"How to Use the APD iConnect EVV Mobile Site & Deliver A Service"

On-Demand Webinar

Title Slide

Welcome to the "How to Use the APD iConnect EVV Mobile Site and Deliver a Service" webinar. This webinar is intended for all direct service providers, also known as direct care staff, who will be delivering EVV services. EVV stands for Electronic Visit Verification and is a federal mandate required for Medicaid-funded personal care services and home health services. APD has determined that Respite, Personal Supports, and Nursing provided in a non-licensed setting fall within the requirement for EVV service delivery. Please note that each service will launch for EVV service delivery at different times.

"Stay Informed" Slide

Be sure to visit our APD iConnect page on a regular basis. This is where you will find information about the updated implementation schedule. You'll be able to see notification of when each of the EVV services is scheduled to launch in APD iConnect. We also have additional training and reference material, as well as frequently asked questions. So, this is the link here (https://apd.myflorida.com/waiver/iconnect/) and you can type that directly into your browser but again we recommend that you visit the site often for updates.

"A Self-Paced Training Session" [Handout Icon] Slide

Before we get started with the actual webinar, I just want to do a little bit of housekeeping and help you with some navigation. There is a handout that is attached to this webinar that has your step-by-step instructions for the post-test, so as you're looking at the screen now, you should be able to see this little document icon here, and when you click on the document icon, it should open the handouts panel. So, you can click on this handout and download it to your computer. Again, this is self-paced. You have the ability to pause the playback as you go along if you need time to take notes or refer to your reference material.

"A Self-Paced Training Session" [Bulleted Info] Slide

I also wanted to mention that, after you finish viewing the webinar, you're going to receive an email from customercare@gotowebinar.com. This email may go to your SPAM folder, so please be on the lookout for it. It can come as early as an hour after you finish watching the webinar or take as long as 24 hours to show up in your email. It is an important email because it will have the link and login information that you need in order to be able to do your practice EVV service delivery and upload that into our training site.

This is part of the training requirement, so we are asking that everybody who views this video, that you also complete the post-test. And, again, all of that information will come

with that email that you'll get, again, as early as an hour after you watch the video, but it can take as long as 24 hours.

"A Self-Paced Training Session" [Questions Bullet] Slide

And then, finally, if you have any questions or encounter any difficulties with the post-test, please send an email to iConnect@apdcares.org and a member from our team will get back to you as soon as possible. Again, that is iConnect@apdcares.org.
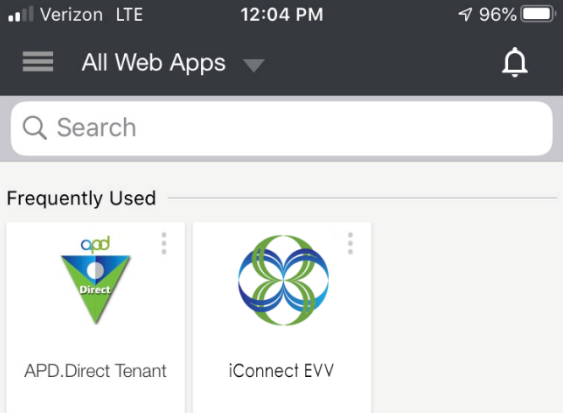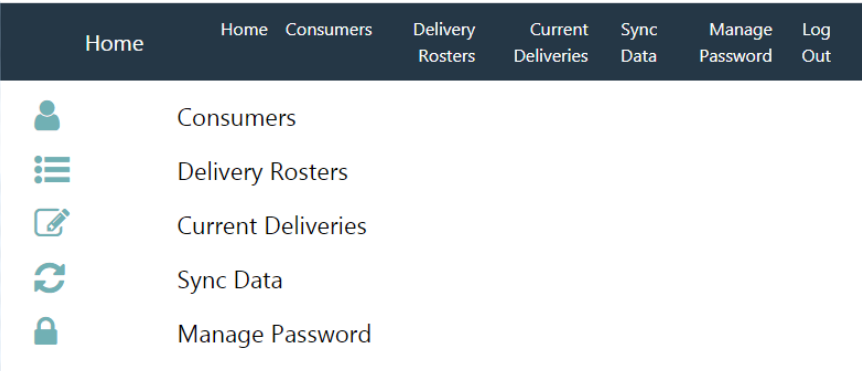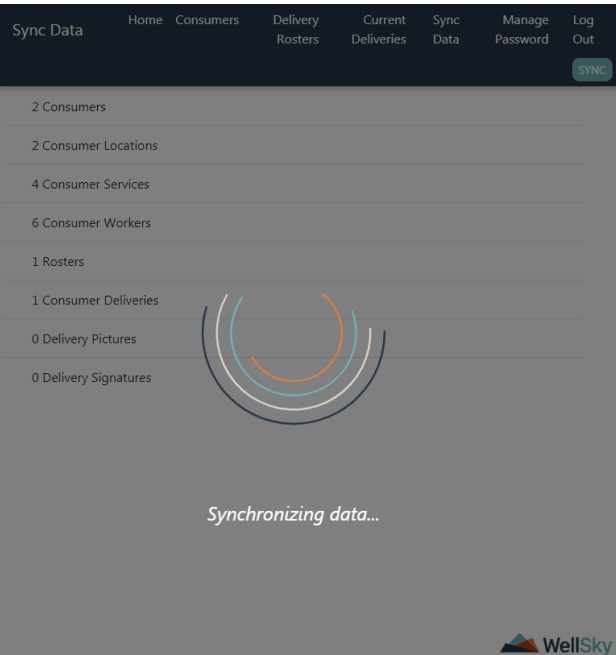
Thank you for your time today, and now we'll go ahead and launch the video with all of the information for how to access and use the APD iConnect EVV mobile site. Thank you.
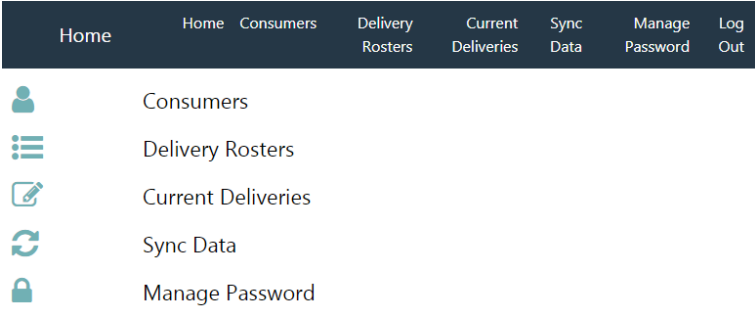
Self-Paced Webinar Begins

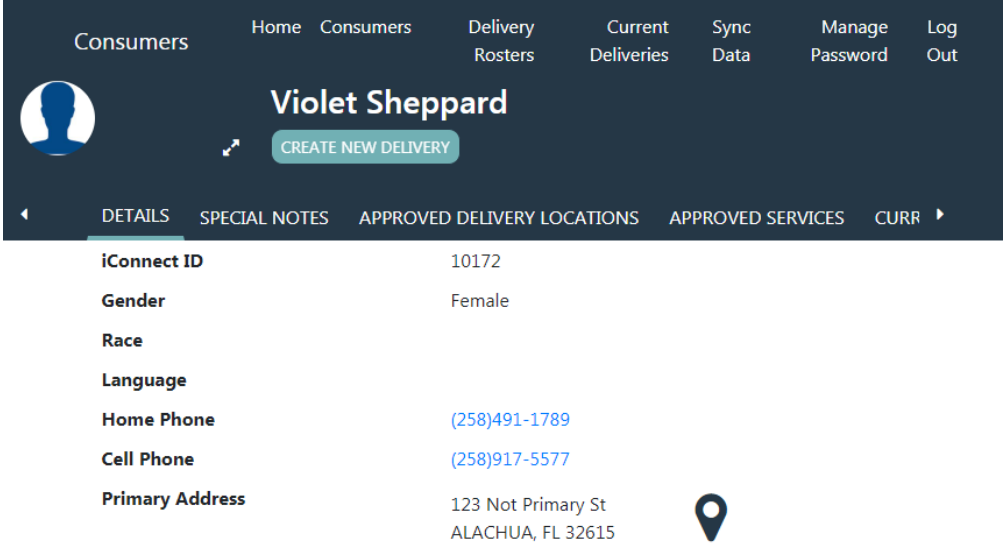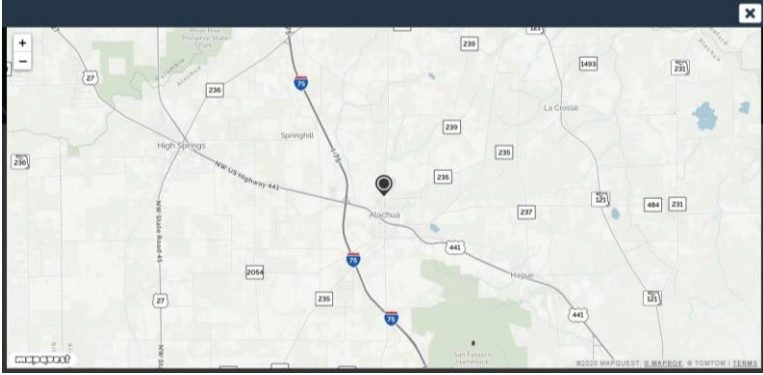| Slide	Narration
1 PPT	Welcome to APD iConnect training.
2 PPT	In this video, you'll learn how to:
3 PPT	download consumer and authorization data to the EVV mobile site,
4 PPT	view consumer data in the EVV mobile site,
5 PPT	create delivery rosters in the EVV mobile site,
6 PPT	record service deliveries in the EVV mobile site,
7 PPT	delete service deliveries in the EVV mobile site,
8 PPT	and upload service deliveries from the EVV mobile site to the APD iConnect application.
9 PPT	**Terms** There are some terms associated with EVV that are important for you to understand as you go through this video.
9 PPT	**Approved Delivery Locations** • A list of addresses where an EVV service can be delivered is found on the Approved Delivery Locations page. • Approved addresses include the active residential address of the consumer, guardian, guardian advocate, or parent.
10 PPT	**Approved Services** • Approved services are approved authorizations for EVV services.
11 PPT	**EVV Workers** • Direct Service Providers and agency owners who will be using APD iConnect and the EVV mobile site are referred to as EVV workers.

