Understanding Electronic Visit Verification

Mobile Caregiver Quick Reference Guide
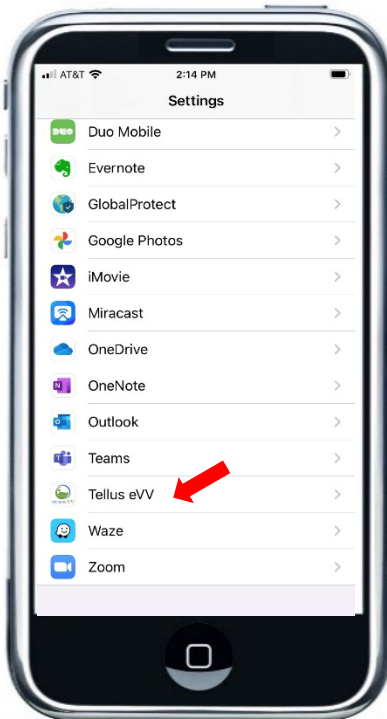## Allowing Mobile Caregiver+ Access to Location Services

When you download the Mobile Caregiver+ app for the first time, it should ask for access to your device's location services. The Mobile Caregiver+ app uses location services to capture a snapshot of the user's location at the start of the service and again at the end of the service, which is required by the 21st Century Cures Act. **Location is not captured at any other time.**

If you did not allow the Mobile Caregiver+ app access to your location services, you will need to go into the settings on your device and change the location permissions for the app. Below is a step by step guide to updating this setting.
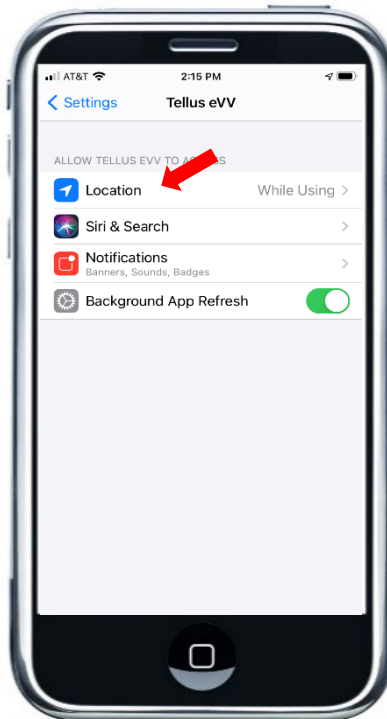
Apple Devices, such as the iPhone or iPad

1) Locate the "Settings" 	icon and tap.
2) Look for "Mobile Caregiver+" in the "Settings" menu. When you find it, tap on the arrow next to it.
3) A menu should appear. Tap on the option that says "Location."
4) Under "Location," you have three options: Never, Ask Next Time, or While Using the App. Make sure "While Using the App" is checked and the "Precise Location" button is green.
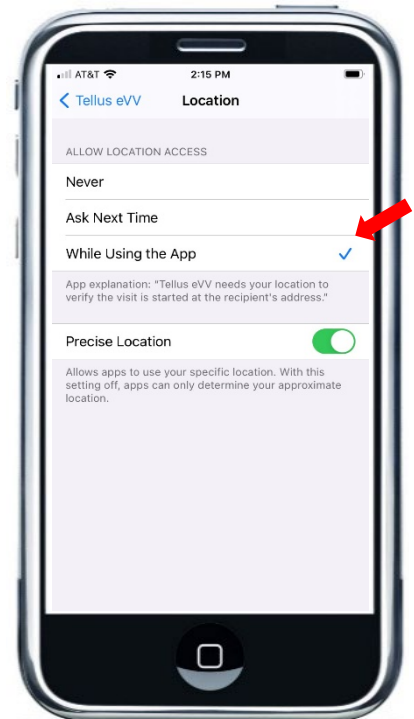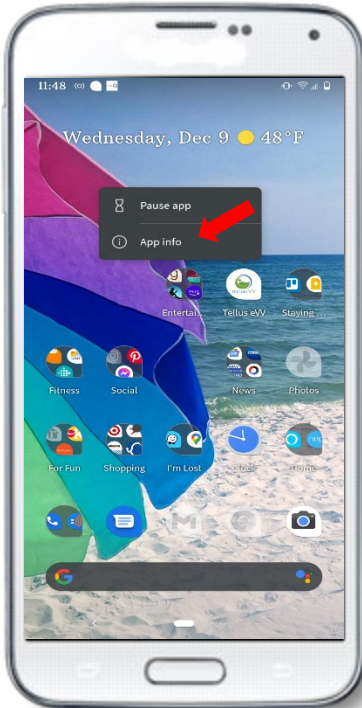
Step 2 Step 3 Step 4

