Mobile App Caregiver Time Edit Corrections

The HHAX Mobile App currently captures real-time Caregiver EVV via FOB, GPS, and Beacon methods. If EVV confirmations are missed, or do not accurately reflect the Start/End times of services, then Agencies can allow Caregivers to submit a request using the Mobile App to update Start and/or End times for service.

In the request, the Caregiver must provide the reason for their manual time correction, with any additional notes. A Patient signature is also captured at the time of the correction. These requests are received in the system where an authorized Office User approves or rejects the request.

- If _approved_, then the Visit is updated with the requested times and the Visit reason, and the new Confirmed Time is approved.
- If _rejected_, then the Caregiver receives a note on the Mobile App, and the Confirmed Time remains unchanged.

Notes:
- Requests are reviewed and approved (or rejected) by an authorized Agency representative.
- The Patient Signature is always required when requesting a Time Correction Edit.
- If a Confirmed time is blank (--:--) at Clock IN and/or Clock OUT, the edit icon becomes available for a Caregiver Time Edit Request after the end of the visit.
- A Caregiver can request a Time Correction Edit up until the visit is billed.

After Clock IN (or Clock Out), the edit icon appears below the Confirmed time. To request an edit, tap the edit icon.
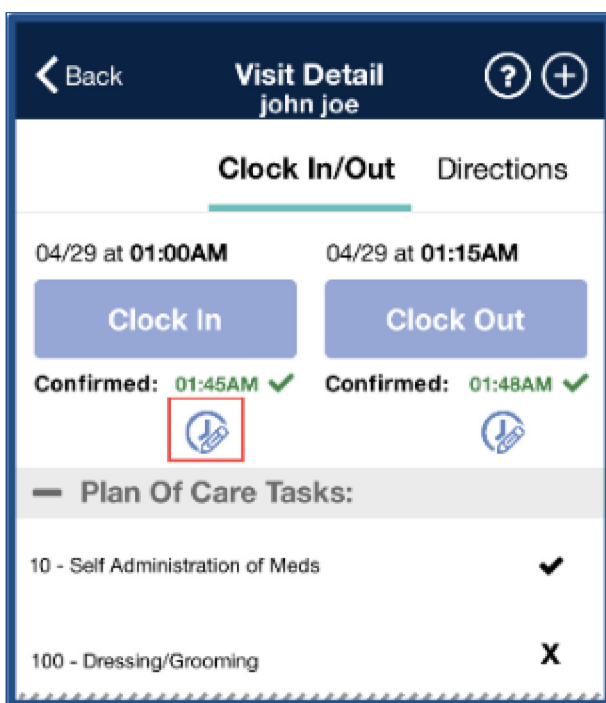
Clock In: Edit Icon Example

Note: An edit icon below the _Confirmed_ time indicates a user can request to change the time.

The _Time Correction_ page opens. Select the correct time in **Corrected** (required) and tap **_Done_**.

Select Time Correction

Select the **Reason** (required). Type a **Note** (optional) and tap *Next*.

Required Edit Fields

The Patient Signature page appears. Obtain the Patient Signature and tap *Save*.