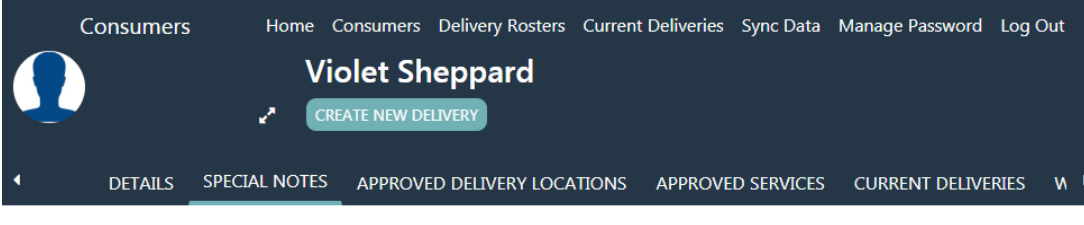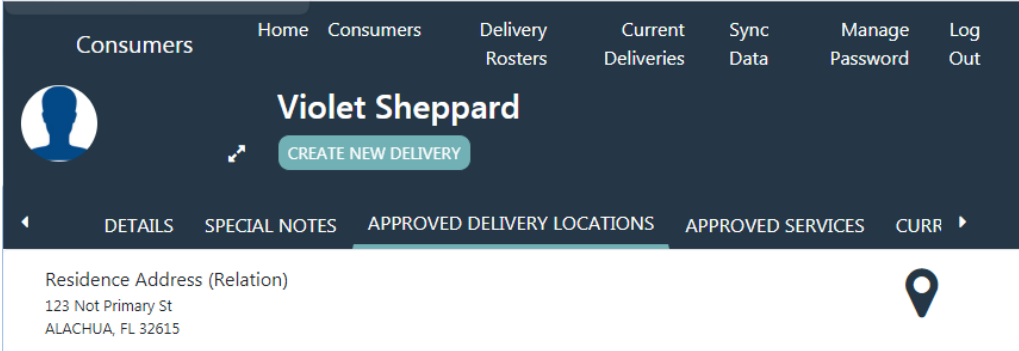| Slide	Narration
12 PPT	**Primary Worker, Backup Worker, and Alternate Worker** • The individual workers at each provider organization who are responsible for going to the consumer's home and rendering the service. They typically work exclusively in the EVV mobile site. A Primary EVV Worker and a Backup EVV Worker are required for all consumers. Up to three Alternate Workers can also be defined, as needed.
13 PPT	**EVV Manager** • Typically, a supervisor and/or a designee at an agency who is responsible for assigning EVV workers to deliver EVV services, reviewing EVV Activities, and billing them. Some providers may opt to split these responsibilities among several members of their staff.
14 PPT	**Delivery Roster** • Delivery rosters can be created by the EVV worker to help ensure that they deliver services to all consumers assigned to them. • Rosters can be based on several criteria including service and consumer's preferred day of the week. For example, a roster can be created for consumers scheduled to receive Personal Care services on Mondays and Thursdays. • Delivery rosters are optional and can only be created from within the EVV mobile site.
15 PPT	**Geolocation** • Geolocation uses a mobile device's built-in GPS to accurately show where the device and the user of the device are located, by latitudinal and longitudinal coordinates. • The user must enable location services on his/her device before using the EVV mobile site.
16 PPT	**Violations** • When a service delivery is uploaded to APD iConnect from the EVV mobile site, the system identifies whether the delivery complies with all the appropriate policies and regulations specific to the EVV service. If not, a violation is created and must be addressed by the EVV Manager. • For example, Respite is configured to enforce geolocation because the consumer can only receive it in an approved location. If the provider delivers the service in an unapproved location, a violation will be placed on the uploaded activity record and must be resolved by the EVV manager before it can be billed.
17 PPT	**EVV Workflow Overview** The Waiver Support Coordinator will issue the service authorization, which will indicate if this service is an EVV deliverable service.

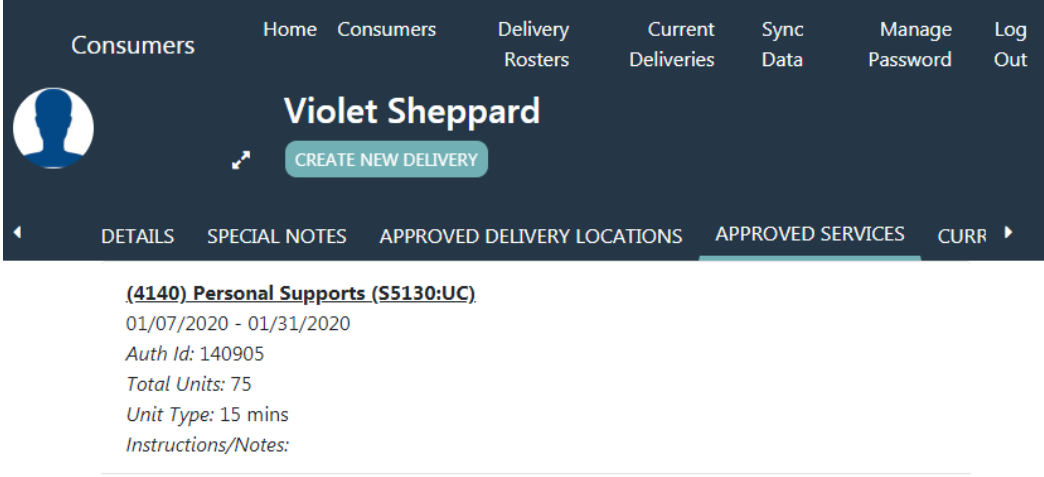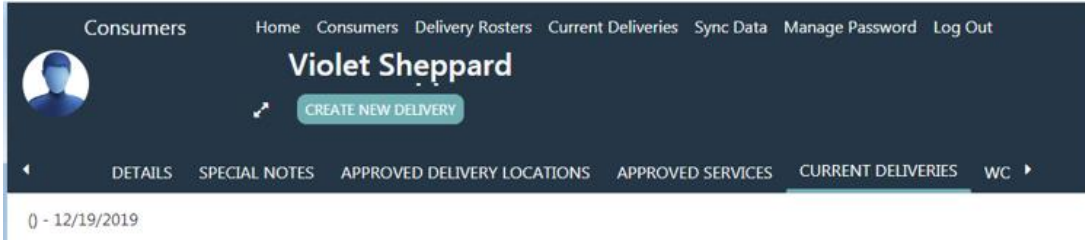| Slide	Narration
18 PPT	Within the APD iConnect application, the business owners will need to assign workers to deliver EVV services to specific consumers. A Primary EVV Worker and a Backup EVV Worker are required for all consumers. Up to three Alternate Workers can also be defined as needed. The EVV worker who will be assigned to render services to the person is considered the primary worker. If the EVV worker is assigned to fill in as the worker when the primary worker is absent, they are considered the backup worker.
19 PPT	The worker will use the EVV mobile site to record each service delivery. The start date, time, and GPS location will be recorded at the beginning and end of each delivery. In most cases EVV workers will work exclusively within the EVV mobile site.
20 PPT	Completed deliveries will be uploaded to the iConnect application where they will be recorded as activities. Deliveries that occurred outside of a valid location (or violated some other requirement) will be flagged.
21 PPT	Provider staff using the EVV Manager role will use the APD iConnect application to review and, where appropriate, justify violations. Before users can move on, violations must be resolved. Activities can then be converted to claims and submitted to FMMIS for payment. Some providers may opt to split these responsibilities among several members of their staff.
22 PPT	**Download Consumer and Authorization Data in the EVV mobile site** You must be connected to the internet the first time you log in to the EVV mobile site from your mobile device.
23 PPT	• To record a service delivery, the EVV mobile site must have consumer and authorization data. • Workers can sync consumer and authorization data from the APD iConnect application to their mobile device any time they are connected to the internet.
24 PPT	• The sync process uploads all consumer and authorization data that the worker has permission to see to the EVV mobile site. • It also removes consumer and authorization data that the worker may have been able to see previously but has since lost access (e.g., the worker is no longer an assigned EVV worker for a given consumer or the authorization has ended.)

Slide	Narration
24 demo	Click the Mobile Site link from the Centrify homepage to log in.
24 demo	Select Sync Data from the Toolbar.
24 demo	Select the Sync link.

