



Always ready for your care

ALKAS HHAcXchange

Mobile App and Missed EVV

Adjustment

Caregiver Guide

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Overview

The HHAeXchange Mobile App is used to Clock In, Clock Out and review Patient and Visit information, Manage Availability and perform other administrative tasks. The Mobile App is available for both iPhone and Android users. This documentation covers Mobile App functions and setup performed on the Caregiver's device. This document also provides information about filling up Missed Electronic visit verification (EVV) Adjustment Form when caregiver missed to clock in and out due to various reason.

Please direct any questions regarding the content of this document to contact@alkashc.

HHAeXchange System Key Terms and Definitions

The following provides basic definition of HHAeXchange System.

Term	Definition
Patient	Refers to the Member, Consumer, or Recipient. The Patient is the person receiving services.
Caregiver	Refers to the Aide, Homecare Aide, Homecare Worker, or Worker. The Caregiver is the person providing services
Provider	Refers to the Agency or organization coordinating services.

HHAeXchange Download and Usage

Download the App

The HHAeXchange Caregiver Mobile App is available for download through the App Store or Google Play for either iPhone or Android devices. To locate and download the App, enter the keyword **HHA exchange** in the search bar of the App Store or Google Play (as shown).

Caregivers are responsible for downloading and installing the application on their personal mobile device. After registering, Caregivers must provide credentials and ID numbers to the Agency for further setup and linking to the HHAeXchange platform.

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hha exchange



Cancel



HHAExchange

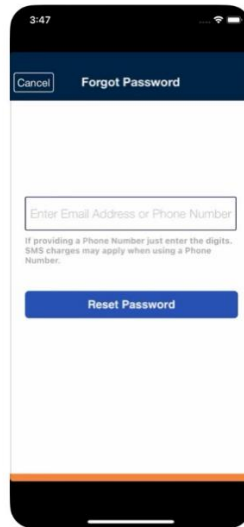
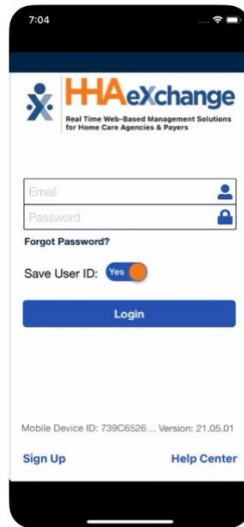
Caregiver Mobile App

GET

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Homecare Software Solut...

Business



When the Caregiver Mobile App is first installed, the user is prompted to select a preferred language. The language selected for the signup process is also the language in which guidance and emails are presented.

After download

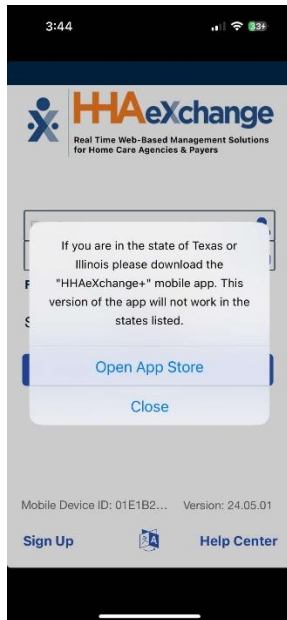
Sign Up and Register

Creating an account for the Caregiver Mobile App is a two-step process, as follows:

1. **Sign up** by creating login credentials.
2. **Register** by entering additional demographic information.

Sign Up

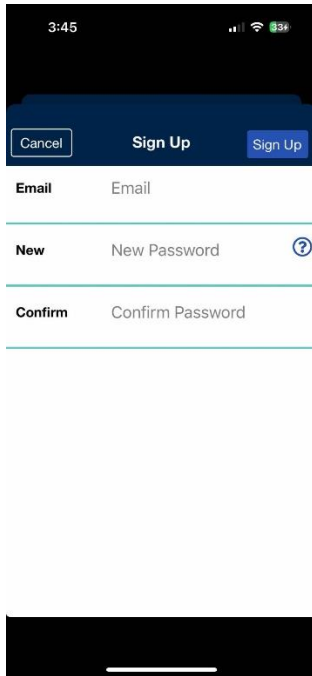
After the App has downloaded, press **Sign Up** on the bottom left of the main screen. The App prompts with the following:



You need to click on **Close** button and it will prompts for the following:

- An **Email Address**
- A **Password** (minimum of 8 letters, 1 capital, and 1 numeric value)

When credentials are completed and confirmed, select **Sign Up** to log in to the App.




