

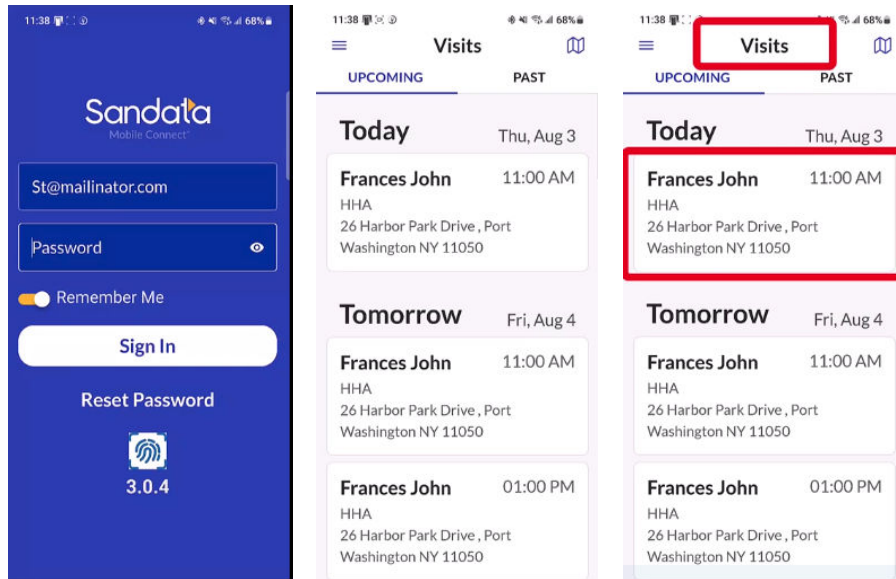


Starting and Completing a Visit in the Mobile App

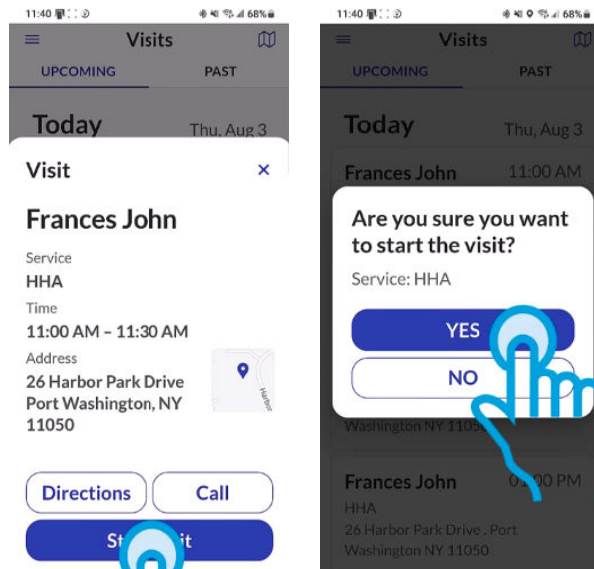


STARTING A SHIFT - CLOCKING IN

1. Login to your Sandata mobile app On the **VISITS** menu select **UPCOMING**. Click on the **name of the client** you are servicing.



2. On the pop-up window select **START VISIT**. Then select **YES** on the next pop-up window. *Note: if you made the wrong client selection click on 'no' and go back to step 1 and select the correct client and proceed with the following steps.*



