

## Introduction

After feedback from providers and review of error data from the EVV mobile site, we have put together a job aid to help explain and correct the **Top 4 User Related EVV Errors**. Please review the below for a description of the user (worker) related error and best practices to eliminate the most common user (worker) related errors.

## 1. Errored Out: User (Worker) Denied Geolocation -

**Explanation of User (Worker) Error:** If the user (worker) has **not** enabled geolocation, the EVV application tells the user (worker) that geolocation is turned off. The below is a screenshot of what the user (worker) sees: (*Please note: the message may be different depending on type of phone.*)

Geolocation disabled	
Geolocation appears to be disabled. Conti delivery?	nue with starting the
	YES NO

The error occurs because the user (worker) selects <u>Yes</u> instead of selecting <u>No</u> and returning to device settings to enable geolocation.

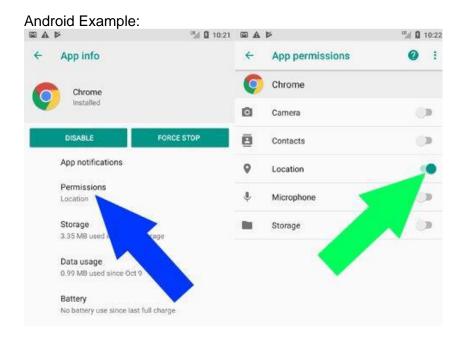
**Correcting the User (Worker) Error:** The user (worker) should return to device settings and enable geolocation for the web browser (preferably Google Chrome) the user (worker) is using to launch the EVV mobile app.

Locate Settings on your device
iPhone Example:

voda	Ione UK 🗢 15:40 Settings	858	all vodi	tings Privacy	(153)	•II vod < Pri	afone UK 🖘 15:4 vacy Location S		-
9	General	> -		1					
8	Control Centre	>		Location Services	On >		ation Services		-
AA	Display & Brightness	>		Tracking	>		ation Alerts		2
	Home Screen	>				sourc	tion Services uses GPS, E red Wi-Fi hotspot and mo	bile phone mast locatio	
£)	Accessibility	>		Contacts	>	Servi	termine your approximate ces & Privacy	rigcation, ADOUT LOCAD	νn
	Wallpaper	>		Calendars	>	Sha	re My Location		3
	Siri & Search	3		Reminders	>	This	Phone is being used for I	ocation sharing.	
7	Touch ID & Passcode	3	*	Photos	>		Safari Websites	🖅 While Using	
os	Emergency SOS	>	8	Bluetooth	>	8	SoundTouch	While Using	
1	Exposure Notifications		1	Local Network	>		Subway®	While Using	
	Battery			Microphone	>				
	Privacy			Speech Recognition	>	fai	Taco Bell UK	While Using	
	Privacy		0	Camera	>		Таро	Ask	
	App Store			Health	5		Tuneln Radio	While Using	3)

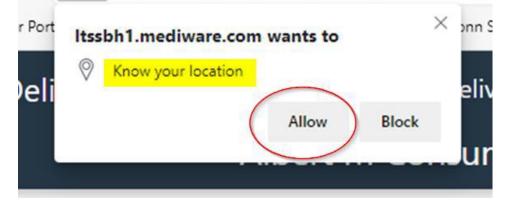
November 2021

## opd iConnect



(Note: If you cannot find the Location Services for your device, contact your mobile provider. APD Helpdesk **will not** be able to assist with this.)

- Once geolocation/location services are enabled, user (worker) will log back into EVV mobile site and start a new delivery.
- User (Worker) may receive a message asking permission to share location. The user (worker) **must Choose Yes or Allow**, whichever option your device shows.



#### EVV Manager actions until error is corrected:

• All violations related to geolocation not enabled will need to be justified prior to billing for service.



## 2. Auto Ended –

*Explanation of User (Worker) Error:* The user (worker) never ended the delivery, causing the delivery to auto-end after 24 hours. If a delivery auto-ends, no GPS data is available.

EVV Activities	Stated Delivery Address				
EVV Details	Address *	Readence Address 14 Plentation In Apr 204 INDIAN RAYOR MORE BOARD R, 12900			
Claima	iConnect ID	0403			
Claims	Lat/Long	Lat: Long:			
	Allowable Difference (feet)	500			
	Start Location				
	Recorded Lat/Long	21'6 H008 F COMO HOL, AN INVESTIGATION F			
	Address	FOR SECAN Versilian APL 2006-0020			
	Actual Difference (feet)				
	End Location				
	Recorded Lat/Long	Lat: Unavailable, Long: Unavailable			
	Address	14 Planator Or April M VERO BEACH FL 5088			
	Actual Difference (feet)				

# *Correcting the User (Worker) Error:* The user (worker) needs to **click the End Delivery button.**

Service Delivery for Hor Albert M Consumer EVV	ne Consumers Delivery Rosters	Current Deliveries Sync Data	Log Out	END DELIVERY
iConnec Service	t ID		Personal Supports pe: 15 mins	
Location	n	789 Oce	ce Address an Way FL, 33183	
<u>Delivery</u> Start Da		12/16/2	020	

#### EVV Manager actions until error is corrected:

• All violations will need to be justified prior to billing for service. Use of "**Technical Issue**" is **not** the appropriate justification as this is a user (worker) error and not a technical issue.



## 3. Address Inadequate -

*Explanation of User (Worker) Error:* The address used for the delivery (typically manually entered) was not found by the GPS system. As a result, **no GPS coordinates could be found.** When this occurs, the user (worker) receives the following error message.

Address Validation Fail
The address entered could not be validated. This could be the result of an error in the address that was entered. Choose Yes to proceed anyway, or No to go back and correct the address. Accurate GPS tracking requires a complete and valid address.
YES NO

*Correcting the User (Worker) Error:* The user (worker) should doublecheck the address that was entered.

• If the address is incorrect, the user (worker) should go back and correct the address before proceeding.

×	Approved Location	<b>T</b> ě
Residence Address (Consumer) 123 Home St. TAMPA, FL 33601	her click directly into the played Approved Location	
Other Location		
2 OR type a complete address in th Location fields	e Other	
Enter location name (e.g., Doctor's office)	Do not just type "Home" "ADT" "School" or put the entire address on just this row	
123 ADT Avenue	Full street address goes here	
Enter apartment, unit, or suite #	If applicable, apartment #, unit #, or suite # goes here	
Anna Maria Island	City goes here	
Florida	State goes here	
34216	Zip code goes here	

• If the address is correct, the user (worker) selects "YES". Keep in mind this will create a violation that the EVV Manager will need to justify.

#### EVV Manager actions until error is corrected:

• All violations will need to be justified prior to billing for service.

#### 4. Bad Accuracy –

*Explanation of User (Worker) Error:* The mobile device the user (worker) is using is unable to precisely locate the user's (worker's) position.

*Correcting the User (Worker) Error:* The user (worker) will need to contact manufacturer of the mobile device to correct/fix. APD help desk is unable to fix this error.

#### EVV Manager actions until error is corrected:

• All violations will need to be justified prior to billing for service.