Upon successfully creating an account, the system issues a verification email:

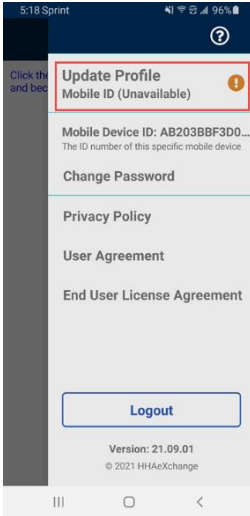
Register

Follow the steps outlined below to register on the HHAeXchange Caregiver Mobile App.

1. Log in to the App after receiving the verification email.
2. Review the **Terms of User Agreement** and tap **Agree**.
3. When the Main Screen opens, click the **three-dot icon** as prompted by the message, and tap **Update Profile**.



Click the  icon to the right to update your profile and become linked to your agency



4. Complete all the fields on the **Create Profile** page. Tap **Create** to create the Profile.

Values must match the information on record with HHAExchange. The Mobile App does not link correctly if any of these values do not match.

Cancel	Create Profile	Create
First Name	First Name	
Last Name	Last Name	
Last 4 SSN	Last 4 SSN	?
Gender	Gender	
Birthday	MM/DD/YYYY	
Email	gofos35304@tinilalo.com	
Phone	(xxx) xxx-xxxx	

5. When all the information is entered correctly, a message appears containing the **Mobile ID**.

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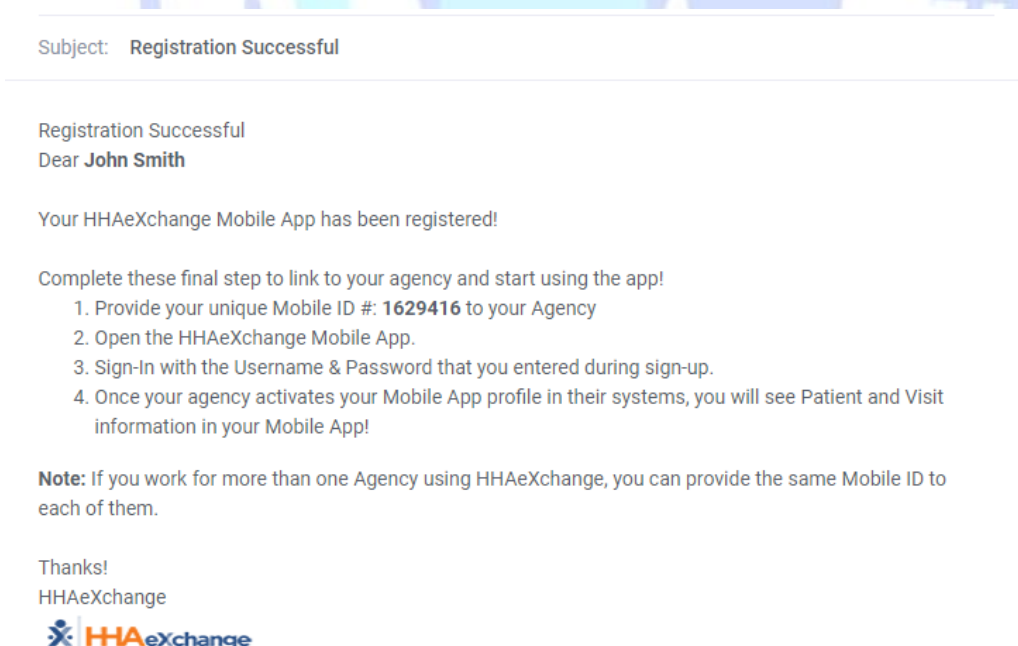
Cancel **Create Profile** Create

First Name	John
Last Name	Smith
Last 4 SSN	9802 ?
Gender	Male
Birthday	09/13/1973

You have been registered successfully. Your Mobile ID Number is **1629416** and a copy has been emailed to you. This number should be provided to your agency in order to be linked with them

OK

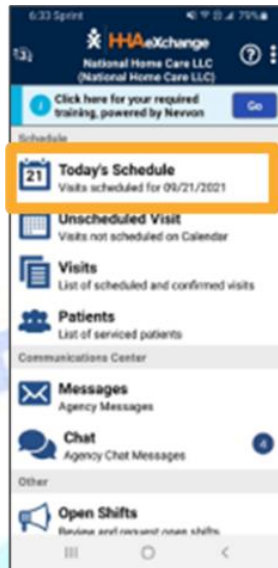
6. HHAExchange sends a second email after successful registration. This message contains the **Mobile ID** as well as instructions on how to log in and use the Caregiver Mobile App:



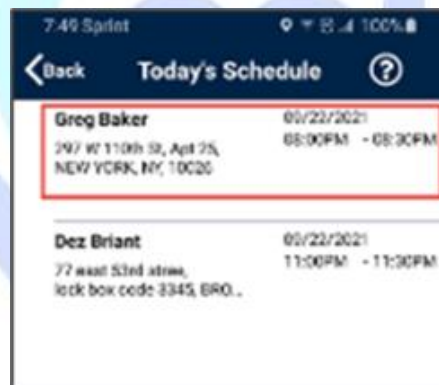
Note: Please take a screenshot of the screen containing the Mobile ID and email it to the Home Care Administration (contact@alkashc.com).