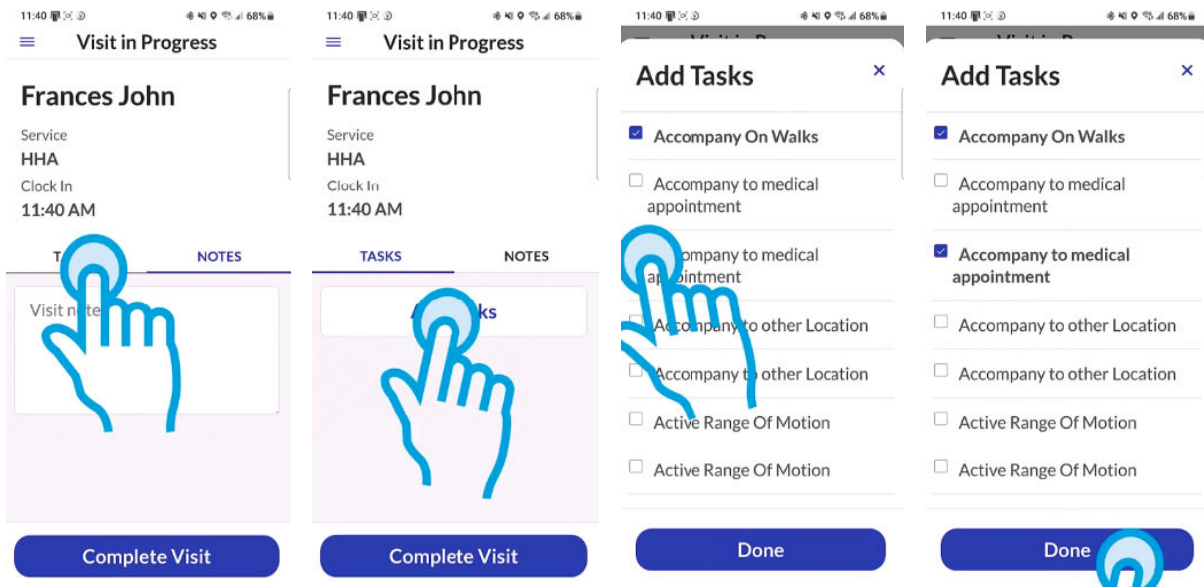
Updated April 2024



Starting and Completing a Visit in the Mobile App



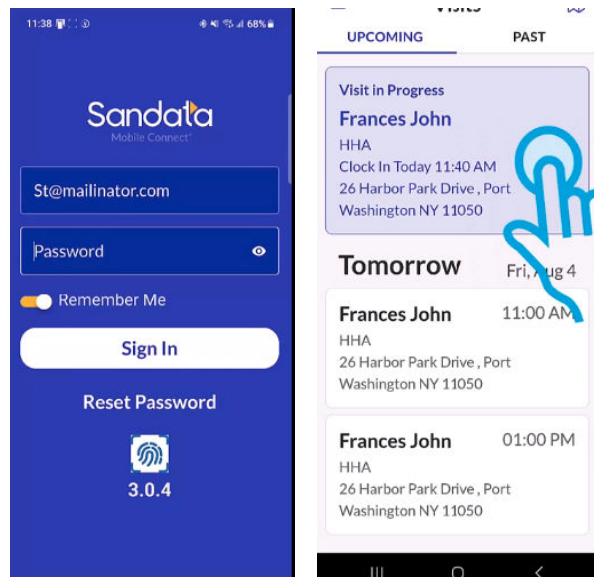
- Your screen should now state "VISIT IN PROGRESS". If notes are required for this client you will be asked to enter in notes. If notes are not required or once you have added the note, click on **TASKS**. Then select **ADD TASKS**. Check off any tasks that you are to complete during your scheduled visit. Once all tasks have been checked off, click on **DONE**.



You have now successfully clocked-in for your visit. Once your shift is over you will complete the steps below to clock out and verify your visit.

COMPLETING A SHIFT- CLOCKING OUT

- Once you have completed your shift you must clock out. To do so, log back into your Sandata mobile app and on the "visits" page under "upcoming" click on the client in "VISIT IN PROGRESS STATUS."



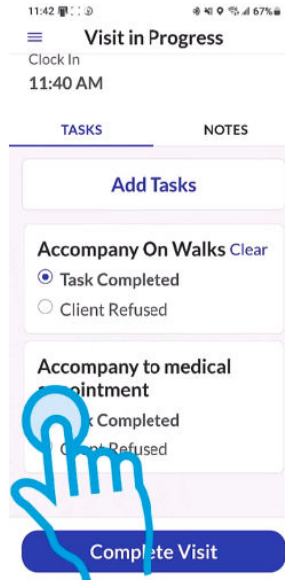
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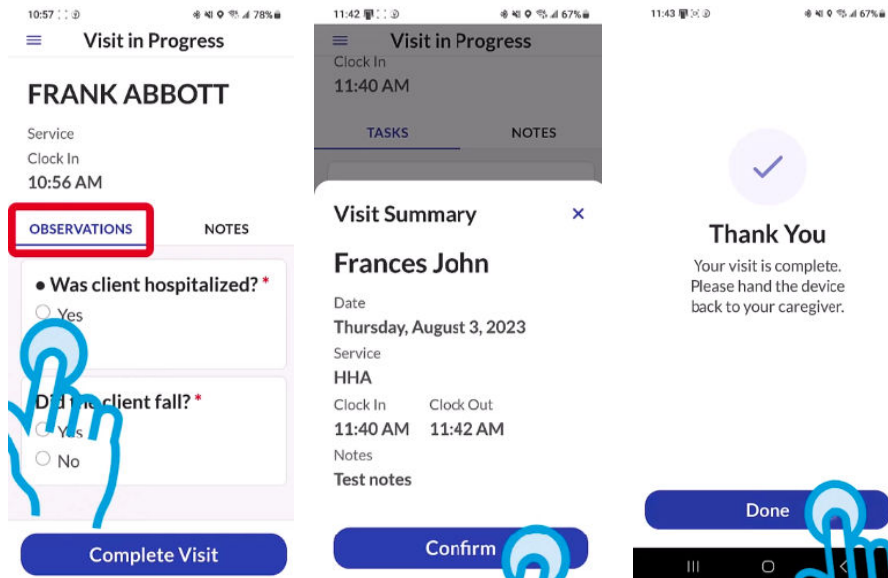
Starting and Completing a Visit in the Mobile App



- 2. Now under TASKS mark whether each task as "Task Completed" OR "Client Refused".



