

## 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.

EVV Activities	
EVV Details	
Claims	
<b>Stated Delivery Address</b>	
Address *	Business Address 200-1-2ND ST ESCAMBA PENNSACOLA, 32001
iConnect ID	37401
Lat/Long	Lat: 30.56534 Long: -87.27801
Allowable Difference (feet)	
<b>Start Location</b>	
Recorded Lat/Long	30.5653427, -87.2780116
Address	200 N 1st St Escambia Co, 32001-0001
Actual Difference (feet)	
<b>End Location</b>	
Recorded Lat/Long	Lat: Unavailable, Long: Unavailable
Address	
Actual Difference (feet)	

- 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

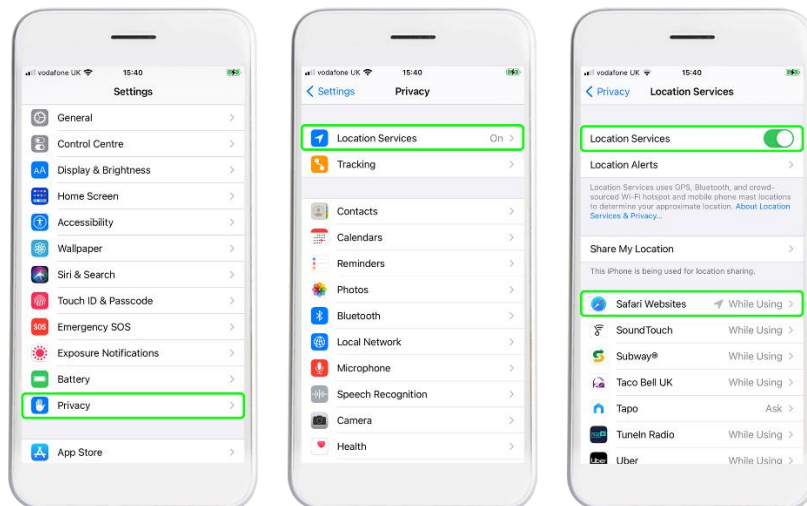
### Stated Address Has GPS Data & Start Address Is Blank

- 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

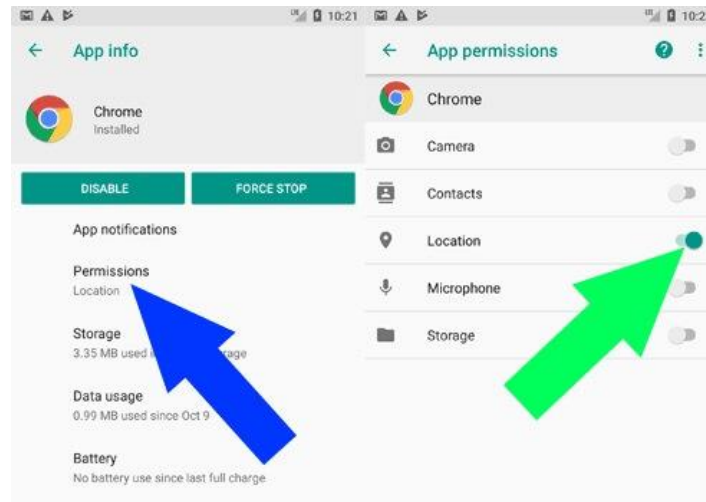
EVV Activities	<b>Stated Delivery Address</b>	
<b>EVV Details</b>	Address *	Placeholder Address 1 100 Main Street, Toronto, ON M5H 1A5, Canada
Claims	iConnect ID	123456
	Lat/Long	Lat: 43.6510724 Long: -79.3729199
	Allowable Difference (feet)	0
	<b>Start Location</b>	
	Recorded Lat/Long	Lat: Unavailable, Long: Unavailable
	Address	
	Actual Difference (feet)	
	<b>End Location</b>	
	Recorded Lat/Long	Lat: Unavailable, Long: Unavailable
	Address	
	Actual Difference (feet)	

- 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.

<ul style="list-style-type: none"> <li>EVV Activities</li> <li><b>EVV Details</b></li> <li>Claims</li> </ul>	<p><b>Stated Delivery Address</b></p> <p>Address * <input type="text" value="141 Parkview Dr - Apt 104 (54°15'50.00N 105°04'00.00W) 5000"/></p> <p>iConnect ID <input type="text" value="98871"/></p> <p>Lat/Long <input type="text" value="Lat: Long:"/></p> <p>Allowable Difference (feet) <input type="text" value="500"/></p> <p><b>Start Location</b></p> <p>Recorded Lat/Long <input type="text" value="54°15'50.00N 105°04'00.00W"/></p> <p>Address <input type="text" value="141 Parkview Dr - Apt 104 (54°15'50.00N 105°04'00.00W)"/></p> <p>Actual Difference (feet) <input type="text" value=""/></p> <p><b>End Location</b></p> <p>Recorded Lat/Long <input type="text" value="Lat: Unavailable, Long: Unavailable"/></p> <p>Address <input type="text" value="141 Parkview Dr - Apt 104 (54°15'50.00N 105°04'00.00W)"/></p> <p>Actual Difference (feet) <input type="text" value=""/></p>
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- 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.

