AXISCARE EVV MOBILE APP - MAINE

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Electronic Visit Verification (EVV) User Guide

EVV is a system which electronically verifies that home or community-based service visits occur by capturing and documenting six points of data: type of service, individual receiving services, individual providing service, location of the service and the time the service begins and ends. This user guide will walk you through the functionality and features of the AxisCare mobile app which can be used on any smart device. For more information on EVV visit our website at www.palcofirst.com.

Download the Application

Download the AxisCare App

Step 1: Go to the App Store on your mobile device.

Step 2: Tap on **Search**

Step 3: In the search bar, type **"AxisCare"**

Step 4: Download the app- **"AxisCare Mobile"**.

Step 5: Complete the download and tap to open.

Activating your account

Once downloaded, enter the **Server ID** provided to you by Palco.

Next, you will need to Activate your Account.

Use the email associated with your Palco enrollment and click Next.

From your email, type in the six digit Verification Code and click Next.

Next, you will enter your zip code and Date of Birth and click Submit.

The AxisCare server ID for Maine is "12841"

Activating your account (cont.)

Next, you will need to create a password and confirm that password by entering it again.
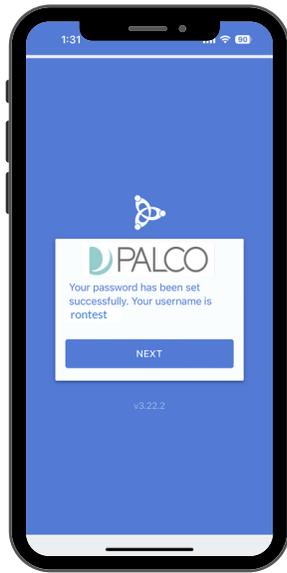
Once completed, you will receive a "success" message, as well as your username. Make sure to take note of this username for login.

Login

Use the username and password you set up earlier to log in. If you forgot your password, click "Forgot password?" to begin the recovery process.

On your first login, you may be asked to set up a four digit pin number to easily open the app while working without having to put in a password.

Employees- Clocking In/Out
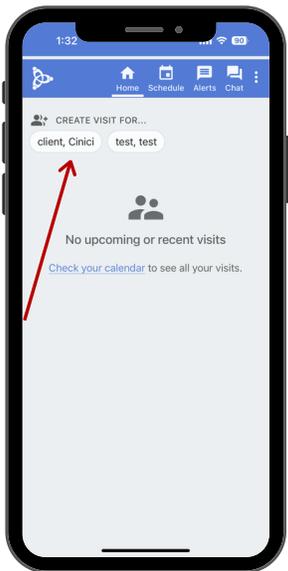
1. Click on the client you want to create a visit for.
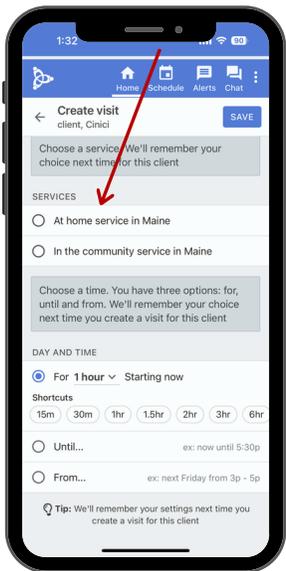
2. Choose the service you are providing from the list of **Services.**
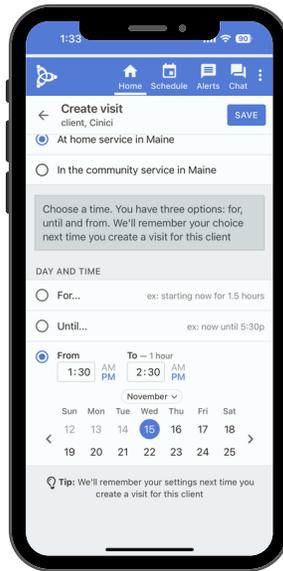
3. Choose the **Day and Time** you are wanting to start your shift.
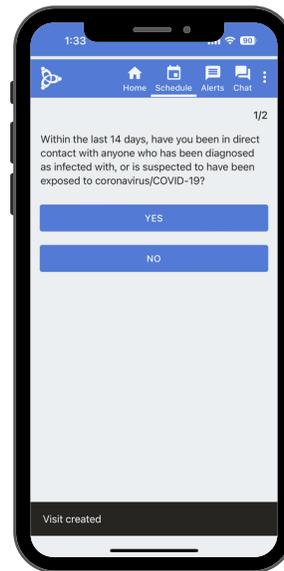
4. Answer questions related to the visit and you will be clocked in.
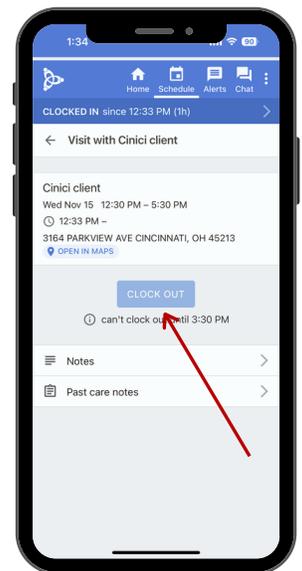
5. When you are ready to clock out, click on the current visit. There will be an option to clock out.

Approving and Submitting Time

All employers and employees must be registered in Palco's online timesheet called, **Connect**. During Enrollment, you will be sent a link to register, or you can do so by clicking <u>here</u>. At the end of every pay period, the worker must login to review the recorded EVV time and submit it to the employer. The employer will review and submit the final approval to Palco in order for workers to be paid. Please review our **Connect for EVV User Guide** located on our website for instructions.

Why can't I clock in/out?

Here are a few reasons why you may be having trouble clocking in/out:
- You are trying to clock in/out too early.
- You are trying to clock in/out too far from the home.
- You might not be enrolled properly / connected to the employer. Contact Palco if you believe this might be the issue.

What happens if there is a mistake with the time entry?

The Connect for EVV User Guide outlines instructions on how to manually enter a shift on a timesheet and how to make changes to a shift originally recorded in AxisCare. Shifts with exceptions/edits may be subject to auditing and review before payment.

What should I do if I have issues with the application that Palco can't solve?

Before contacting AxisCare, it might be best to use the "**Reset App**" option which is located on the login screen of the app. When you click this, the app will delete all data and you will be forced to start from the beginning to reactivate your account. If you are still having issues, please contact AxisCare at 800-528-6201 or email <u>support@axiscare.com</u>.

Other Questions? Contact Palco!

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