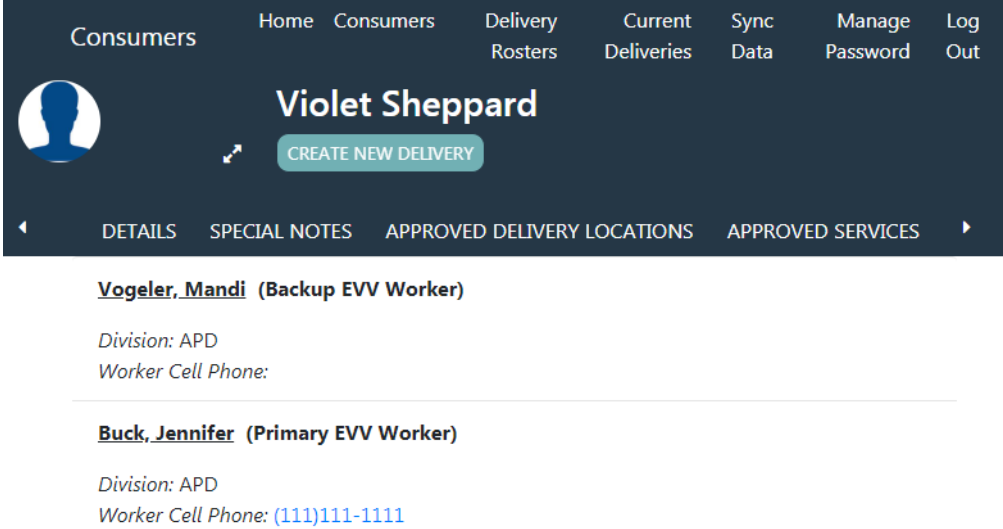| Slide	Narration
25 PPT	The system downloads a list of new consumers and their authorization data. New consumers are not automatically added to a delivery roster.
26 PPT	It will update existing consumers whose data has been modified in the APD iConnect application.
27 PPT	The system will remove consumers and authorization data for consumers who are no longer associated with the worker. Consumers are also removed from delivery rosters.
28 PPT	Service deliveries that have not been uploaded for consumers who are no longer associated with the worker are not deleted. They can still be completed and uploaded.
29 PPT	**View Consumer Lists** Consumers' demographic and authorization data serve as the basis for EVV service deliveries. Data can be viewed from consumer lists, which are based on the worker's relationship to the consumer, or on delivery rosters, which are defined by the worker. Delivery rosters will be explained in greater detail later in the video.
29 demo	From the main menu, select Consumers. Home Home Consumers Delivery Rosters Current Deliveries Sync Data Manage Password Log Out Consumers Delivery Rosters Current Deliveries Sync Data Manage Password
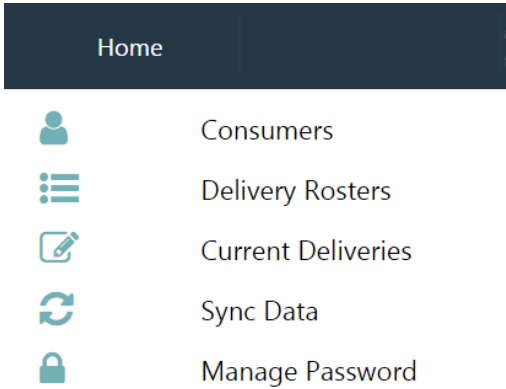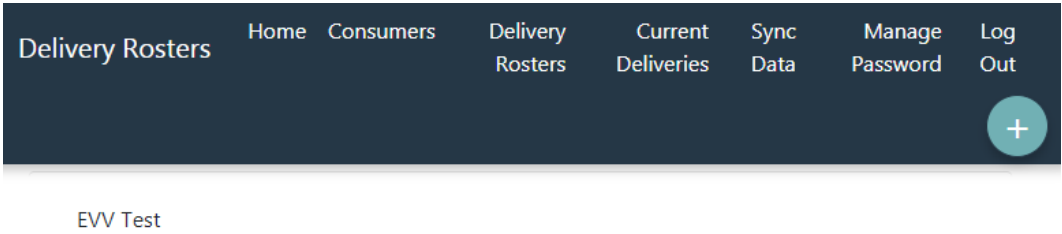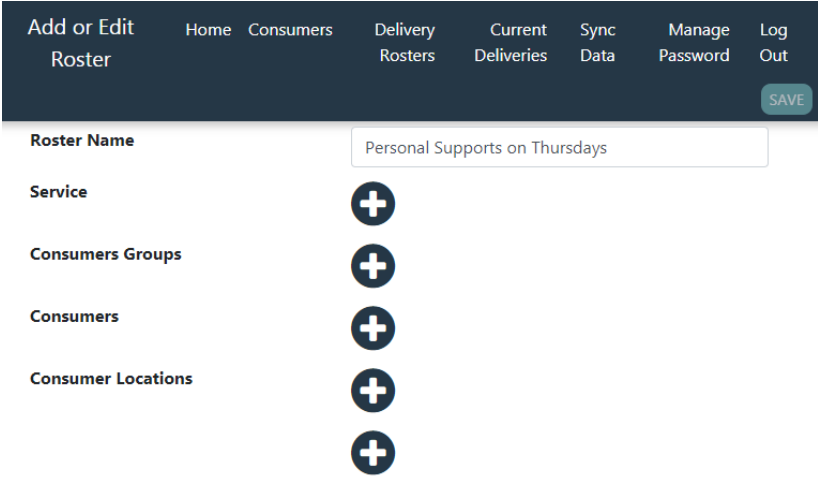
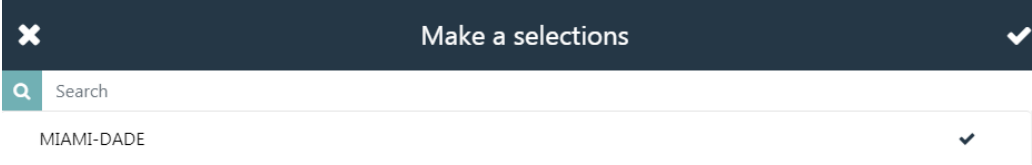| Slide	Narration
29 demo	Select All Consumers to display all consumers whose data I'm authorized to view. Consumers — Home Consumers Delivery Rosters Current Deliveries Sync Data Manage Password Log Out All Consumers Consumers Assigned to Me Consumers for which I'm the Back-up Consumers for which I'm an Alternate Refresh Consumers Return to Home
29 demo	I'll select Consumers Assigned to Me to display consumers to whom I am assigned as Primary EVV Worker.
29 demo	To view only consumers to whom I am assigned as the Backup EVV Worker, I'd select Consumers for whom I'm the Back-up.
29 demo	To view only consumers to whom I am assigned as the Alternate EVV Worker 1, Alternate EVV Worker 2, or Alternate EVV Worker 3, I would select Consumers for which I'm an Alternate.
29 demo	I'll select a consumer from the list. If the name is in red, that consumer is not currently assigned to a delivery roster. Delivery rosters will be reviewed later in the video. Consumers List — Home Consumers Delivery Rosters Current Deliveries Sync Data Manage Password Log Out Q Search S Sheppard, John Male Sheppard, Violet Female
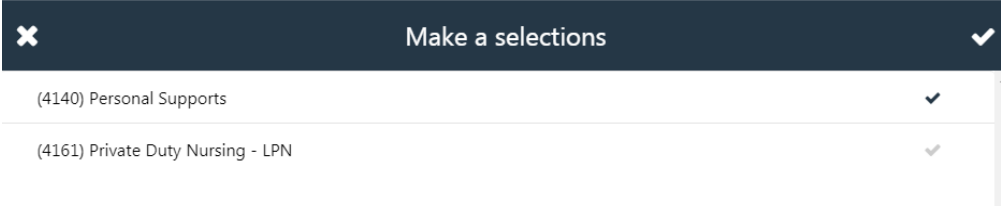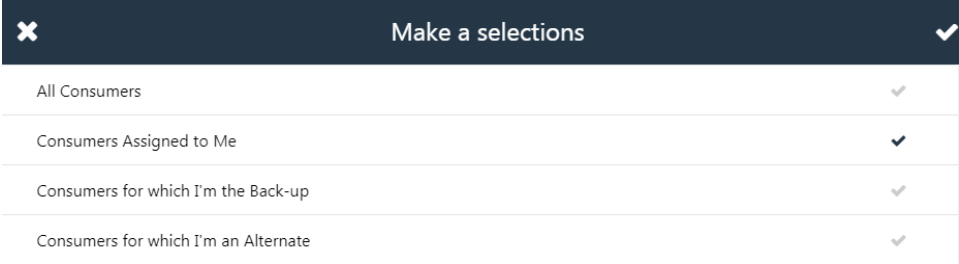
Slide	Narration
29 demo	The name and a photo (if available) of the consumer will be visible at the top of the Details page. If a photo is available, I can use it to confirm that I am delivering the service to the correct consumer.
29 demo	The consumer's home phone and cell phone numbers are listed. You can click on them to dial the consumer's number, but you cannot edit them. Data on this page cannot be changed in the EVV mobile site.
29 demo	If the consumer's primary residence is their residential address, it will display on the Details page for reference only. Click on the pin icon to see this address on a map. Click the X in the top-right corner when you are finished.
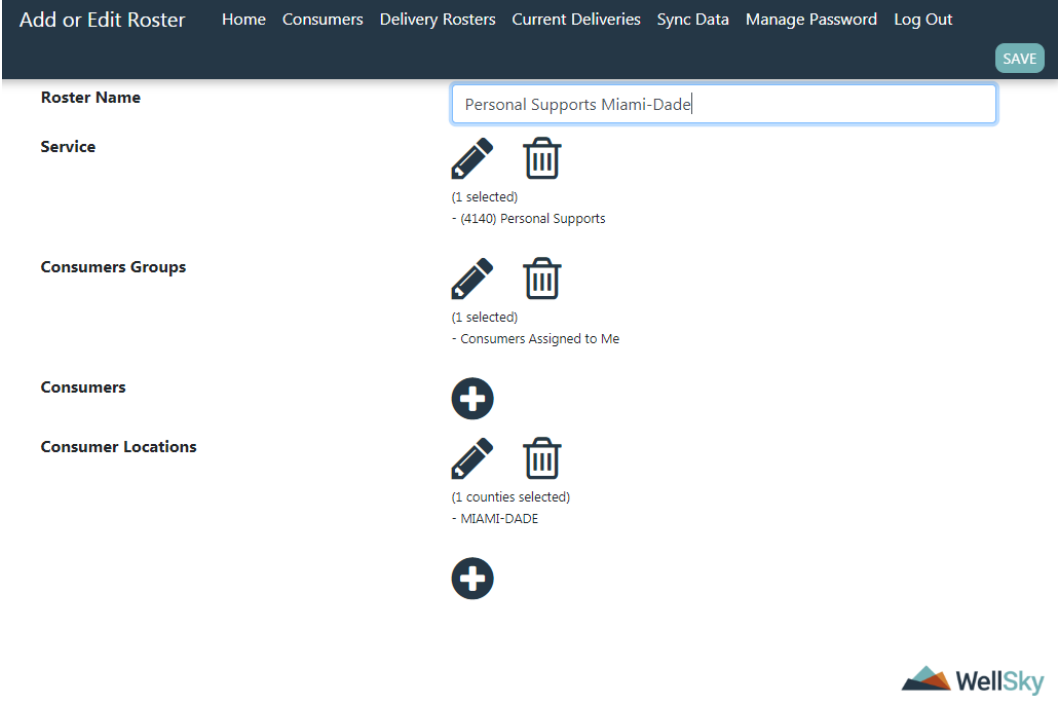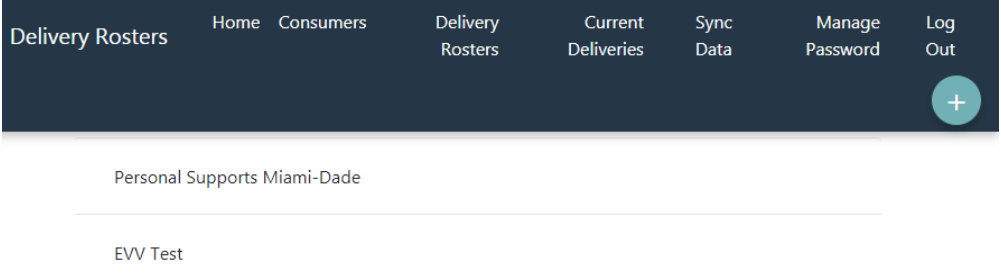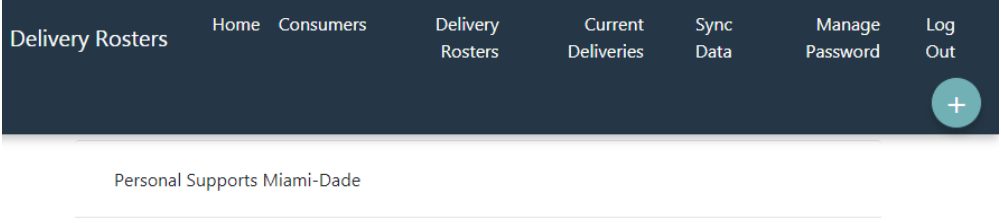
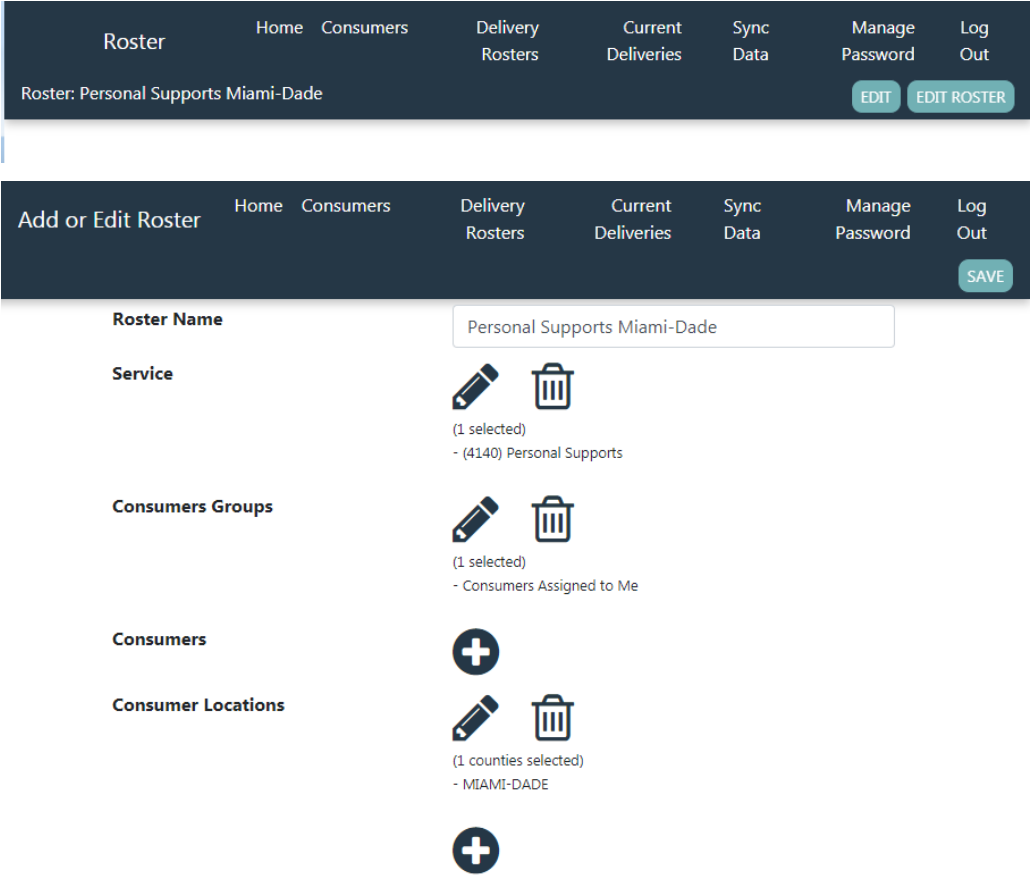| Slide	Narration
30 PPT	**Special Notes** The special notes page is where I can add a reminder to myself – about an aggressive dog, for example. Notes on this page will NOT be uploaded into the APD iConnect application and will not be included in any service delivery documentation.
30 demo	`[User starts on the Consumer Details page in the EVV mobile site and then clicks the Special Notes link. User enters "consumer has aggressive dog, be sure it is outside before entering."]`
31 PPT	**Approved Delivery Locations** A list of addresses where an EVV service can be delivered is found on the Approved Delivery Locations page. Approved addresses include the active residential address of the consumer, guardian, guardian advocate, or parent.
31 demo	`[User starts on the Special Notes page in the EVV mobile site and then clicks the Approved Delivery Locations link to display the addresses. User clicks the pin icon to display the map of the address location.]`