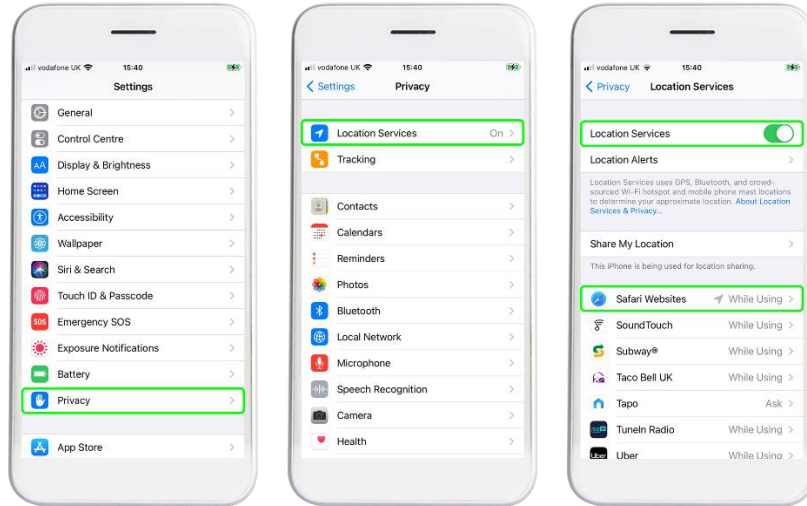
### Stated Address GPS Data = 0 & Start Address Is Blank

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

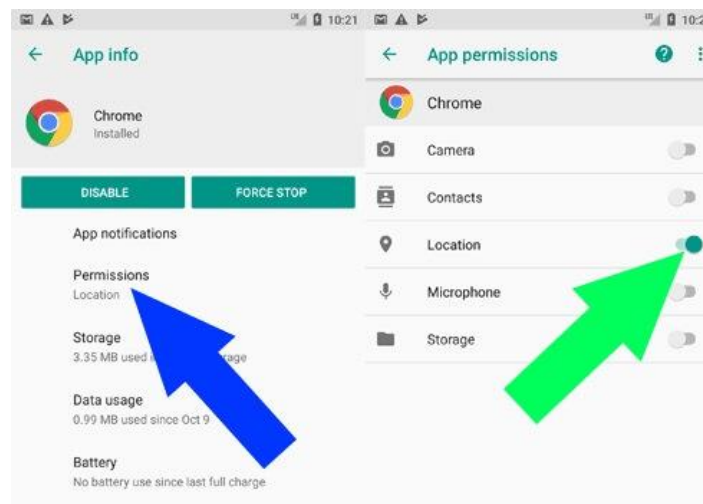
The screenshot shows a web interface for EVV activities. On the left, there is a sidebar with 'EVV Details' selected. The main content area is titled 'Stated Delivery Address' and contains the following fields:

Stated Delivery Address	
Address *	Residence Address (Consumer): 2811 152nd St, DONALD FL 33507
iConnect ID	[Redacted]
Lat/Long	[Redacted]
Allowable Difference (feet)	500
Start Location	
Recorded Lat/Long	Lat: Unavailable, Long: Unavailable
Address	Unavailable
Actual Difference (feet)	[Redacted]
End Location	
Recorded Lat/Long	Lat: Unavailable, Long: Unavailable
Address	Unavailable
Actual Difference (feet)	[Redacted]

- 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
  - Connected to Wi-Fi
  - Cellular Data Enabled
  - Mobile Hotspot
- AND, the EVV 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:



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.

**EVV Activities**

- EVV Details
- Claims

**Stated Delivery Address**

Address \* **Real Address** → Residence Address [REDACTED]

iConnect ID [REDACTED]

Lat/Long [REDACTED] Lat: 0 Long: 0

Allowable Difference (feet) [REDACTED] 500

**Start Location**

Recorded Lat/Long [REDACTED]

Address **Real Address** → [REDACTED]

Actual Difference (feet) [REDACTED] 29653422

**End Location**

Recorded Lat/Long [REDACTED]

Address [REDACTED]

Actual Difference (feet) [REDACTED] 29646894

- 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.

**Approved Location**

Residence Address (Consumer) **1** → 123 Home St. TAMPA, FL 33601

**2** → **Other Location...**

Enter location name (e.g., Doctor's office) → 123 ADT Avenue

Enter apartment, unit, or suite # → [REDACTED]

Anna Maria Island → [REDACTED]

Florida → [REDACTED]

34216 → [REDACTED]

**3** → [REDACTED]