How to Clock in and clock out for HHAeXchange APP

1. Open the HHAeXchange mobile app and tap **Today's Schedule**.



2. Tap your scheduled shift.

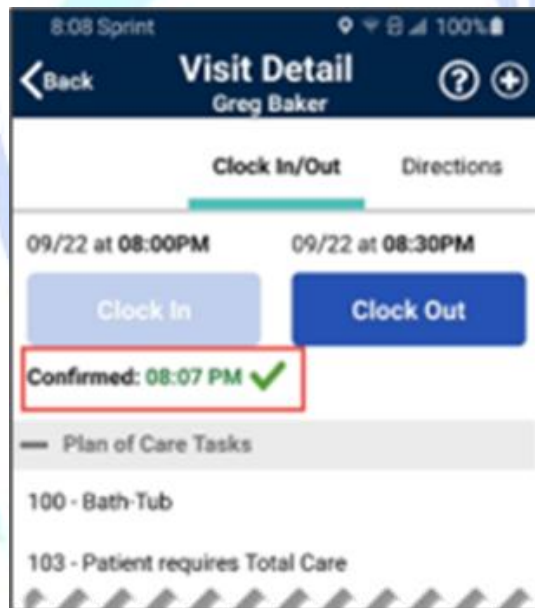


3. Tap **Clock In** and then tap **GPS**.

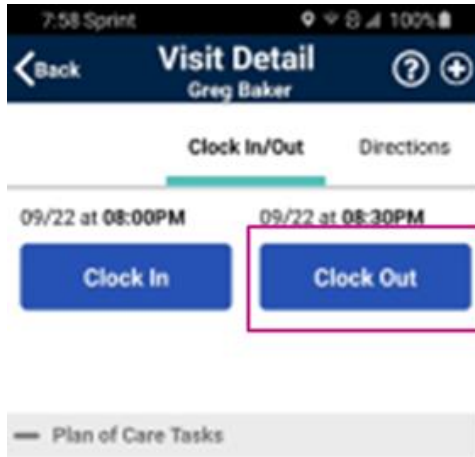
NOTE: You must tap GPS for your clock-in to be successful.



A confirmation message will appear stating that the clock-in was successful.

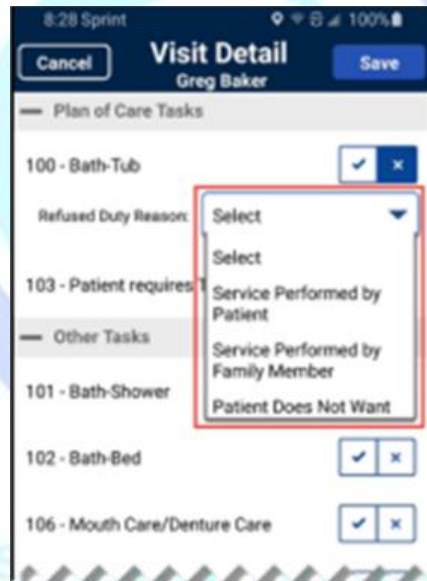


4. Once the visit has finished, open the HHAeXchange mobile app and tap **Clock Out** form the **Clock In/Out** page.



5. Tap the **checkmark** for any tasks you completed during your visit. Tap the **X** for any tasks the Client refused.

NOTE: If the Client refuses a task, choose a reason from the **Refused Duty Reason** drop down menu.



NOTE: When servicing Mutual Patients, the Caregiver must enter separate POC duties for each patient.

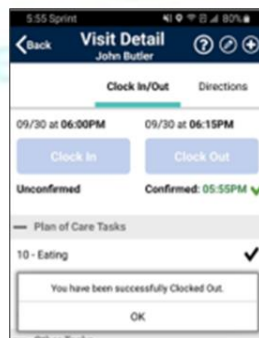
6. Once tasks have been completed and duties have been confirmed, obtain the Client signature on the mobile device in order to process the visit.



7. If the Client signature cannot be obtained, tap **Skip** and choose the reason the signature cannot be provided (required). Tap **Save**.



A confirmation message will appear stating the visit has been completed. Tap **OK** to return to the home screen. You are now clocked out of the visit.