- 3. If OBSERVATIONS have been enabled for your client, complete the observations questions. Once completed, a visit summary will appear for your review. Click on CONFIRM to confirm. You can select DONE on the last screen to complete the clocking out process.



****DISCLAIMER - If you ever have any issues or questions using the app to clock in or out of your shift visits it is required that you contact the office immediately for assistance.****

Updated April 2024



Tennessee Personal Care Services Mobile Application Check-in And Check-out Guide



OVERVIEW

A new, upgraded CareBridge EVV Application is now available from the App Store or the Google Play Store for Tennessee agency caregivers providing PCS services for Amerigroup and UnitedHealthcare members. If you need help with downloading the app, please refer to the Mobile Application Download and Login Guide. The instructions below will tell you how to Check-In and Check-Out of appointments in the mobile app.

SCHEDULE SCREEN

After logging into the mobile app, you will see a Schedule screen that shows a list of today's appointments (Figure 1).

Figure 1. Schedule and Check In button

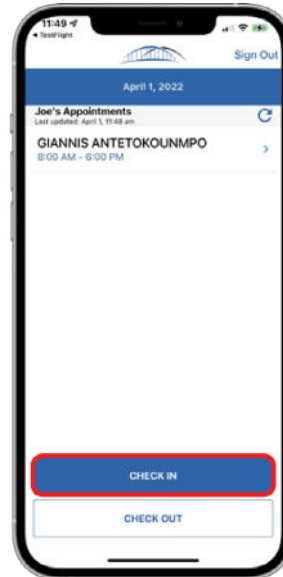
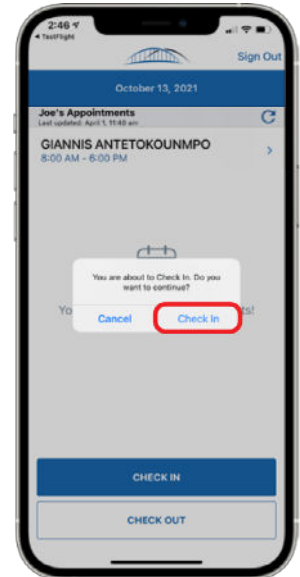


Figure 2. Confirm Check In



CHECKING INTO A SCHEDULED VISIT

To complete the check-in process, select **CHECK IN** on the Schedule screen and again when you are asked if you want to continue (Figure 2). Next, select the correct appointment from the Select Appointment screen (Figure 3).

Figure 3. Select Appointment screen

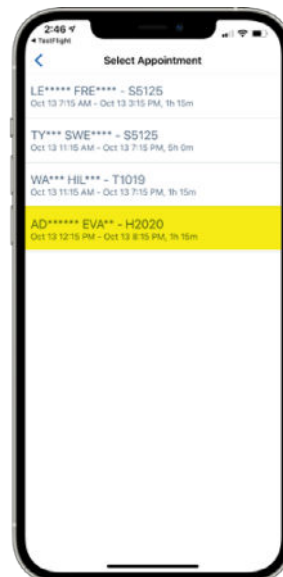
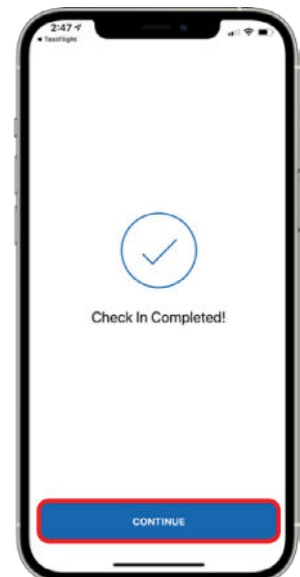


Figure 4. "Check In Completed!" screen



The application will indicate that you have completed checking in with a large checkmark (Figure 4).

If there are no matching appointments, the application will indicate that your check-in or check-out has been stored.

Now that you are checked-in, put down your device and begin working the visit and assisting the member. Once you have completed the visit, you may return to the mobile app and continue the documenting process.