

Mobile Caregiver+ Quick Reference Guide Reports Available in the Mobile Caregiver+ Provider Portal

Direct service provider agencies and financial management agencies (FMAs) can generate several reports using the Mobile Caregiver+ provider portal. Below is a list of reports and the information they document to help direct service provider agencies and FMAs determine which could be most helpful.

Report	Definition	Features	Tips
Recipients List	<p>The report generates a list of waiver participants the agency or FMA serves and includes:</p> <ul style="list-style-type: none"> Participant's name, Date of birth, Gender, Address, Phone number, emergency contact, and The emergency contact's phone number. 	<p>When generating this report, users can include all recipients or select certain ones.</p> <p>Users can hide or show columns as needed, filter, and sort results without exporting the report.</p> <p>The report can be exported as an HTML on-screen, PDF, Excel, or XLSX file.</p>	<p>To choose which recipients you want to include in your list, select from the box on the left side of the page. You can also choose all recipients. Once you have made your selections, hit apply. If nothing is selected, the report will default to all recipients.</p> <p>To hide or sort columns, click the column title. This will highlight the column and show your options. If you hide or sort any columns, these changes will be reflected when the report is exported.</p>
Time Log	<p>The report generates details about the start/end date and start/end time of caregiver visits. The report includes:</p> <ul style="list-style-type: none"> Caregiver name, Employee ID, Recipient name, Payer ID, Procedure code, Scheduled start (date/time), Scheduled end (date/time), Scheduled hours, 	<p>When generating this report, users can include all recipients or select certain ones.</p> <p>Users can hide columns, filter, and sort results without exporting the report.</p> <p>The report can be exported as an HTML on-screen, PDF, Excel, or XLSX file.</p>	<p>Use the start date and end date boxes on the left side of the page to choose a date range. If you want the report to show a specific day, enter the date in both the start date and end date boxes.</p> <p>To choose which recipients and/or caregivers you want to include in your list, select from the boxes on the left side of</p>



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	<ul style="list-style-type: none"> • Actual start (date/time), • Actual end (date/time), • Actual hours, • Billable start (date/time), • Billable end (date/time), • Billable hours, and • Billable (less) actual hours. <p>This report can be used for processing payroll or to compare actual hours to hours reported.</p>		<p>the page. You can also choose all recipients and/or caregivers. Once you have made your selections, click apply. If nothing is selected, the report will default to all recipients and all caregivers.</p> <p>To hide or sort columns, click the column title. This will highlight the column and show your options. If you hide or sort any columns, these changes will be reflected when the report is exported.</p>
<p>Visit Detail Report</p>	<p>This report creates a page per day for a selected caregiver and recipient, specific to the service delivered.</p>	<p>The report can be exported as an HTML on-screen, PDF, Excel, or XLSX file.</p>	<p>Use the start date and end date boxes on the left side of the page to choose a date range. If you want the report to show a specific day, enter the date in both the start date and end date boxes.</p> <p>Once you've chosen a date or date range, you must first choose a caregiver, then choose a recipient to generate the report. Once you have made your selections, click apply.</p> <p>If you generated the report for multiple dates, scroll to the</p>

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Report	Definition	Features	Tips
			bottom of the page and use the arrows to flip through each visit detail report.
Visit Detail Report (Virginia Only)	This version of the Visit Detail Report is specific for state of Virginia users and does not apply to Kentucky users.		
Visit Report	<p>This report generates details on all visit types: scheduled, completed, missed, or unable to be completed. The report details include:</p> <ul style="list-style-type: none"> • Caregiver name, • Recipient name, • Procedure code, • Tasks, • Recipient address, • Visit start (date/time), • Visit end (date/time), • Actual start (date/time), • Actual end (date/time), • Duration, • Billable start (date/time), • Billable end (date/time), • Visit status as shown on the Dashboard. 	<p>When generating this report, users can include all recipients or select certain ones.</p> <p>Users can hide columns, filter, and sort results without exporting the report.</p> <p>The report can be exported as an HTML on-screen, PDF, Excel, or XLSX file.</p>	<p>Use the start date and end date boxes to choose a date range. To generate the report for a single day, enter the date you want in both the start date and end date boxes.</p> <p>Use the boxes on the left side to choose the recipients, the caregivers, and the status or statuses you want to see in the report. The report can be narrowed down by select recipients, select participants, or select statuses. Once you have made your selections, click apply.</p> <p>This report can also include all recipients, all caregivers, and all visit statuses. The report will default to generating with all recipients, all caregivers, and all visit statuses if no options are chosen.</p>

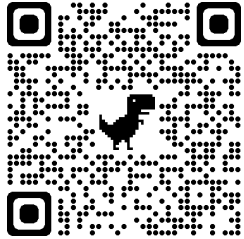
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			<p>To hide or sort columns, click the column title. This will highlight the column and show your options. If you hide or sort any columns, these changes will be reflected when the report is exported.</p>
Claims Report *	<p>This report generates a list of claims and includes complete claim information such as status, service codes, visit details, caregiver and recipient names, claim details, and billable units.</p>	<p>This report can be exported as an Excel file. Users can search, filter, and select which data needs exporting.</p>	<p>To export all claims in the report, click the box next to the row in the upper left corner to select all. You can also click the check box next to specific claims in the report.</p> <p>To sort columns, click the column title. This will highlight the column and show your options. If you sort any columns, these changes will be reflected when the report is exported.</p> <p>When downloaded, certain cells in the Excel sheet may have number signs or plus signs in them. These cells need to be expanded to show the numbers.</p>

***Note:** the Claims Report is generated from Claims Review in the Provider Portal. Select the claims you wish to include in the report (you can choose all claims), and select **Export**.

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Additional Resources



Instructions on how to generate, navigate, and export most reports are available in the Netsmart Admin and Netsmart Claims User Guides. To access the user guides, go to the **Training** section of the [Mobile Caregiver+ Provider Portal](#).

A complete list of EVV resources is available 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.

If your direct service provider agency or FMA has a technical issue with Netsmart EVV, you can submit a support ticket using the [Netsmart Customer Support Portal](#) or by calling Netsmart Customer Support at (833) 483-5587.

If you have a question about EVV policy, contact the 1915(c) Waiver Help Desk at 1915cWaiverHelpDesk@ky.gov or (844) 784-5614.