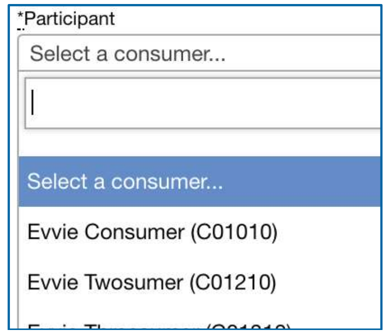
4. You must select the time zone where you worked from the drop down. The four time zones of the mainland United States are displayed at the top of the list. If you are recording Sick Time, PTO, or Vacation, you should use the time zone where you live.



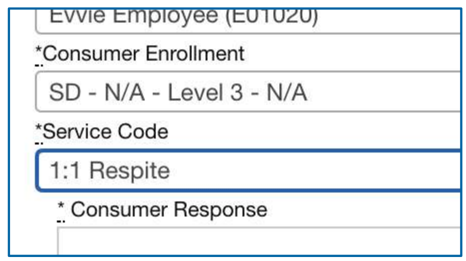


5. **Participants/Representatives:** Select the Worker (PCA) associated with the shift from the dropdown.
Workers: Select the Participant associated with the shift from the dropdown.

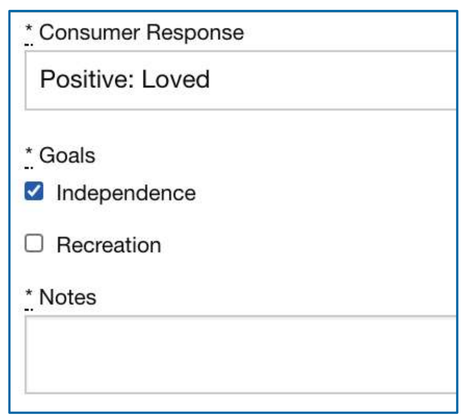




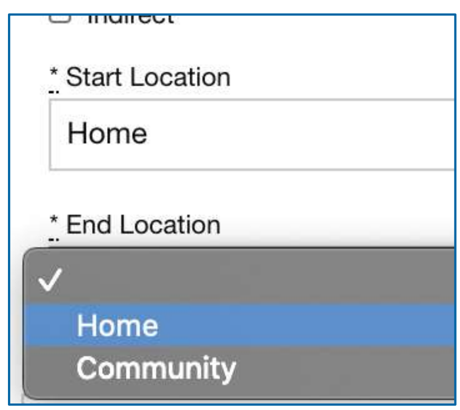
6. Select the enrollment and the service code from the dropdowns.



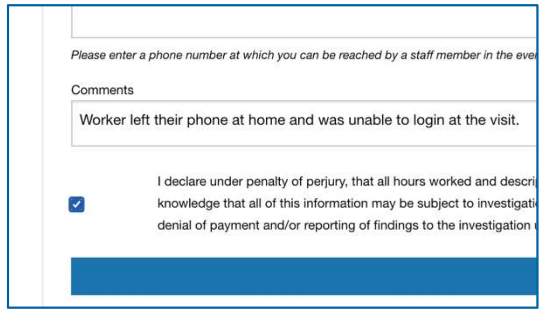
7. Select a Consumer Response (if required), then mark the checkboxes for the Goals (or ADLs) associated with the shift. You can add notes about the shift by clicking on the notes field and entering text. These notes are the notes about the shift, <u>these are not the comments about the reason for recording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



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**.

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