Missed EVV Adjustment Form

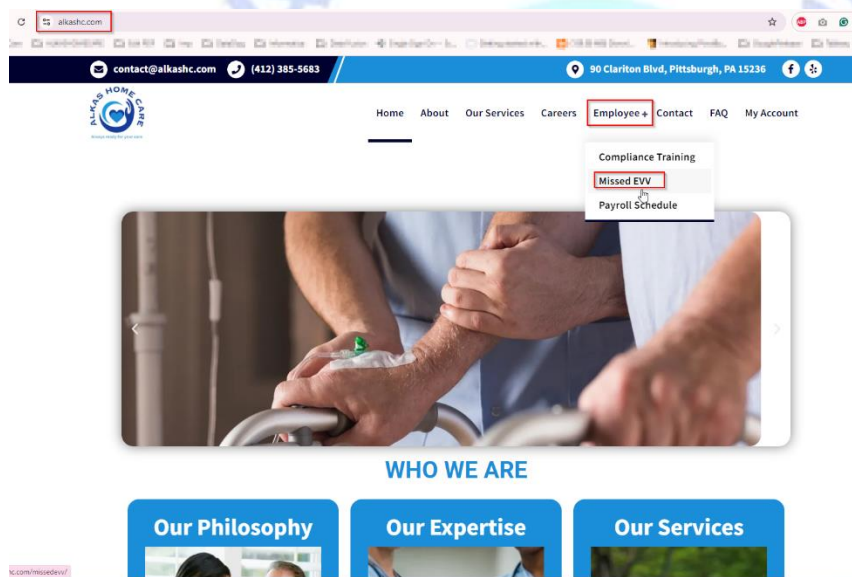
When fail to Clock In/Out (Both) in HHAeXchange

If you missed clock in, clock out or both you must have to fill up Missed EVV Adjustment form.

Steps to Fill Missed EVV Adjustment Form

1. Open the [Alkas Homecare Services Website](http://alkashc.com)

2. Tab Employee + from the menu and select Missed EVV selection as shown in the image below.



3. Select what was missed? (Missed In, Missed Out, Missed In and Out)

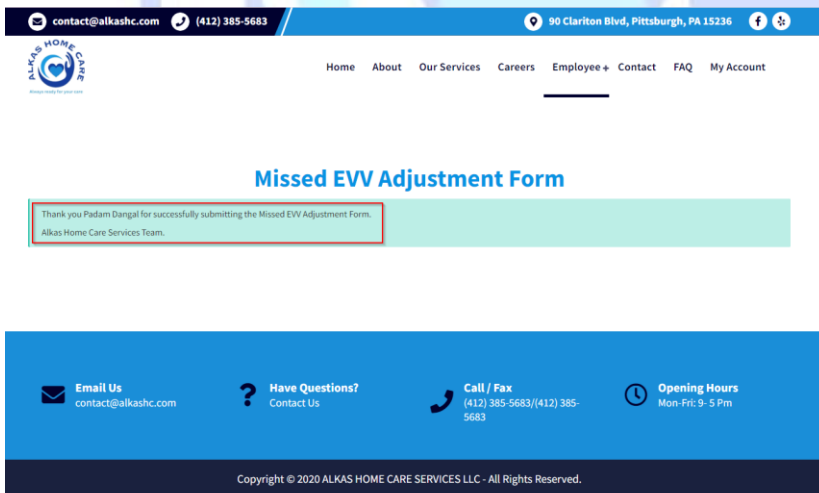
The screenshot shows the 'Missed EVV Adjustment Form' on the Alkas Home Care website. The form includes the following fields and options:

- What was Missed?***: Radio buttons for 'Missed in', 'Missed Out', and 'Missed in and Out'.
- Employee Name***: Text input field.
- Employee Email***: Text input field.
- Participant Name***: Text input field.
- Visit Date***: Date input field (example: 08/22/2024).
- Total Hours***: Text input field.
- Visit Start Time***: Fields for Hours, Minutes, and AM/PM.
- Visit End Time***: Fields for Hours, Minutes, and AM/PM.
- Please check all the services performed during the visit***: A checkbox for '100 Bath-Tub'.

Note:

- Provide a valid reason for why Missed EVV.
- Participant has to agree that the service was received on mentioned visit date and time.
- Make sure to get a signature from both participant and employee

4. Fill up all the required fields on the form, review once to verify everything is correct in the form before submitting and submit it accordingly.
5. You will be greeted with following when the form is submitted successfully.



6. Your Missed EVV adjustment form will be sent to the Alkas Home Care Services automatically and also a copy of it will be sent to your email provided in the form.

Note: Please review the received copy of the Missed EVV form in your email. Incase if there is something filled incorrectly, please go to our website and fill up the Missed EVV form again and send it accordingly.