Required Patient Signature

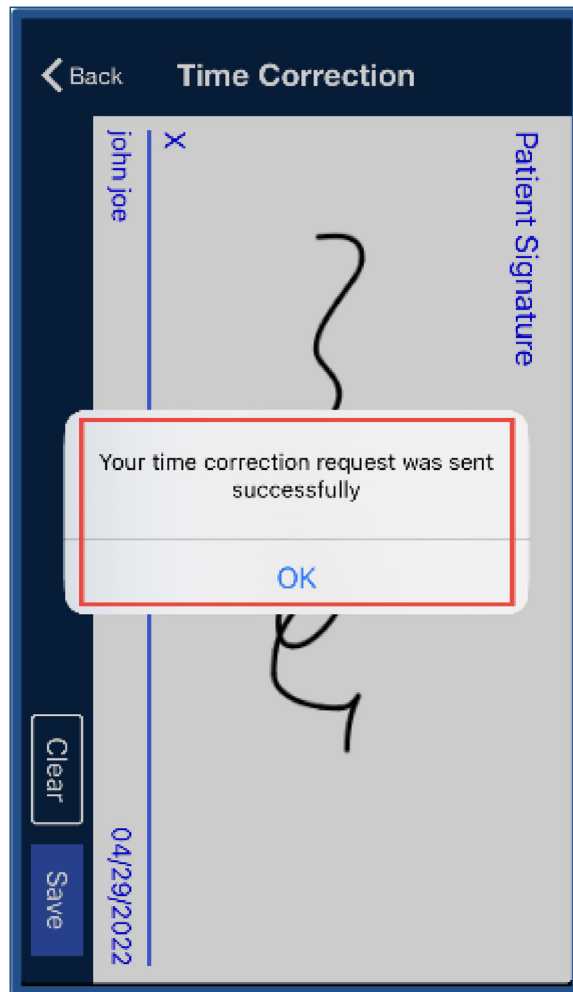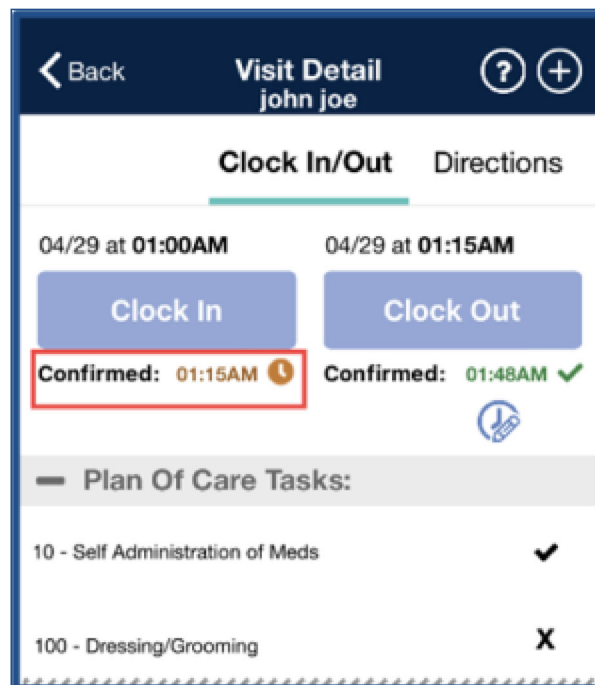**Note:** Patient Signature is required for ALL Time Edit Requests.

An alert appears announcing that the time correction request was sent successfully.

Successful Time Correction Request

Tap *OK* to continue.

The **Confirmed** time appears in **orange** pending approval from the Agency/Office.

Request Pending

To Clock OUT, tap **Clock Out**, select the EVV method, and select the POC tasks performed. Tap **Save** to complete.

If a Time Correction Edit applies to Clock OUT, repeat Steps 2-6 to submit a Time Correction Edit Request. Confirmed times appear in **orange** pending approval from the Agency/Office (as shown).
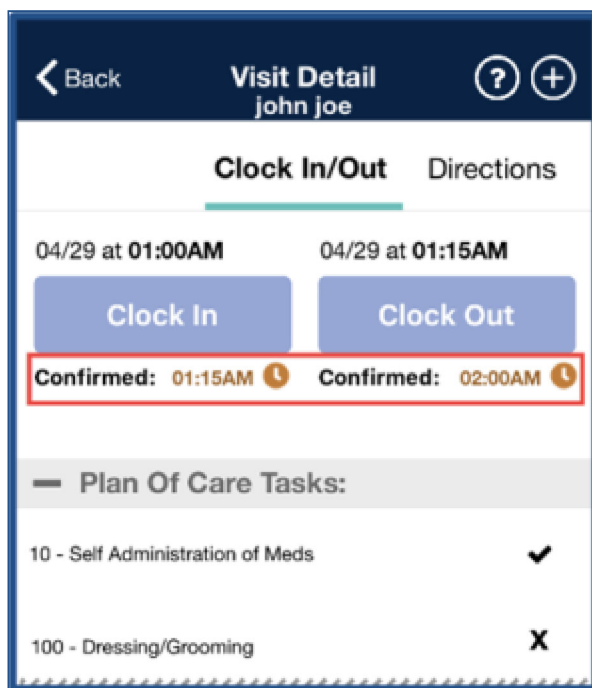
Time Edit Request Pending

When approved, the Confirmed times appear in **green**.

Note: If the request is rejected, the Confirmed time(s) remains unchanged.