Slide	Narration
31 demo	The consumer's EVV service authorizations are listed on the Approved Services page.
31 demo	[User starts on the Approved Delivery Locations page in the EVV mobile site and then clicks the Approved Services link to display the authorizations.]
31 demo	The Current Deliveries page shows me a list of service deliveries I've started and not completed or completed but not yet uploaded to the APD iConnect application.
31 demo	[User starts on the Approved Services page in the EVV mobile site and then clicks the Current Deliveries link to display the service delivery that has been completed but not uploaded yet.]
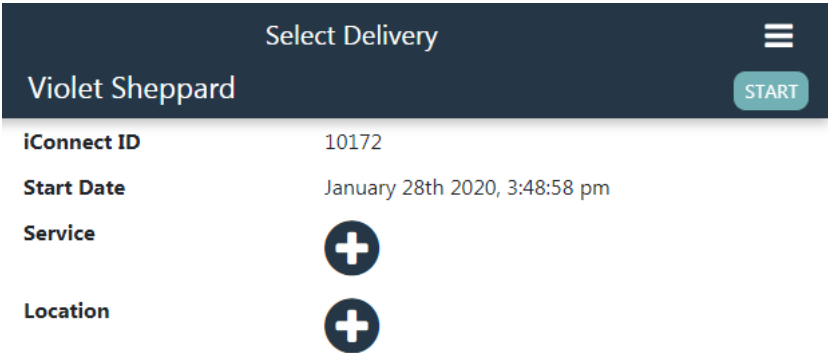
Slide	Narration
31 demo	Other workers assigned to deliver services to this consumer are listed on the worker information page. This information is helpful for contacting my backup or alternate worker if a last-minute conflict arises.
32 PPT	**Create a Delivery Roster** Delivery rosters can be created by the EVV worker to help ensure that they deliver services to all consumers assigned to them.
33 PPT	Delivery rosters can only be created from within the EVV mobile site. They are not created in the APD iConnect application.
34 PPT	Rosters can be based on several criteria including service, consumer location, and the relationship of the EVV worker to the consumer. For example, an EVV worker has four consumers: Consumer 1 and Consumer 2 prefer to receive Personal Support on Mondays and Thursdays, and Consumer 3 and Consumer 4 prefer Tuesdays and Fridays. The EVV worker can use service and location in their roster filters to create one roster for Monday/Thursday Personal Supports and another for Tuesday/Friday Personal Supports.

