

## Mobile Caregiver+ User Quick Reference Guide Delivering Multiple Services in One Visit on the Mobile App

Paid caregivers sometimes deliver multiple services to a waiver participant in a single visit. When paid caregivers plan to provide multiple services in a single visit, the services can be scheduled by either:

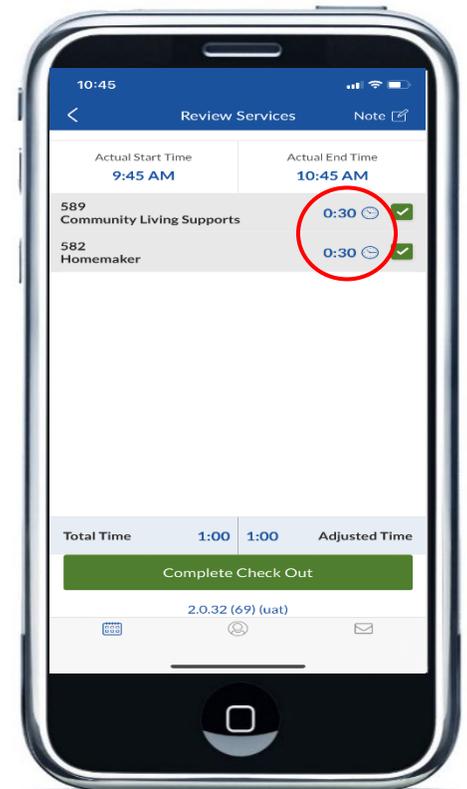
- The **EVV administrator(s)** at the direct service provider agency or financial management agency using the Mobile Caregiver+ provider portal.
- The **paid caregiver** using the Mobile Caregiver+ app.

When scheduling a single visit where multiple services are provided, make sure:

- **That all service codes expected to be provided are checked.** If plans change and the paid caregiver does not provide one of the services selected at the time the visit is scheduled, it can be marked as incomplete at the end of the visit. Steps for marking a service as incomplete are included at the end of this guide.
- **To select the correct service code for the participant's waiver.** For example, Personal Care is a service in the Acquired Brain Injury (ABI) waiver and Michelle P. Waiver (MPW) but they each have a different service code. If the paid caregiver is providing Personal Care to an ABI participant, then the Personal Care code for ABI should be selected. A listing of services and codes by waiver is available at <https://bit.ly/kyevvservices>.

Once the visit is scheduled, the paid caregiver should follow the steps below.

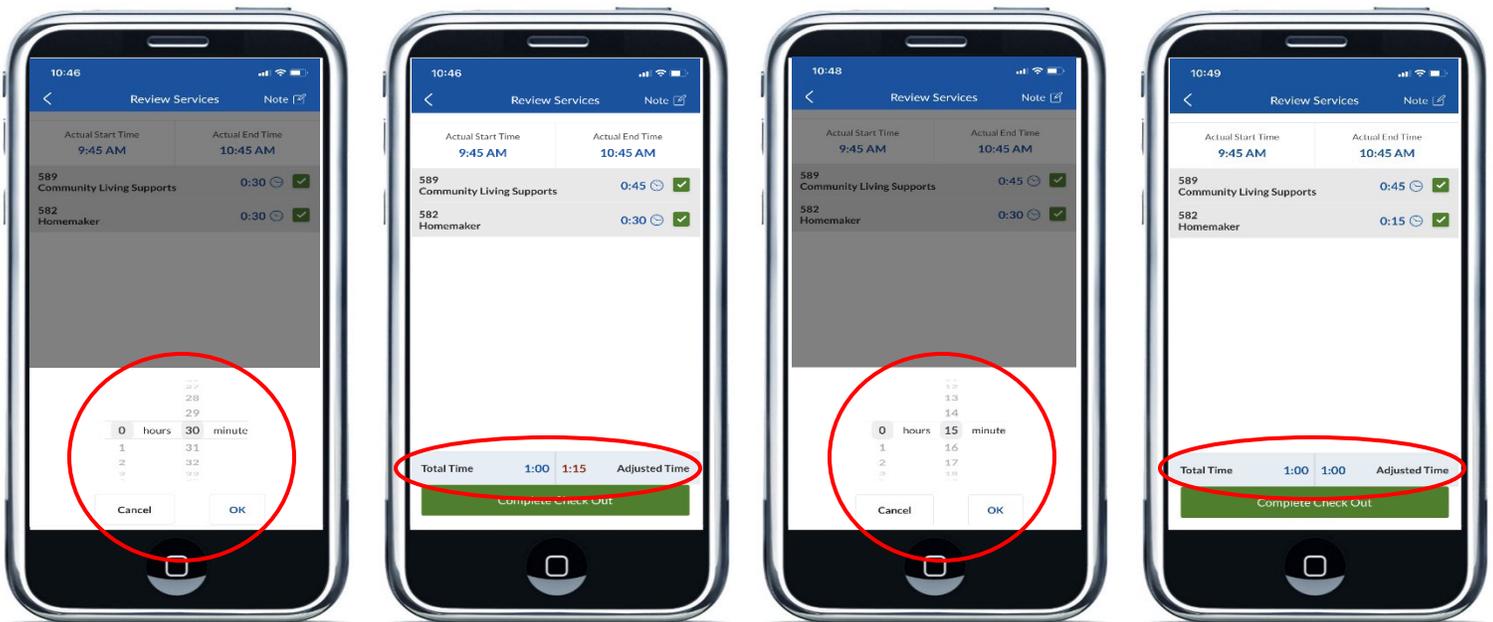
- 1) Start the visit and deliver the services as scheduled.
- 2) When it is time to end the visit, return to the mobile app and tap **End Visit**. The next screen will list all of the services delivered during the visit. The mobile app automatically divides up the total length of the visit evenly between all of the services. In the example to the right, the visit lasted for one hour. The app automatically split the time and listed each service as taking place for 30 minutes.