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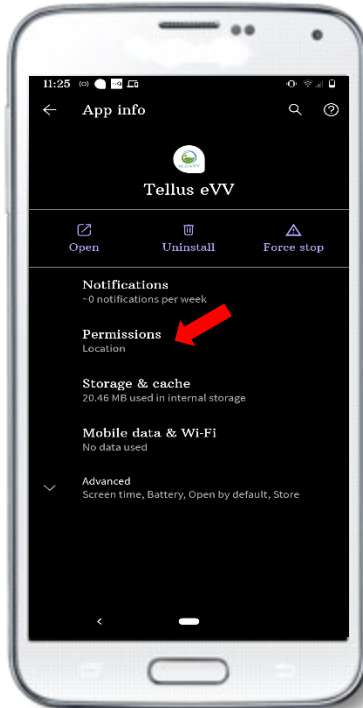
Android Devices

Note: There are several different brands of Android devices. While your device may not look exactly like the example, the process for updating location permissions should be the same.

1) Find the "Mobile Caregiver+" app on your device.
2) Press down on the app icon until a box with an "App Info" option appears.
3) Tap "App Info."
4) Tap "Permissions."
5) Tap "Location."
6) Select the "Allow only while using the app" option.

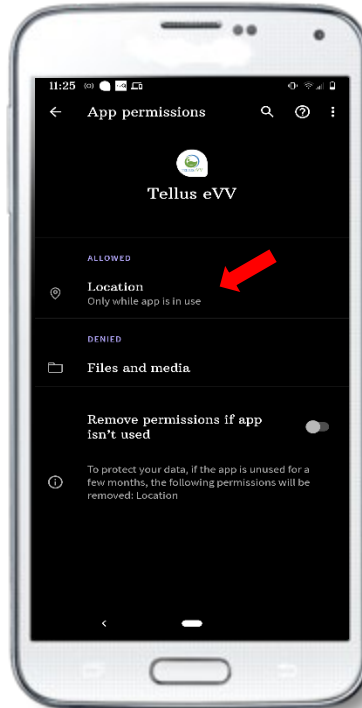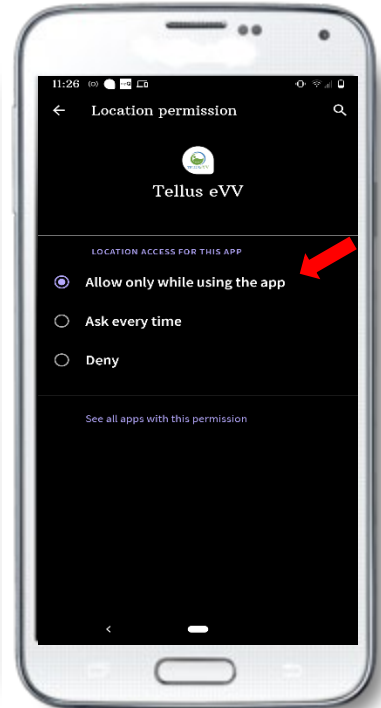**Steps 2 & 3**   **Step 4**   **Step 5**   **Step 6**

Additional Resources

A complete list of EVV resources can be found in the EVV QRG: Who to Call listing, on the DMS EVV website at https://bit.ly/kywaiverEVVinfo, or by scanning the QR code to the left using your mobile device.

TEAM KENTUCKY