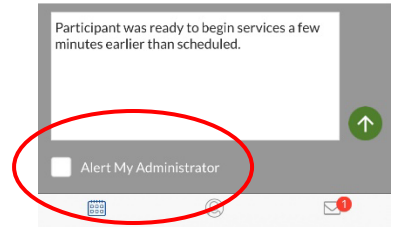


Mobile Caregiver+ Quick Reference Guide Managing Notes in the Mobile Caregiver+ Provider Portal

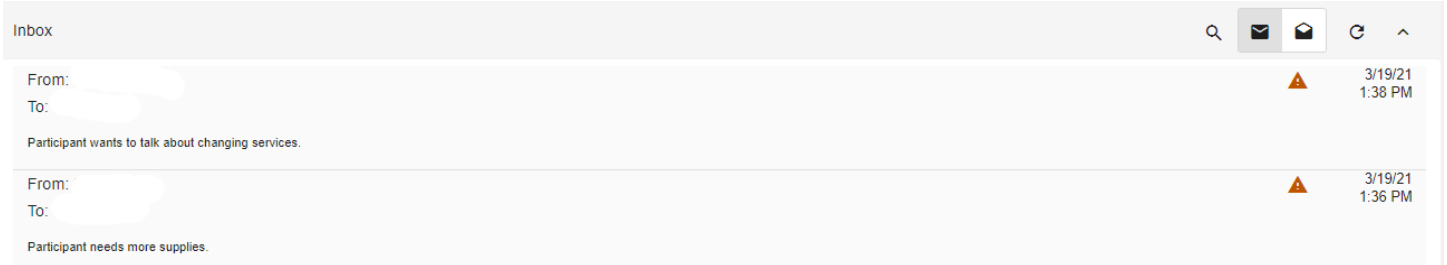
When a paid caregiver enters a note using the Mobile Caregiver+ app, there are several ways for Mobile Caregiver+ administrators to view those notes. The options are described below.

1. Reviewing notes sent with Alert My Administrator

When a [paid caregiver enters a note](#) using the Mobile Caregiver+ app, they have the option to check a box that says **Alert My Administrator**. When this option is checked, the message is visible to the administrator on the Mobile Caregiver+ Provider Portal dashboard. **If the paid caregiver did not check the Alert My Administrator button, the notes will only be visible by visit or by participant.**



To see messages marked as **Alert My Administrator**, log into the Mobile Caregiver+ Provider Portal and scroll down to the **Inbox** area of the dashboard.



You can scroll through the messages or use the icons on the upper right side to navigate the list.

- To search, click the magnifying glass icon and type in a caregiver's name.
- To see unread messages, click the closed envelope icon.
- To see read messages, click the open envelope icon.
- Use the arrow to collapse or expand the inbox.

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2. Reviewing Notes by Visit

To find notes by visit, go to the **Visits** section of the Mobile Caregiver+ Provider Portal. Scroll through the list to find the visit you want or use the criteria at the top to search for the visit. Once you have found the visit you want, click the three dots on the right under **Actions**.

Row	Visit ID	User / Direct Service Provider	Recipients	Procedure Codes	Scheduled Start Time/Date	Scheduled End Time/Date	Actual Start Time/Date	Actual End Time/Date	Visit Status	Visit Status Detail	Payer	Visit to Claim Status	Actions
<input type="checkbox"/>	21	1687297163	ALEX TELLUS	580	2/4/21, 4:25 PM	2/4/21, 4:40 PM	2/4/21, 4:25 PM	2/4/21, 4:33 PM	Completed	-	CHFS	SUCCESS	⋮
<input type="checkbox"/>	22	1224266589	ALEX TELLUS	581	2/5/21, 10:15 AM	2/5/21, 10:20 AM	2/5/21, 10:18 AM	2/5/21, 10:18 AM	Unable To Complete	RCAN	CHFS	-	⋮

Clicking the dots will bring up the visit details. The notes are visible on the upper right side of the detail screen.