Slide	Narration
34 demo	From the main menu, select Delivery Rosters. Home Consumers Delivery Rosters Current Deliveries Sync Data Manage Password
34 demo	If there are any existing delivery rosters, a list will be displayed. I'm going to click the "plus" sign to add a new delivery roster. Delivery Rosters Home Consumers Delivery Rosters Current Deliveries Sync Data Manage Password Log Out + EVV Test
34 demo	I'm going to create a roster that shows all consumers assigned to me who are authorized for Personal Supports in Miami-Dade County because I go to Miami-Dade County on Thursdays. I'll add a name for my roster. Add or Edit Roster Home Consumers Delivery Rosters Current Deliveries Sync Data Manage Password Log Out SAVE Roster Name Personal Supports on Thursdays Service ⊕ Consumers Groups ⊕ Consumers ⊕ Consumer Locations ⊕ ⊕
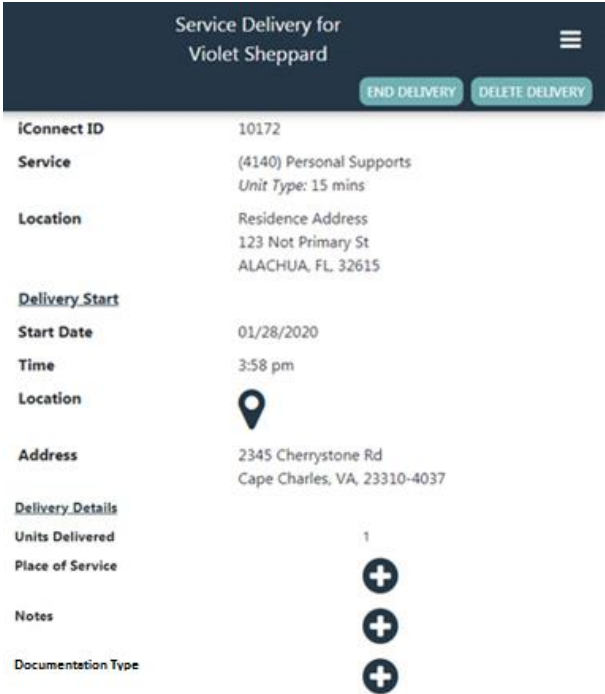
Slide	Narration
34 demo	I'll select the Service filter and select Personal Supports. ✖ Make a selections ✔ (4140) Personal Supports ✔ (4161) Private Duty Nursing - LPN ✔
34 demo	Next, I'll select the Consumer Group of Consumers Assigned to Me. ✖ Make a selections ✔ All Consumers ✔ Consumers Assigned to Me ✔ Consumers for which I'm the Back-up ✔ Consumers for which I'm an Alternate ✔
34 demo	In the Consumer Locations filter, I'll select Miami-Dade. ✖ Make a selections ✔ 🔍 Search MIAMI-DADE ✔
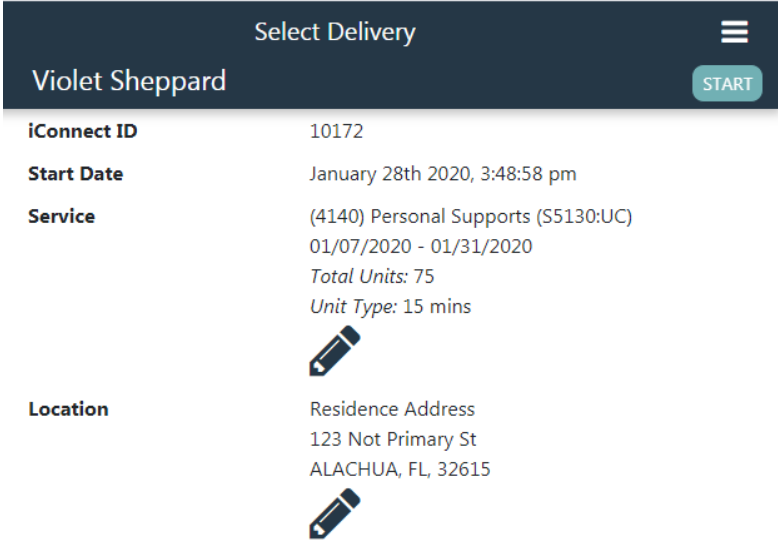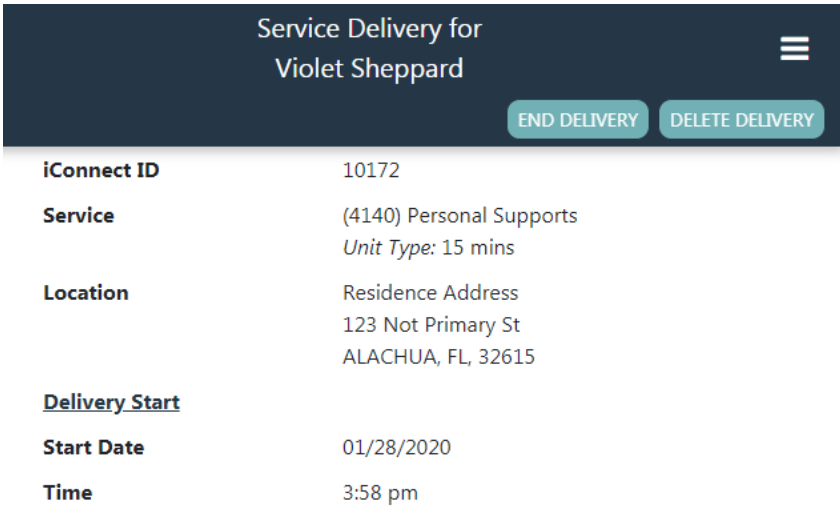
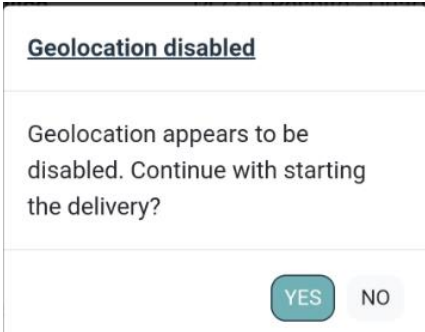| Slide	Narration
34 demo	My roster is finished, so I'll click Save.
34 demo	I can see my saved rosters by clicking Delivery Rosters in the toolbar.
34 demo	I'll click the Personal Support Miami-Dade roster to see the list of consumers I plan to see on Thursday, when I'm in Miami-Dade.
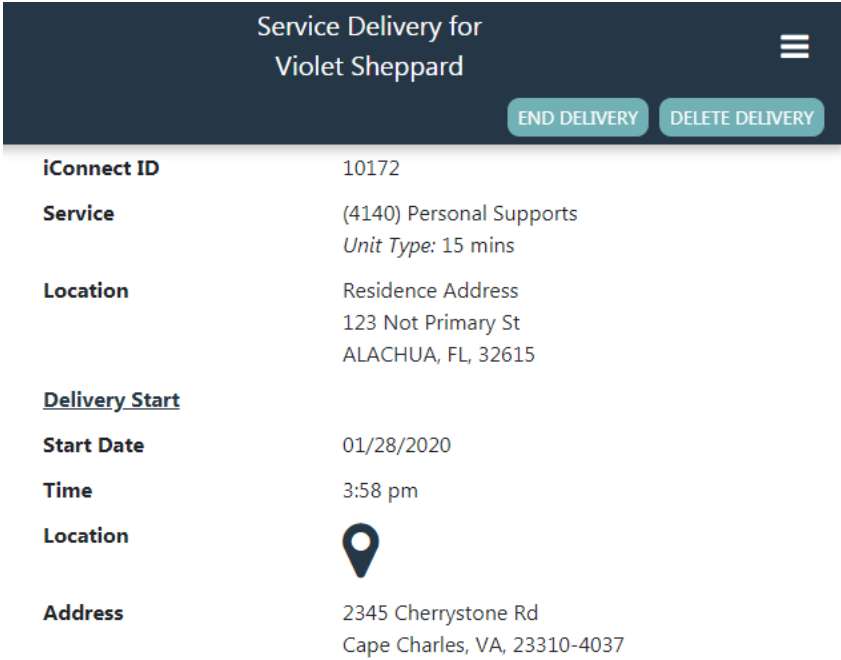
Slide	Narration
34 demo	I can also edit my rosters from this page by clicking on the roster and then Edit Roster. I'll resave once my changes are complete.
35 PPT	**Recording a Service Delivery** Each time a face-to-face contact is made, the EVV worker must record this as a service delivery. Recording a service delivery requires the following actions: Initiate a delivery,
36 PPT	start and deliver a service,
37 PPT	end the delivery,
38 PPT	add a Note,
39 PPT	and upload the delivery to the APD iConnect application.

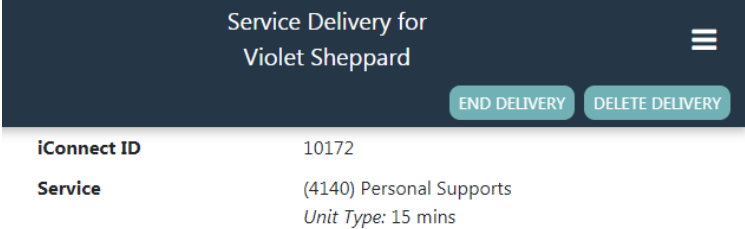| Slide	Narration
39 demo	I can initiate a delivery from the consumer details page or by selecting the consumer from a delivery roster. I'll initiate mine from the consumer details page by selecting Create New Delivery.
39 demo	The Service Delivery page will automatically display the consumer's iConnect ID and the start date. Neither can be edited. I have to select the service I'm about to deliver and the location in which I'm delivering the service.

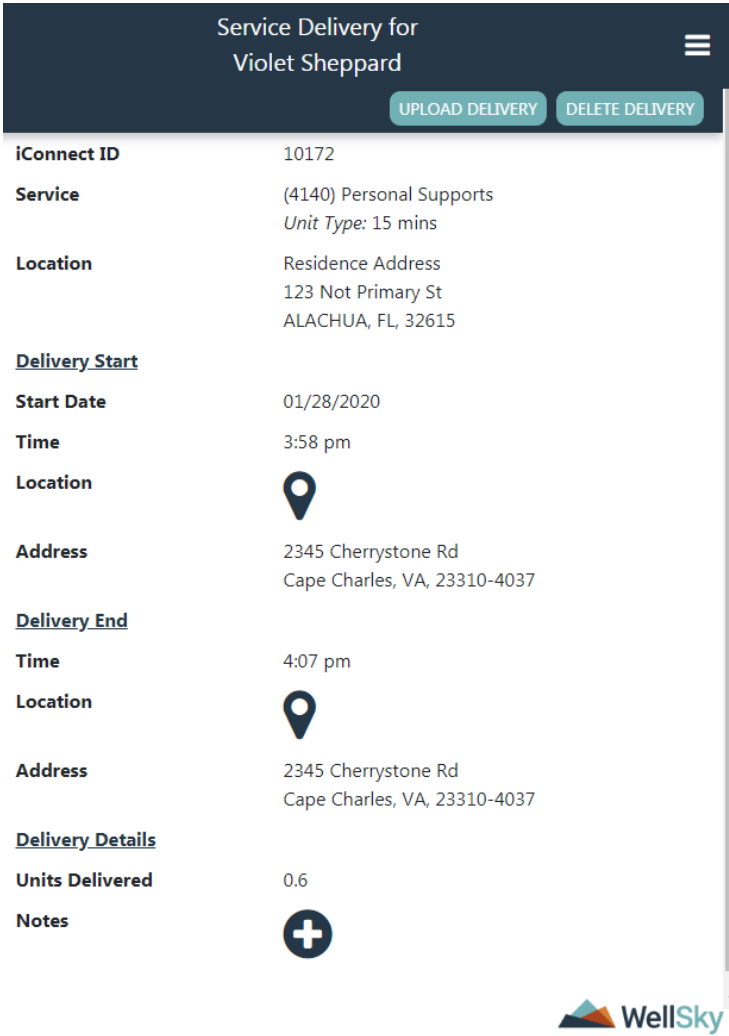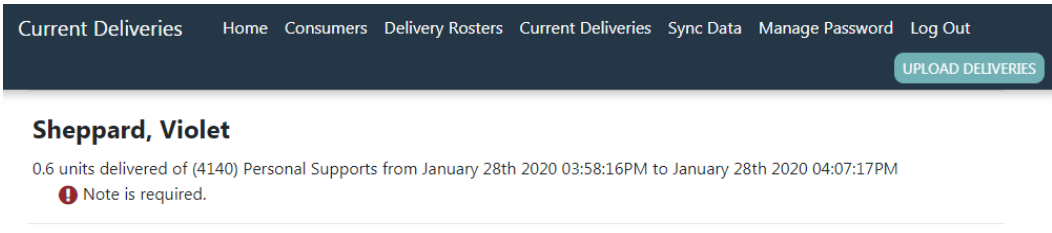| Slide	Narration
39 demo	I'm going to select the Personal Supports service by clicking the "plus" icon. Only the consumer's approved services will be listed. **Approved Services** (4140) Personal Supports (S5130:UC) 01/07/2020 - 01/31/2020 *Total Units:* 75 *Unit Type:* 15 mins
39 demo	I am delivering these services in the consumer's home, so I will select the residence address as the approved location. **Approved Location** Residence Address (Consumer) 123 Test St MIAMI GARDENS, FL 33056 **Other Location...** Enter location name (e.g., Doctor's office) Enter street address Enter apartment, unit, or suite # Enter a city name Enter a state Type a zipcode
39 demo	If the location where I'm delivering services is not listed as an approved location, I can still record the service delivery. I just have to add the address of the location as an Other Location. This will be flagged as a violation, which the EVV Manager will have to justify before the claim can be submitted. **Other Location...** Enter location name (e.g., Doctor's office) Enter street address Enter apartment, unit, or suite # Enter a city name Enter a state Type a zipcode

Slide	Narration

39 demo	Back on the service delivery page, I will select the Place of Service and Documentation Type for this service.
	
	Service Delivery for Violet Sheppard ☰
	END DELIVERY DELETE DELIVERY
	
	iConnect ID 10172
	Service (4140) Personal Supports
	    Unit Type: 15 mins
	Location Residence Address
	    123 Not Primary St
	    ALACHUA, FL, 32615
	
	Delivery Start
	Start Date 01/28/2020
	Time 3:58 pm
	Location 📍
	Address 2345 Cherrystone Rd
	    Cape Charles, VA, 23310-4037
	
	Delivery Details
	Units Delivered 1
	Place of Service ➕
	Notes ➕
	Documentation Type ➕

40 PPT	**Start the Delivery** Internet access is not required to record service deliveries.
41 PPT	If connected, the EVV mobile site will automatically capture the date, time, and GPS location of the worker at the start and end of each service delivery.
42 PPT	If not connected, the EVV mobile site will record the service delivery, but the EVV Manager will be asked to justify or explain the lack of GPS data after the service delivery has been uploaded to the APD iConnect application and prior to billing.