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If this is not correct, you will need to adjust the time you spent on each service. To do this, tap the time listed next to the first service. A menu will appear at the bottom of the app. Select the amount of time you spent on the service. Next, adjust the time on any other service(s) you provided using the same steps.

In the example below, the service provider completed a one hour visit to the participant. Community Living Supports (CLS) was provided for 45 minutes and Homemaker was provided for 15 minutes. The user adjusted the time next to CLS to 45 minutes. Please note that this caused the **Adjusted Time** of the visit listed at the bottom of the app to exceed the **Total Time** of the visit. **The Adjusted Time must be the same as or less than the Total Time.** Once the user adjusted the time for Homemaker to 15 minutes, the **Adjusted Time** and the **Total Time** were equal.



- 3) Once you have adjusted the times for each service appropriately, tap the **Complete Check Out** button and [complete the visit](#) as usual.

### What if I didn't deliver a scheduled service?

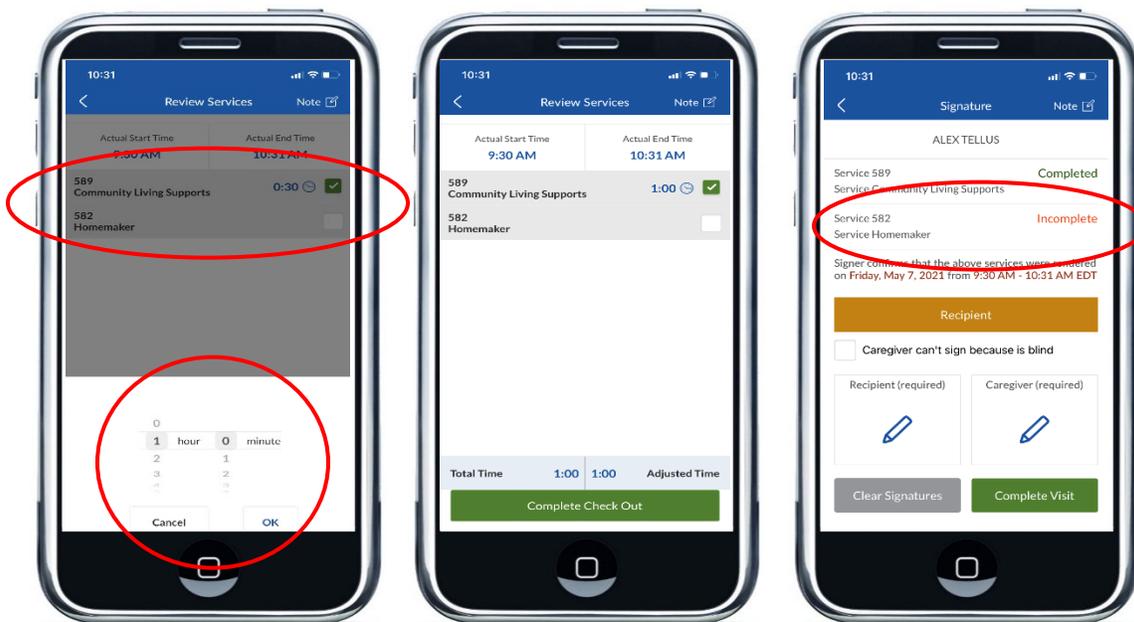
If you did not provide a scheduled service during a visit where you planned to provide multiple services, you can mark the service as incomplete at the end of your visit.

- 1) When it is time to end the visit, return to the mobile app and tap **End Visit**.
- 2) The next screen will list all of the services scheduled to be delivered during the visit. Uncheck the box next to the service(s) you did not provide.

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- 3) Next, you will need to adjust the amount of time next to the service(s) you did provide. To do this, tap the time amount listed next to the service. A menu will appear at the bottom of the app. Select the amount of time you spent on the service. You will need to do this for all services you delivered. Remember, **the Adjusted Time cannot exceed the Total time of the visit. The Adjusted Time must be the same as or less than the Total Time of the visit.**

In the example below, the service provider completed a one-hour visit with the participant. During the visit, the participant decided they did not want Homemaker services and wanted to do a full hour of CLS. In this case, the caregiver unchecked the box next to Homemaker. After that, they tapped the 0:30 next to CLS and adjusted the time to one hour. Next, they tapped **Complete Check Out** to [finish the visit](#). The signature screen reflects that Homemaker services was not provided.



### Additional Information

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