Visit ✕

Status: **Completed** ↻ Visit Status Detail: -

Claim Status: - Claim Invoice ID#: [d65a3d5c-b486-4d97-9ff8-a738b8bebbe8](#)
(ALEX TELLUS)

Direct Service Provider: **Notes:** Participant was ready to begin services a few minutes earlier than scheduled.

Recipient(s): **ALEX TELLUS**

Completed Tasks:

HCPCS Code/Mods	HCPCS Description	Tasks Description
581 -	Personal Care	Bathing - Tub/Shower Prepare Dinner Monitor H/S/W Make/Change Bed Linen

Scheduled Start Time: **Feb 5, 2021, 10:25:00 AM**

Actual Start Time: **Feb 5, 2021, 10:22:57 AM**

Actual Start Phone Number: -

Start Verification Type: **GPS**

Start Location Variance (Miles): **27.9**

Scheduled Start Address: **404 Harrodswood Road Frankfort KY 40601** 📍

Scheduled Start Address Type: -

Scheduled End Time: **Feb 5, 2021, 10:30:00 AM**

Actual End Time: **Feb 5, 2021, 10:25:12 AM**

Actual End Phone Number: -

End Verification Type: **GPS**

End Location Variance (Miles): **27.9**

Scheduled End Address: **404 Harrodswood Road Frankfort KY 40601** 📍

Scheduled End Address Type: -

[View Printable Visit](#)

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3. Review Notes by Participant

To find notes for a specific participant, go to the **Recipients** section of the Mobile Caregiver+ Provider Portal. You can scroll through the list to find the participant you want or use the criteria at the top to search for the participant. Once you have found the participant for whom you want to view notes, click the three dots to the right of their name.

Recipients

Recipient First/Last Name _____ Recipient Medicaid ID _____ Recipient SSN _____

Recipient DOB _____ Recipient Member ID _____ Active / Inactive Active ▾

Recipient First Name	Recipient Last Name	Gender	Recipient Medicaid ID	Recipient SSN	Payer Member ID	Date of Birth	GPS	Editable	Active
BILL	TELLUS	MALE	4000054606	5527		5/3/52			<input checked="" type="checkbox"/>
GLORY	TELLUS	FEMALE	4000054436	0013		9/4/49			<input checked="" type="checkbox"/>
ALEX	TELLUS	MALE	4000054526	1010		1/1/42			<input checked="" type="checkbox"/>

A box will appear on the right side of the screen. Click the **Details** option.

- Details
- Edit
- Deactivate Recipient

When the **Recipient Details** screen opens, click **Notes** on the toolbar across the top. This will take you to a list of all notes for the participant.

Recipients > Recipient Details

Recipient: ALEX TELLUS

- General
- Addresses
- Payer Subscriptions
- Notes**
- Documents
- Physician

Recipient Information Recipient First Name: ALEX

Recipient Last Name: TELLUS

Mobile Caregiver+ Quick Reference Guide Managing Notes in the Mobile Caregiver+ Provider Portal



You can search notes by typing a keyword into the **Search Notes** field at the top or by choosing a start and/or end date. There is also an option to add a note to a participant's record. A red triangle on the right side indicates the paid caregiver checked the **Alert My Administrator** box when submitting the note.

Recipients > Recipient Details

Recipient: ALEX TELLUS

General Addresses Payer Subscriptions **Notes** Documents Physician

Search Notes Start Date End Date **Search** **+ Add Note** Download

Date	Note	Entered By	Admin Alert
3/19/21, 1:38 PM	Participant wants to talk about changing services.		Normal 
3/19/21, 1:36 PM	Participant needs more supplies.		Normal 

Additional Resources



For additional electronic visit verification information, review the [EVV QRG – Who to Call](#), visit the [DMS EVV website](#), or scan the QR code to the left using your mobile device.