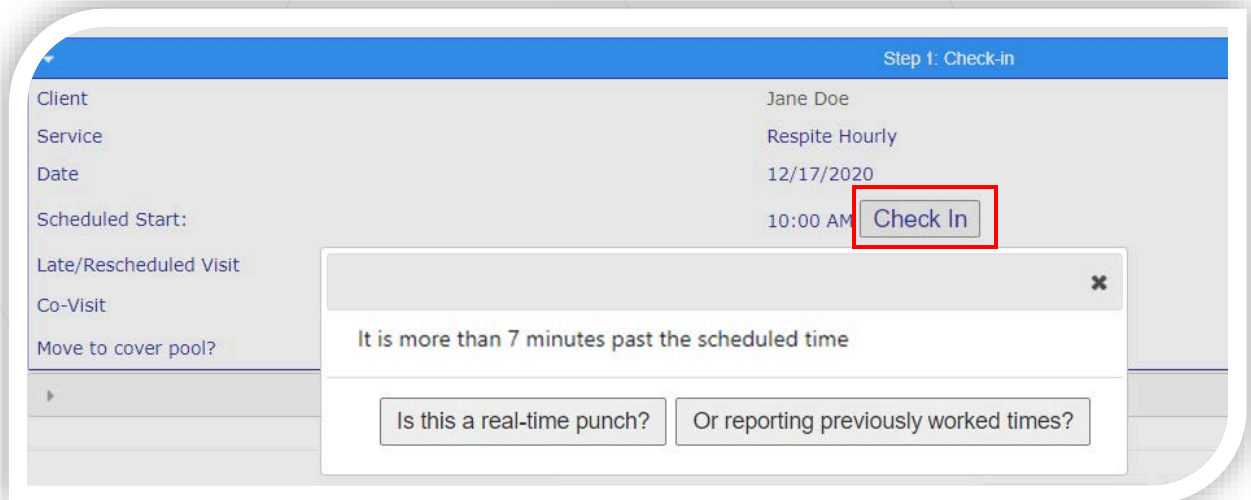


## Missed EVV Check-In

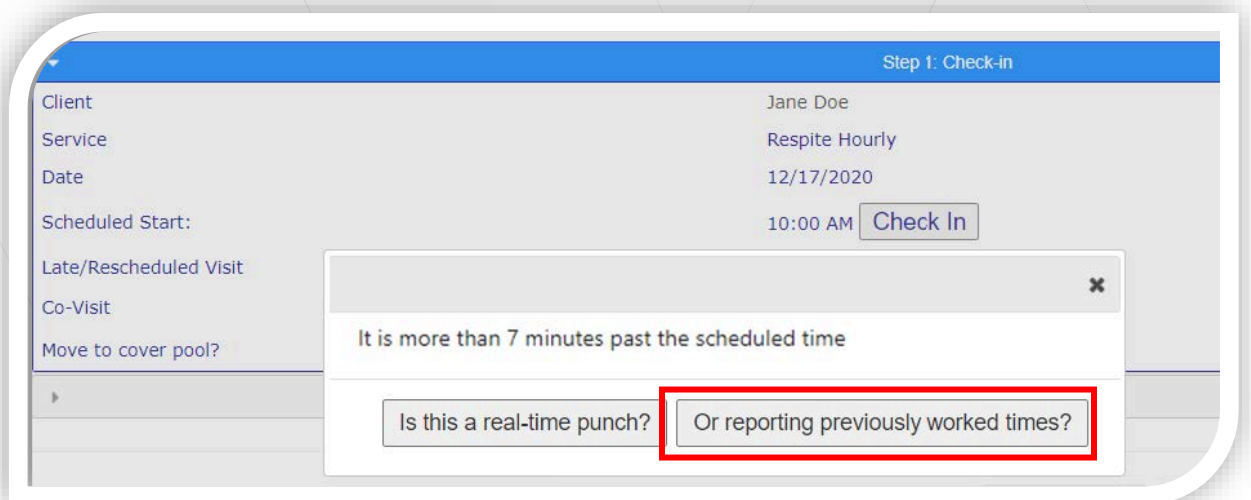
If an appointment is checked into more than 7 min late the system will prompt to ask if previously worked hours are being reported:



The screenshot shows the 'Step 1: Check-in' interface. The client information is Jane Doe, service is Respite Hourly, and the date is 12/17/2020. The scheduled start time is 10:00 AM. A 'Check In' button is highlighted with a red box. A modal dialog box is displayed over the interface, containing the text 'It is more than 7 minutes past the scheduled time' and two buttons: 'Is this a real-time punch?' and 'Or reporting previously worked times?'. The 'Or reporting previously worked times?' button is highlighted with a red box.

For reporting previously worked times:

- **Step 1:** Click-> “recording previous times worked”




This screenshot is identical to the one above, showing the 'Step 1: Check-in' interface and the modal dialog box. In this version, the 'Or reporting previously worked times?' button is highlighted with a red box, indicating the correct action to take when reporting previously worked times.



- **Step 2:** Manually type start/end times

Step 1: Check-in

Client	Jane Doe
Service	Respite Hourly
Date	12/17/2020
Scheduled Start:	10:00 AM
Late/Rescheduled Visit	

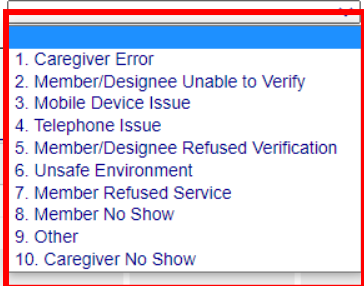
Check-in Time:  :  AM

Check-out Time:  :  PM

**Reason Code:**

- **Step 3:** Select Reason Code (If you need more information about dropdown options contact your agency administrator)

Step 1: Check-in

Client	Jane Doe
Service	Respite Hourly
Date	12/17/2020
Scheduled Start:	10:00 AM
Late/Rescheduled Visit	
Co-Visit	<input type="checkbox"/>
Move to cover pool?	<input type="checkbox"/>

Check-in Time:  :  AM

Check-out Time:  :  PM

**Reason Code:**

- 1. Caregiver Error
- 2. Member/Designee Unable to Verify
- 3. Mobile Device Issue
- 4. Telephone Issue
- 5. Member/Designee Refused Verification
- 6. Unsafe Environment
- 7. Member Refused Service
- 8. Member No Show
- 9. Other
- 10. Caregiver No Show



#### Step 4: Complete the appointment

- Click → Step 2: Check out
- Add any claim notes (Optional)
- Select → Completed from the drop down menu
- Click → Save

Screenshot of the vTrack@Vichra.com interface showing the 'Step 2: Check-out' form. The form includes fields for 'Scheduled End' (12:00 PM), 'Claim Notes (optional)', and 'Status'. The 'Status' dropdown menu is open, showing options: 'Scheduled', 'Completed', 'Cancelled: (bill 0 units)', and 'No Show Therapy Home: (bill .5 units)'. Red arrows point to the 'Completed' option and the 'Save' button.

**\*\*For additional support, please contact us at [vTrack@Vichra.com](mailto:vTrack@Vichra.com)\*\***

