Introduction

When using the APD iConnect EVV mobile site, discrepancies between the consumer's approved location and the GPS location result in violations that must be justified once the EVV activity is uploaded to APD iConnect.

Some discrepancies are due to user error. This job aide will identify the user errors and what the EVV Worker can do to avoid them.

Start Address Has GPS Data & End Address Is Blank

- In this scenario, the difference between Stated Address and Start Address is also blank.

- This issue occurs when the EVV Worker was offline (did not have internet connectivity) at the time the EVV delivery was ended.
    - Without internet connectivity, GPS cannot record the ending address or latitude/longitude
- To Avoid this error the EVV Worker should:
    - Make sure they are connected to the internet when ending a delivery
        - Connected to Wi-Fi
   - Cellular Data enabled
        - Mobile Hotspot

Stated Address Has GPS Data & Start Address Is Blank

- In this scenario, the consumer's approved location is recorded accurately, but there is no data in the Start Location section of the EVV Details
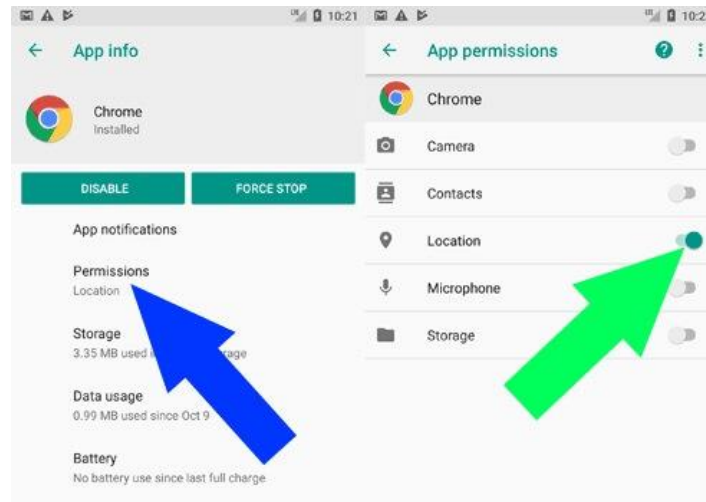
Stated Delivery Address	
Address *	Residence Address ███████ Tarranda CASE Mobile PL, 32456
iConnect ID	██ ██
Lat/Long	Lat: ███████ Long: ███████
Allowable Difference (feet)	
Start Location	
Recorded Lat/Long	Lat: Unavailable, Long: Unavailable
Address	
Actual Difference (feet)	
End Location	
Recorded Lat/Long	Lat: Unavailable, Long: Unavailable
Address	
Actual Difference (feet)	

EVV Activities
EVV Details
Claims

- This issue occurs when the EVV Worker is connected to internet when the EVV delivery is started, but geolocation services are disabled on their device.

- To avoid this issue, the EVV Worker should ensure Location Services are enabled for the browser that launches when the EVV icon is clicked.
  - Enabling Location Services for the iDaptive App is not the same
  - Location Services are typically in the Settings on your device
  - Screenshots of common device examples are shown below. Your device may be different. If you cannot find the Location Services for your device, contact your mobile provider. APD Helpdesk **will not** be able to assist with this.
    - iPhone Example:
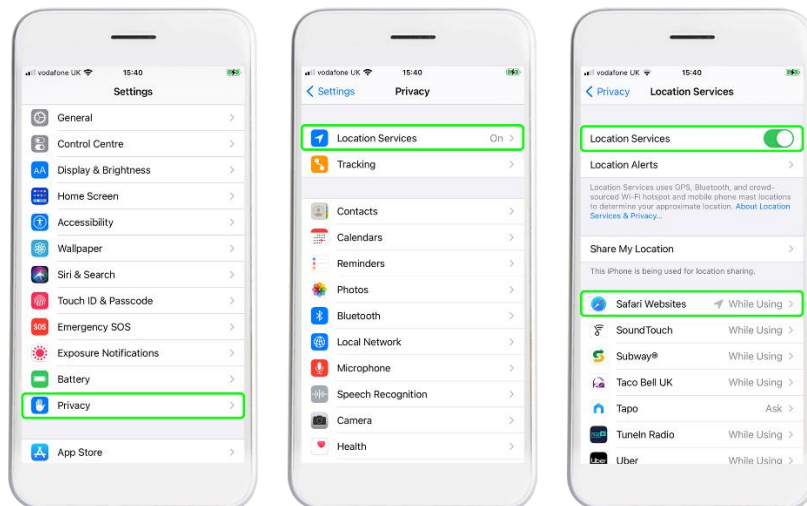
- Android Example:

Stated Address Has No GPS Data & End Address Is Blank

- In this scenario, there is no Lat/Long for the Stated Delivery Address and Lat and Long show as "Unavailable" for the End Location.

