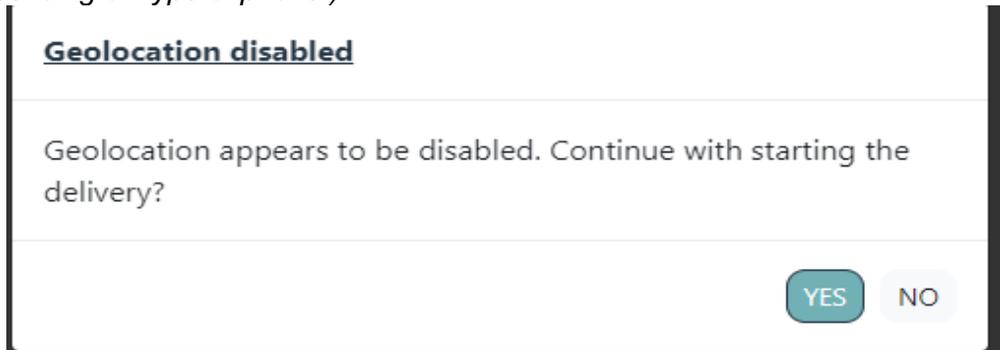


Introduction

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.)*

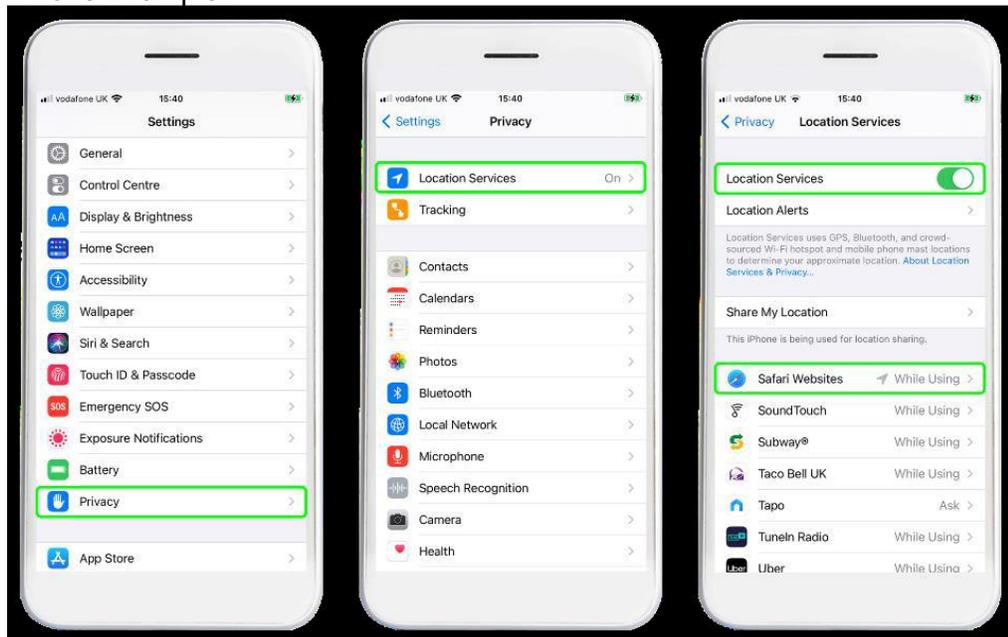


The error occurs because the user (worker) selects Yes instead of selecting No and returning to device settings to enable geolocation.

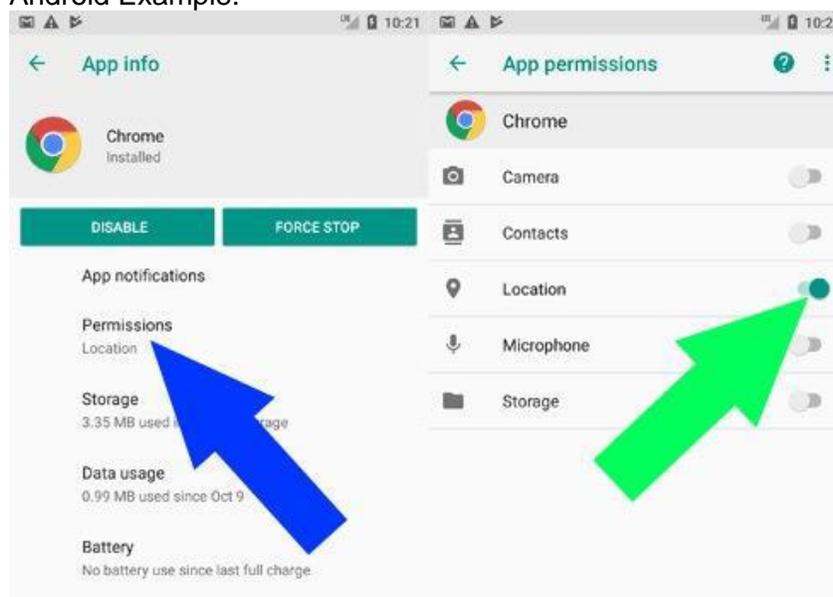
Correcting the User (Worker) Error: The user (worker) should return to device settings and enable geolocation for the web browser (preferably Google Chrome) the user (worker) is using to launch the EVV mobile app.