Slide	Narration
42 demo	I am at the consumer's house and ready to begin delivering the service, so I will click Start. **Select Delivery** Violet Sheppard START **iConnect ID** 10172 **Start Date** January 28th 2020, 3:48:58 pm **Service** (4140) Personal Supports (S5130:UC) 01/07/2020 - 01/31/2020 *Total Units:* 75 *Unit Type:* 15 mins **Location** Residence Address 123 Not Primary St ALACHUA, FL, 32615
42 demo	The service delivery screen will update, and the service and location will be made read-only. The start date and time will auto-populate and be read-only. **Service Delivery for Violet Sheppard** END DELIVERY DELETE DELIVERY **iConnect ID** 10172 **Service** (4140) Personal Supports *Unit Type:* 15 mins **Location** Residence Address 123 Not Primary St ALACHUA, FL, 32615 **Delivery Start** **Start Date** 01/28/2020 **Time** 3:58 pm

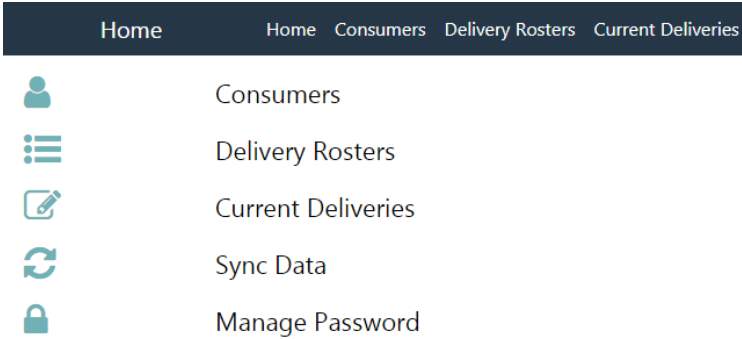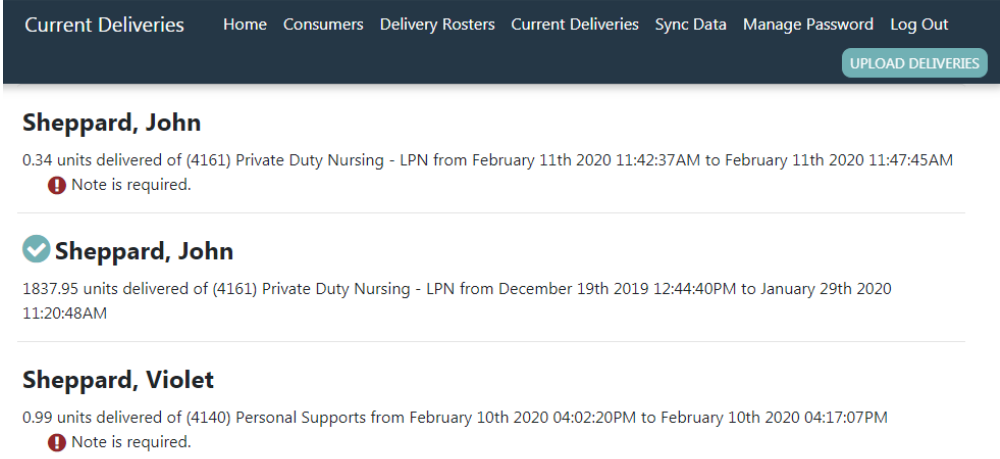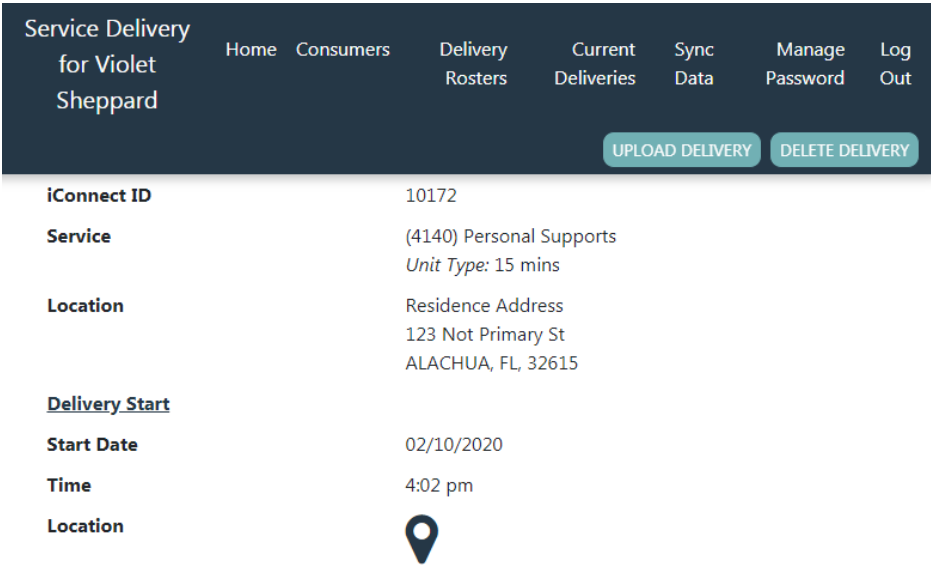| Slide	Narration
42 demo	Because the geolocation is enabled on my device, the latitude and longitude of my mobile device is captured, and the address is shown. **Service Delivery for Violet Sheppard** ☰ END DELIVERY DELETE DELIVERY **iConnect ID** 10172 **Service** (4140) Personal Supports *Unit Type:* 15 mins **Location** Residence Address 123 Not Primary St ALACHUA, FL, 32615 **Delivery Start** **Start Date** 01/28/2020 **Time** 3:58 pm **Location** 📍 **Address** 2345 Cherrystone Rd Cape Charles, VA, 23310-4037
42 demo	If geolocation wasn't enabled, I would receive a message that Geolocation is disabled, and I must select Yes to proceed with the service or click No to enable geolocation before starting the delivery. You will want to ensure your geolocation is enabled in your mobile device settings. Service deliveries recorded without geolocation enabled will be marked with a violation when they are uploaded into the APD iConnect application. **Geolocation disabled** Geolocation appears to be disabled. Continue with starting the delivery? YES NO

