



AutoVisit FAQ

This article will attempt to answer many of the common questions regarding AutoVisit and Electronic Visit Verification (EVV)

What is EVV?

EVV is a federal mandate that demands that any provider receiving medicaid funds prove that the provider was with the client and the services be verified electronically. Should a state not conform to this requirement they stand to lose 5% of monies provided by Medicaid. AHCCCS has chosen Sandata as the states single system and will pay for a percentage of the software for users. AHCCCS has stated that agencies that currently use an EVV system may continue to do so as long as it meets the requirements. Note: To date they have not indicated what those requirements are. AutoVisit meets all federal requirements.

What if a Guardian doesn't want a provider using EVV?

They do not have a choice. Since the federal law requires it some sort of electronic device needs to be used to prove the provider was with the client.

Does AutoVisit track the providers every move?

Absolutely not! Unlike Google Maps or Apple Maps this application does NOT track or record the movements or what abouts of a provider. When the app is opened and the Time Clock Tab selected AutoVisit looks at the providers location by opening the GPS radio. It compares that location to valid locations received from DDReports. If it matches it displays the client and records the date and time as soon as the provider clocks in and records ONLY that location of the provider. Since the GEO coordinates are already in DDReports and transferred to AutoVisit nothing other than the current visit needs to be stored. The GPS is turned on ONLY when the application is opened and the clock in tab is selected therefore removing the need to always check location and consume precious battery resource for old iPhones.

Providers have complained about high Battery usage, is that fixed?

AutoVisit Version 2 worked as a background application always looking at the GPS coordinates to see if a providers was at a client. This process used battery as long as it was running in the background. Because Apple did not report the true capacity of older iPhones the amount of battery remaining appeared to be larger than reality. Therefore any usage of the battery appeared to drain it. AutoVisit Version 3 no longer operates as a background process and the GPS radio is opened only when the clock in tab is selected or app becomes active. Battery usage therefore is very limited and will not be a problem.

Why isn't a client location verified even though the provider is there?

There are a couple of potential reasons. The most common is the address entered in DDReports is not accurate. Only the true address should be entered and not apartment number or other extraneous information. The other reason could be that the Google service that returns the GEO coordinates might not be correct. Copy the geo coordinates from DDReports client profile and enter them into Mapquest and see if it is on the address. The other reason could be that the address is missing. Make sure the address is correct to where the provider is visiting.

Note: If the provider enters an exception for the visit you can see the actual exception location where the provider was at the time they entered it. This could be a clue as to why the client location wasn't seen.

Another rare case where GPS won't work properly is in metal or many story buildings. Clocking in / out prior to entering the building should solve this issue.

How are multiple clients confirmed at same visit/Location?

If clients have the same valid location AutoVisit will recognize this and indicate there are multiple clients at the location. When they clock in they can select one or all clients for the visit. See [Understanding AutoVisit](#)

What type of device will AutoVisit run on?

AutoVisit works only on Apple iOS devices with Software Version 10.2 and up and Google Android Versions 5.1 and up. Any device that using that operating system will work as long as it has the most recent version of OS and has GPS / Wifi capability.

Can multiple providers use the same device?

Technically yes but the prior user HAS TO CLOCK OUT. This process isn't advised and could lead you to unnecessary support issues.

Will AutoVisit run on an IPAD?

Yes. As long as the OS revision is recent and it has GPS/WiFi ability it should work fine. Note: If during install AutoVisit is not seen then the OS is too old and needs to be updated.

What happens if a provider picks up a member at school and then takes them home?

As long as the school is a valid location entered in DDReports the provider would clock in at the school when they arrive. When they clocked out at home that location will be recorded and the visit is valid.

What if a provider does not have a smart phone

Two other options will be available by 1/1/2020. Telephony where a provider can call in on a land line and clock in/out. A Token device that displays a random number and is tied to a fixture in the home. This number is written down and entered in by themselves or admin. The number verifies the time and location. Note: This technology is not available now as no one will want to use it until it is mandated.

What if a provider takes a member to the park, what must be done?

Nothing. As long as the provider returns to a valid location when clocking out the visit will be valid.

What if the guardian/provider goes on vacation with the member?

This is a difficult situation and the only solution possible is to list the vacation location as a valid location. AHCCCS will need to answer this as we are sure they haven't thought about this yet.

Does AutoVisit support Electronic Signature?

Yes. It is approved by DDD IT and meets the Department of Administration operation guidelines for the electronic signature law. The provider must enter claims via AutoVisit and the guardian must sign via AutoVisit.

Can providers do their eTrials using AutoVisit?

Absolutely. What ever service is indicated as goal tracking will issue the eTrial link and the provider MUST enter data for at least one goal BEFORE they can clock out.

Can the provider go back and edit eTrial data?

Yes. They can select the current or prior period and find the Visit item and edit the service to change any eTrial data.

What happens if the provider forgot to Clock out on same day of service?

The provider can clock out when not at the members location but the visit is recorded as an exception. The location of the exception is recorded along with the time when it was done. The provider can edit the service time to reflect the "actual" visit time. The administrator will be prompted to approve this exception within DDReports hourly timecard. The approval dialog box shows the Location on map where the provider was at the time of clock out to help manage the provider and their process.

What if the provider remembers to clock out after 12 hours?

AutoVisit will only allow 12 hours from the clock in time when the provider clocks out. This keeps the provider from clocking in on the 1st and clocking out on the 15th and then entering their times late.

What if the provider sleeps at the clients location over night?

If the provider clocks in prior to midnight and then clocks out after midnight AutoVisit will create two visits ending and starting at midnight automatically. This allows the billing to be done easily and accurately. Note: if the provider will be with the client for more than 12 hours they must clock out prior to 12 hours and clock back in. Again, this is a safety factor to keep dishonest providers from clocking out a number of days later.

What happens if a provider forgot to clock in / out yesterday?

They must contact their manager to enter the time for them. This is the only solution to the problem where providers refuse to change their behavior of not clocking in / out in favor of "fudging" their time or adding an additional hour without actually working it. If they forget the very day of the visit they can request a clock-in/out exception. [See here how to do that](#)

Does a guardian need a different email address for multiple agencies?

No. The same email address can be used by the guardian. Note: Before you enter a guardian into DDReports make sure you have the guardians "real" email. You can not change it later and expect the guardian to be able to use it along with another agency. In other words: Do not enter a fake email address at the time you create the guardians account in DDReports. Have it ready to go when you create the guardian.

Can a guardian use one login for multiple Agencies?

Yes. They only have to use one agency short code but either should work ok. When you are entering the Guardian ALWAYS enter the correct Email address the guardian will use. Never enter a temporary email address with hopes of changing it later. You can not update the email address with the correct one later if it is already in DDReports with another agency. This is a limitation in order to allow Guardians to use one login and make it as convenient as possible. Failure to remember this will result in having a guardian in system that can not be used and likely frustration on the guardians part.