- **Locate Settings on your device**

iPhone Example:

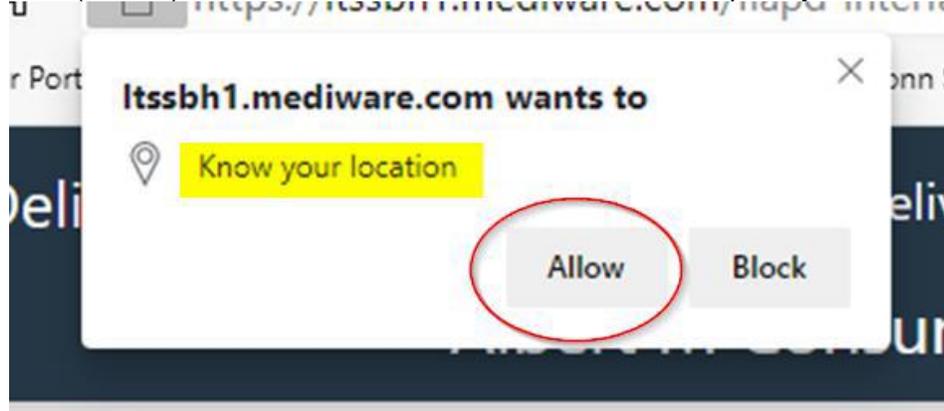


Android Example:



(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 * <input type="text" value="Residence Address 789 Ocean Way (4140 Personal Supports) MIAMI, FL 33183"/>
Claims	iConnect ID <input type="text" value="29747"/>
	Lat/Long <input type="text" value="Lat: Long:"/>
	Allowable Difference (feet) <input type="text" value="500"/>
	Start Location
	Recorded Lat/Long <input type="text" value="29.74711111111111, -80.19166666666667"/>
	Address <input type="text" value="789 Ocean Way (4140 Personal Supports) MIAMI, FL 33183"/>
	Actual Difference (feet) <input type="text" value=""/>
	End Location
	Recorded Lat/Long <input type="text" value="Lat: Unavailable, Long: Unavailable"/>
	Address <input type="text" value="789 Ocean Way (4140 Personal Supports) MIAMI, FL 33183"/>
	Actual Difference (feet) <input type="text" value=""/>

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

Service Delivery for [Home](#) [Consumers](#) [Delivery Rosters](#) [Current Deliveries](#) [Sync Data](#) [Log Out](#)

Albert M Consumer
EVV

END DELIVERY

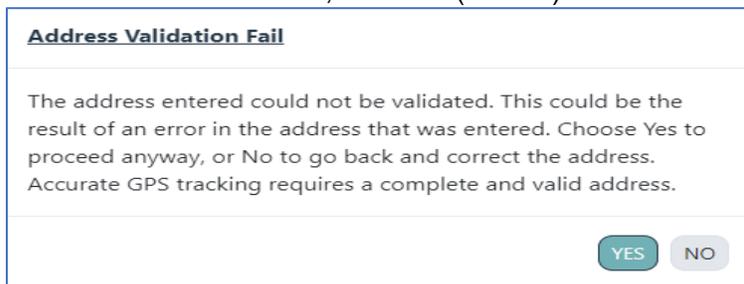
iConnect ID	29747
Service	(4140) Personal Supports <i>Unit Type: 15 mins</i>
Location	Residence Address 789 Ocean Way MIAMI, FL, 33183
<u>Delivery Start</u>	
Start Date	12/16/2020

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.

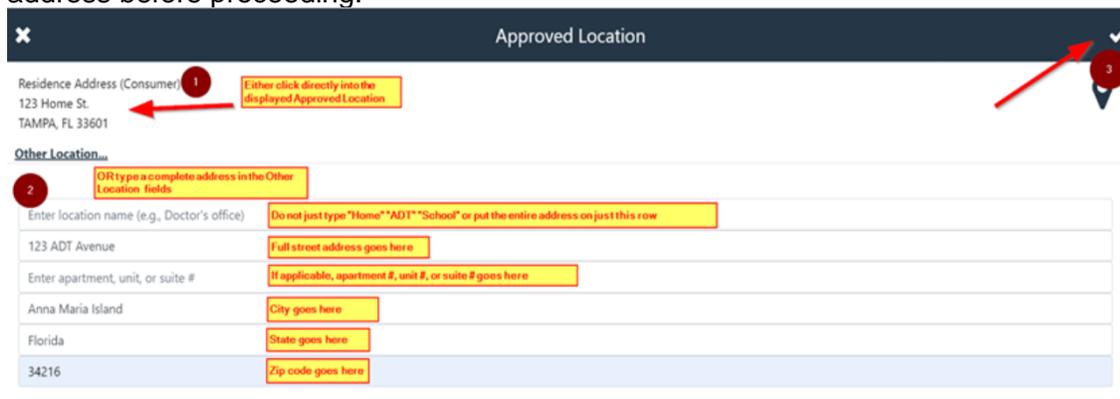
3. Address Inadequate –

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.



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.



- 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.