Slide	Narration
42 demo	If the location of my mobile device is more than the allowable distance from the approved delivery location, the application will require me to acknowledge the variance, and this service delivery will be marked with a violation when it's uploaded. **Allowable Distance** The destination is at a greater distance than the allowable distance threshold. Are you sure you want to proceed anyway? YES NO
42 demo	The Units Delivered calculation begins in the background and updates until the service delivery is ended. This will continue even if you change pages or log out of the EVV mobile site. Service Delivery for Violet Sheppard ☰ END DELIVERY DELETE DELIVERY **iConnect ID** 10172 **Service** (4140) Personal Supports *Unit Type:* 15 mins **Location** Residence Address 123 Not Primary St ALACHUA, FL, 32615 **Delivery Start** **Start Date** 01/28/2020 **Time** 3:58 pm **Location** 📍 **Address** 2345 Cherrystone Rd Cape Charles, VA, 23310-4037 **Delivery Details** **Units Delivered** 0.07 **Notes** ➕
42 demo	The service delivery screen will remain open unless you navigate to another screen or the application times out. We can navigate to this screen from the Current Deliveries page.
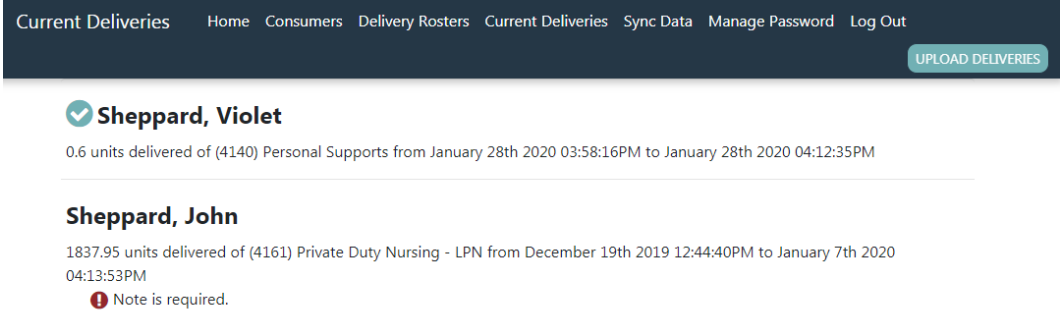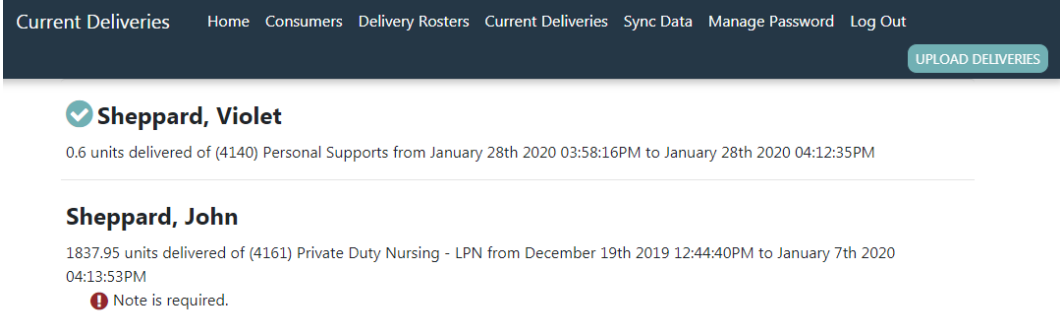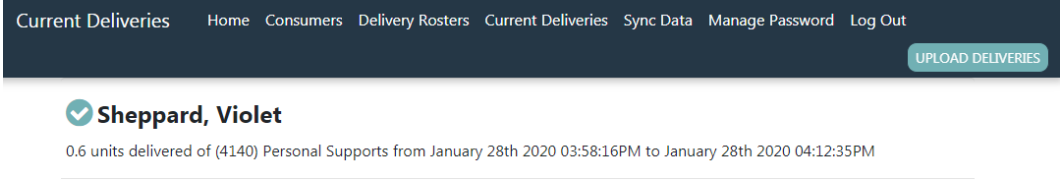
Slide	Narration
42 demo	If you need to record multiple service deliveries simultaneously, repeat these steps for each consumer. You will **only** be able to record services to multiple people at the same time if you have a service authorization at a 1:2 or 1:3 ratio.
43 PPT	**End the Delivery** When I'm finished delivering the service, I will end the service delivery. If I forget to click the End Delivery button, the EVV mobile site will automatically end my service delivery after 24 hours if I forget. When uploaded, it will be flagged with a violation.
43 demo	I'm already on the Service Delivery page for my consumer. I'll click End Delivery. Service Delivery for Violet Sheppard ≡ END DELIVERY DELETE DELIVERY **iConnect ID** 10172 **Service** (4140) Personal Supports *Unit Type:* 15 mins
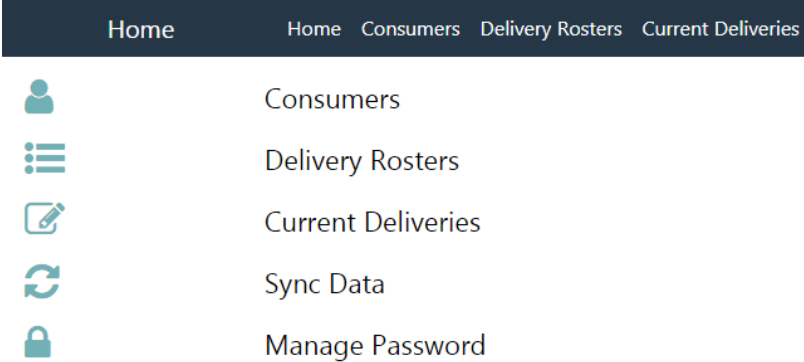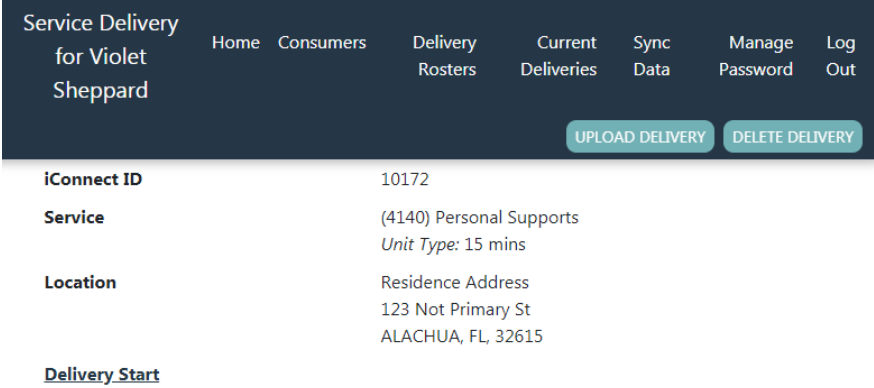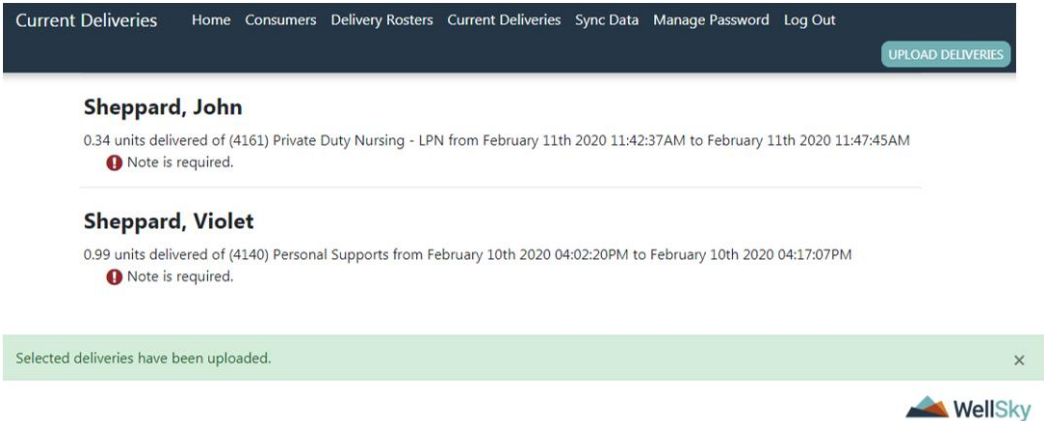
Slide	Narration
43 demo	The end time and units will be automatically calculated.
44 PPT	**Add a Note** EVV services require a note.
45 PPT	A service delivery can be started and ended without adding a note, but the EVV Worker will not be able to upload a service delivery without a note.
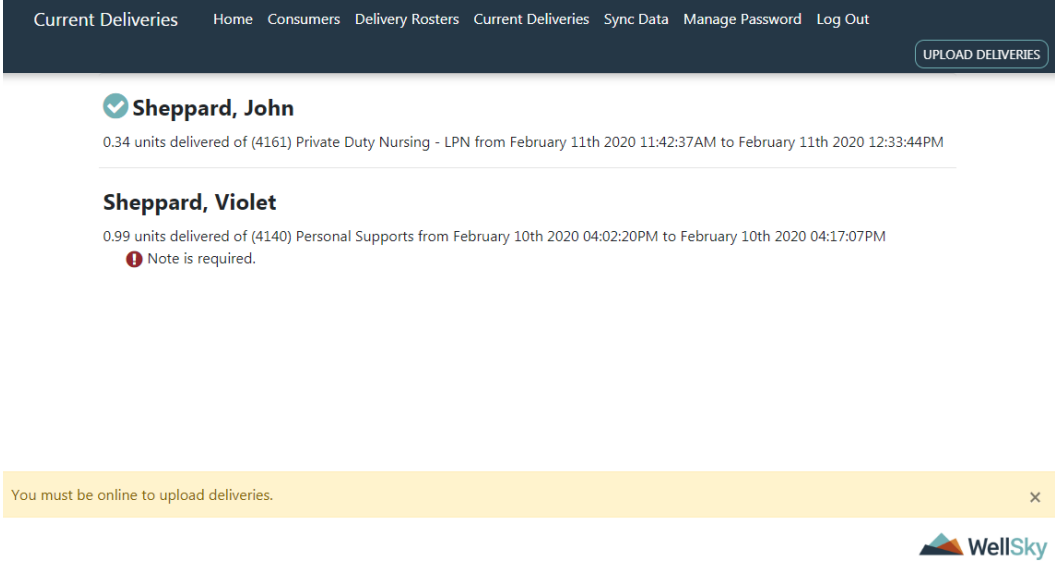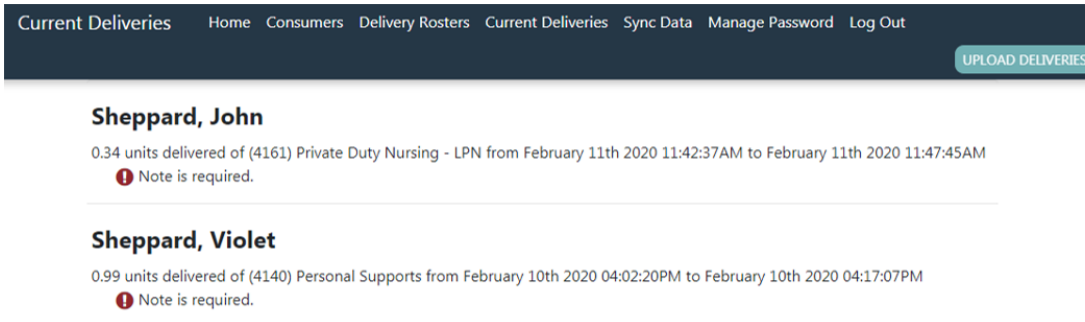
Slide	Narration
45 demo	To add a note, from the Service Delivery details page, select the "plus" icon next to the Notes field. **Delivery End** Time 11:47 am Location Address 123 Test St MIAMI GARDENS, FL, 33056 **Delivery Details** Units Delivered 0.34 Notes
45 demo	Enter the service delivery note, then click the check icon. **✖ Enter details or notes about the service ✔** EVV worker enters notes in this field to support progress notes, service logs, etc.
45 demo	My note is visible on the Service Delivery Details page. I can make edits by clicking the pencil icon. **Delivery Details** Units Delivered 0.6 Notes EVV worker enters notes in this field to support progress notes, service logs, etc.
46 PPT	**Delete a Service Delivery** If a service delivery was created in error, the provider can delete it any time before uploading.
47 PPT	If deleted, it cannot be restored. Deletion should be used sparingly and only in cases where a service delivery was created in error.
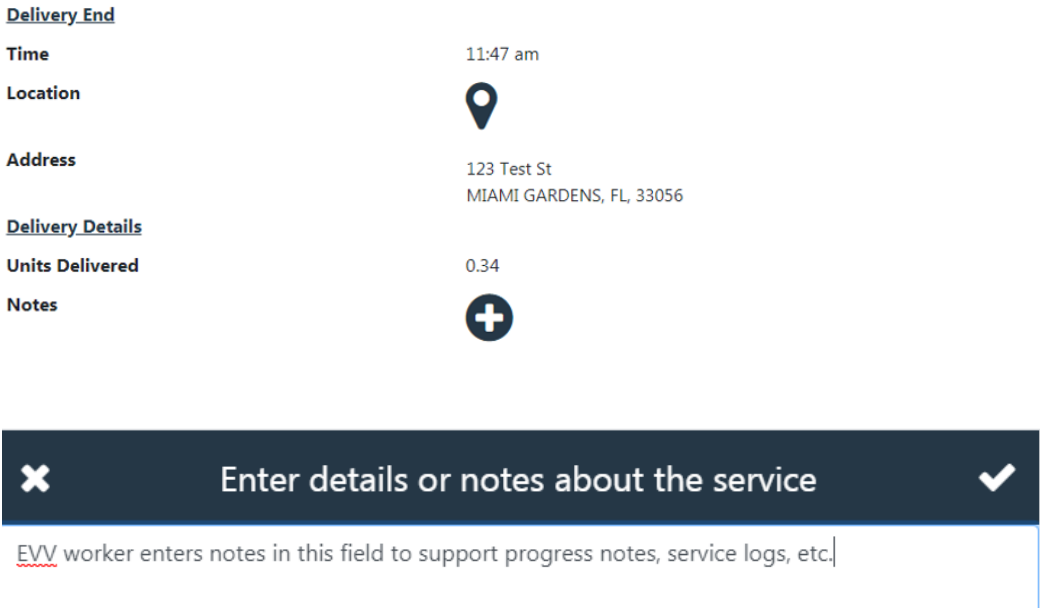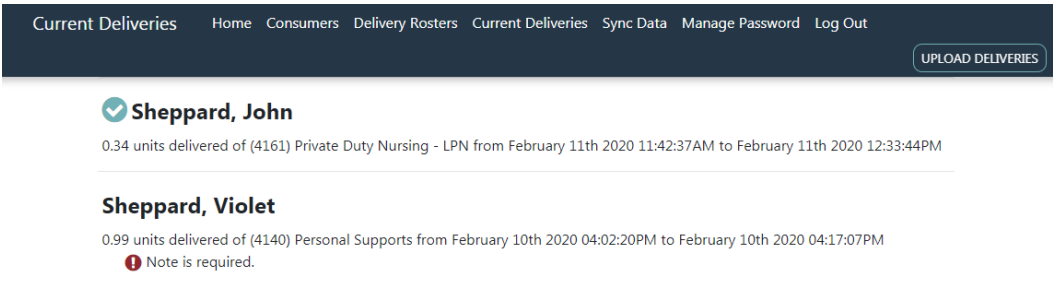
Slide	Narration
47 demo	I will find the service delivery I added in error under the Current Deliveries page, accessible from the main menu. Home — Home Consumers Delivery Rosters Current Deliveries Consumers Delivery Rosters Current Deliveries Sync Data Manage Password
47 demo	Click on the delivery that needs to be deleted. Current Deliveries — Home Consumers Delivery Rosters Current Deliveries Sync Data Manage Password Log Out UPLOAD DELIVERIES **Sheppard, John** 0.34 units delivered of (4161) Private Duty Nursing - LPN from February 11th 2020 11:42:37AM to February 11th 2020 11:47:45AM ⚠ Note is required. ✔ **Sheppard, John** 1837.95 units delivered of (4161) Private Duty Nursing - LPN from December 19th 2019 12:44:40PM to January 29th 2020 11:20:48AM **Sheppard, Violet** 0.99 units delivered of (4140) Personal Supports from February 10th 2020 04:02:20PM to February 10th 2020 04:17:07PM ⚠ Note is required.