- This issue occurs when the EVV Delivery auto-ended after 24 hours. The APD iConnect EVV mobile site lists the Stated Address as the Ending Address when the delivery auto-ends.

- To avoid this issue, the EVV Worker should end the delivery rather than letting the system auto-end after 24 hours.
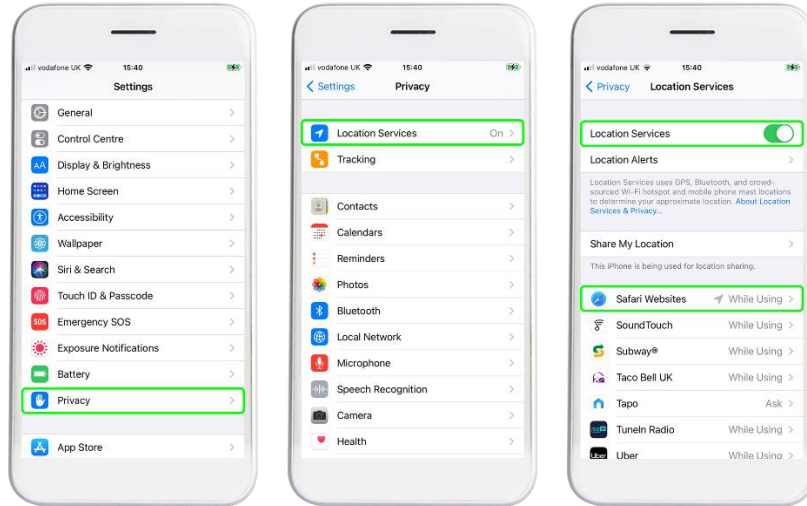
Stated Address GPS Data = 0 & Start Address Is Blank

- In this scenario, the latitude/longitude for the state address is blank, even though the address was selected correctly
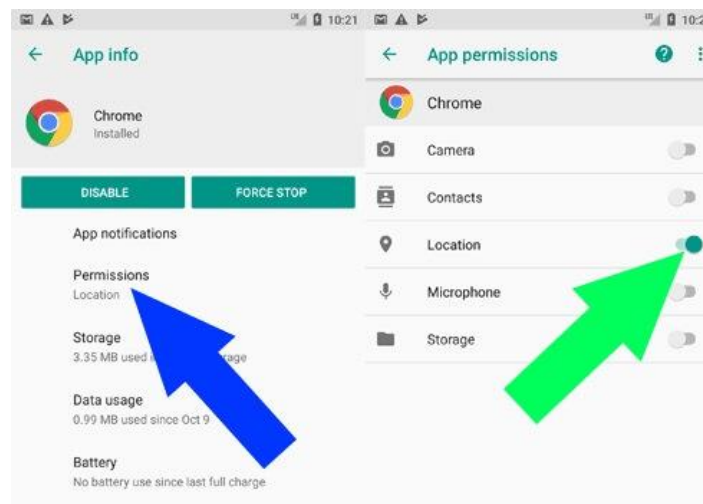

- This issue occurs when the EVV Worker did not have internet connectivity, but Location Services are not enabled.

- To avoid this issue, the EVV worker should ensure they are connected to the internet
    o Connected to Wi-Fi
    o Cellular Data Enabled
    o Mobile Hotspot

- AND, the EVV should ensure Location Services are enabled for the browser that launches when the EVV icon is clicked.
    o Enabling Location Services for the iDaptive App is not the same
    o Location Services are typically in the Settings on your device
    o Screenshots of common device examples are shown below. Your device may be different. If you cannot find the Location Services for your device, contact your mobile provider. APD Helpdesk **will not** be able to assist with this.
        ▪ iPhone Example:

- ▪ Android Example:

State Address Has No GPS Data But, There Is An Address and a Start Address

- In this scenario, the EVV worker selected the approved location address and a Start Address shows, but there is no Lat/Long for the Stated Address.

- This issue occurs when
  - The EVV Worker has internet connectivity when they start the EVV delivery but did not have internet connectivity when they ended the delivery.
  - OR, the EVV Worker puts all stated address information in the top line of "Other Location" section
- To avoid this issue
  - The EVV Worker should be sure they have internet connectivity when ending an EVV delivery.
    - Connect to Wi-Fi
    - Cellular Data enabled
    - Mobile Hotspot
  - OR, if the EVV Worker is adding an alternate location in the "Other Location" section, they need to fill in each field of that section.