Slide	Narration
47 demo	Click Delete Delivery. Service Delivery for Violet Sheppard Home Consumers Delivery Rosters Current Deliveries Sync Data Manage Password Log Out UPLOAD DELIVERY DELETE DELIVERY iConnect ID 10172 Service (4140) Personal Supports *Unit Type:* 15 mins Location Residence Address 123 Not Primary St ALACHUA, FL, 32615 **Delivery Start** Start Date 02/10/2020 Time 4:02 pm Location
47 demo	Click Yes to delete the delivery or No to return to the service delivery screen without deleting the record. **Delete Service Delivery** Delete Service Delivery YES NO
48 PPT	**Upload the Service Delivery to APD iConnect** Completed service deliveries will be uploaded to the APD iConnect application so they can be billed. Billing cannot occur from within the EVV mobile site.
49 PPT	The EVV mobile site will not allow users to upload deliveries that do not contain all required data. Service delivery end date and time and notes are required for all service deliveries.
50 PPT	An internet connection is required to upload service deliveries.

Slide	Narration
50 demo	From the main menu, I'll select Current Deliveries. All service deliveries that have been started or completed but not yet uploaded will be displayed.
50 demo	Service deliveries that are missing required information will be noted with a red flag. Deliveries with missing information cannot be uploaded.
50 demo	I can upload all completed deliveries at once by clicking Upload Deliveries.

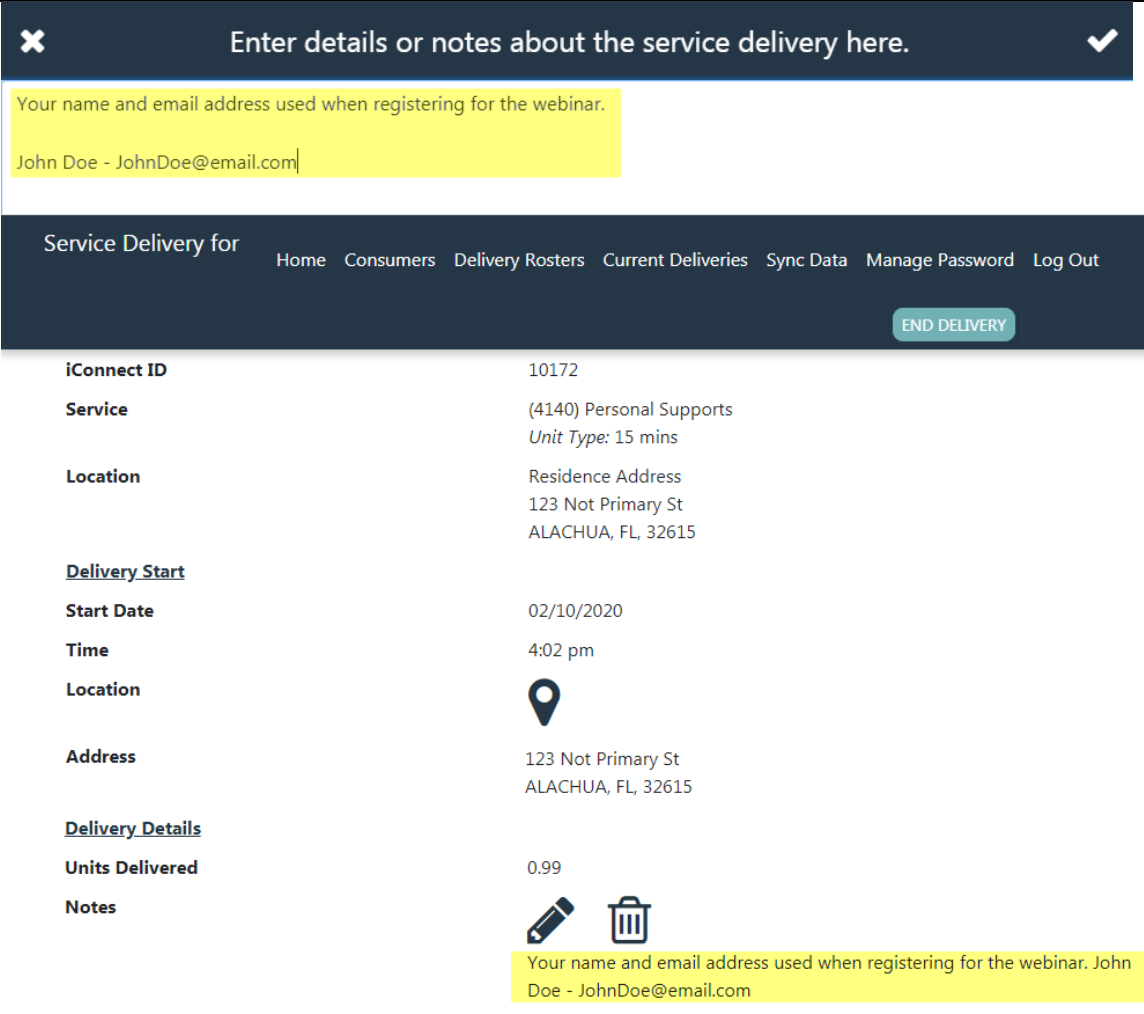| Slide	Narration
50 demo	Service deliveries can also be uploaded individually. I'll open the service delivery from the Current Deliveries page Home Home Consumers Delivery Rosters Current Deliveries 👤 Consumers ▤ Delivery Rosters ✎ Current Deliveries ↻ Sync Data 🔒 Manage Password
50 demo	and select Upload Delivery. Service Delivery for Violet Sheppard Home Consumers Delivery Rosters Current Deliveries Sync Data Manage Password Log Out UPLOAD DELIVERY DELETE DELIVERY **iConnect ID** 10172 **Service** (4140) Personal Supports *Unit Type:* 15 mins **Location** Residence Address 123 Not Primary St ALACHUA, FL, 32615 **Delivery Start**
50 demo	If there are no issues, the successful upload message will be displayed, and no additional action is needed. Current Deliveries Home Consumers Delivery Rosters Current Deliveries Sync Data Manage Password Log Out UPLOAD DELIVERIES **Sheppard, John** 0.34 units delivered of (4161) Private Duty Nursing - LPN from February 11th 2020 11:42:37AM to February 11th 2020 11:47:45AM ❗ Note is required. **Sheppard, Violet** 0.99 units delivered of (4140) Personal Supports from February 10th 2020 04:02:20PM to February 10th 2020 04:17:07PM ❗ Note is required. Selected deliveries have been uploaded. × ▲ WellSky

Slide	Narration
50 demo	If an internet connection is not detected, the following message will be displayed: You must be online to upload deliveries. If you are sure you are connected to the internet and the error message continues to be displayed, contact APD iConnect Support at 1-800-353-5168.
50 demo	If there are issues with the service delivery, an error message will be displayed. The most common cause is a missing note.

Slide	Narration
50 demo	I'll select the service delivery and add a Note. For EVV services, all documentation requirements are completed in the EVV mobile site and uploaded into APD iConnect. **Delivery End** **Time** 11:47 am **Location** **Address** 123 Test St MIAMI GARDENS, FL, 33056 **Delivery Details** **Units Delivered** 0.34 **Notes** ✖ Enter details or notes about the service ✔ EVV worker enters notes in this field to support progress notes, service logs, etc.
50 demo	When I return to the Current Deliveries page, the delivery no longer has an error and is ready to be uploaded. Current Deliveries Home Consumers Delivery Rosters Current Deliveries Sync Data Manage Password Log Out UPLOAD DELIVERIES **Sheppard, John** 0.34 units delivered of (4161) Private Duty Nursing - LPN from February 11th 2020 11:42:37AM to February 11th 2020 12:33:44PM **Sheppard, Violet** 0.99 units delivered of (4140) Personal Supports from February 10th 2020 04:02:20PM to February 10th 2020 04:17:07PM ⚠ Note is required.
51 PPT	This concludes the Electronic Visit Verification (or EVV) video. In this video, you learned how to:
52 PPT	download consumer and authorization data to the EVV mobile site,
53 PPT	view consumer data in the EVV mobile site,
54 PPT	create delivery rosters in the EVV mobile site,
55 PPT	record service deliveries in the EVV mobile site,
56 PPT	delete service deliveries in the EVV mobile site,

Slide	Narration
57 PPT	and upload service deliveries from the EVV mobile site to the APD iConnect application.
58 PPT	**Post-Test** • Upon completion of this webinar, you will receive an email with the URL for the EVV mobile training site and your login credentials. • Log in and create a delivery. • Add your name and email address that you used when you registered for this webinar to the service delivery note. • End the delivery and upload it.
59 PPT	
61 PPT	Thanks for watching. If you have questions, please email iConnect@apdcares.org.