

# Electronic Visit Verification (EVV) Training



**KPI, Inc.**

*Home Health Care Services*



# HIPAA FYI

No client information



Employee Name:

---

Employee ID:

---



# How to Download the MyEVV App

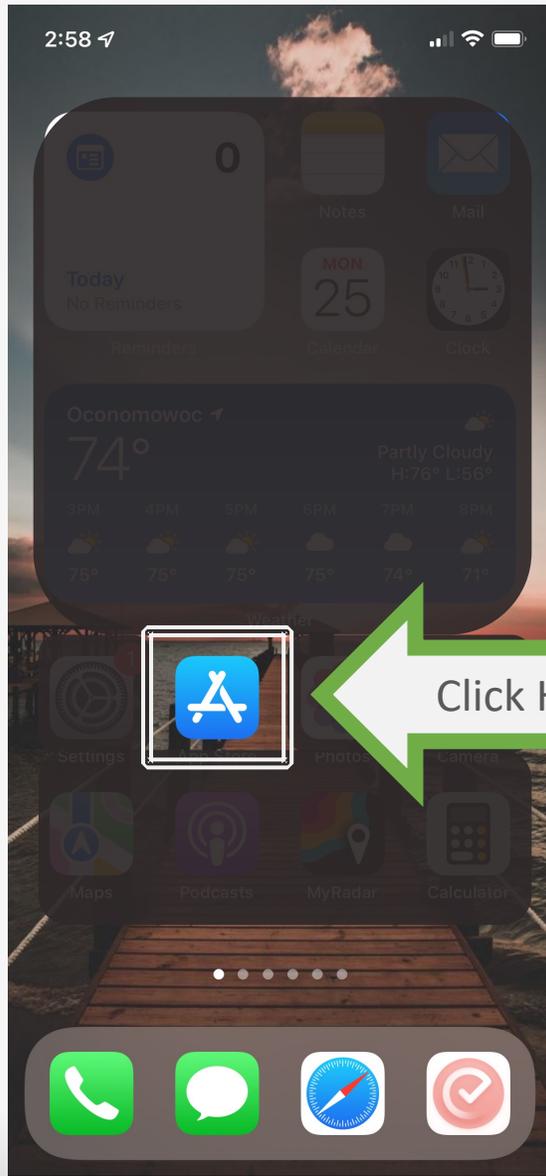
Apple & Android



Apple



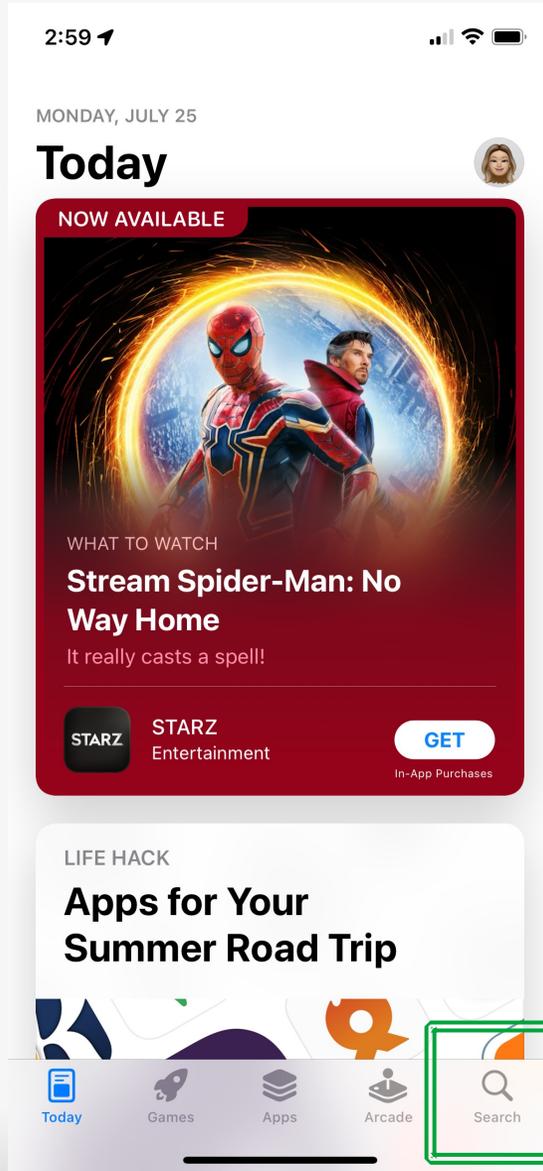
## Picture Instructions



## Written Instructions



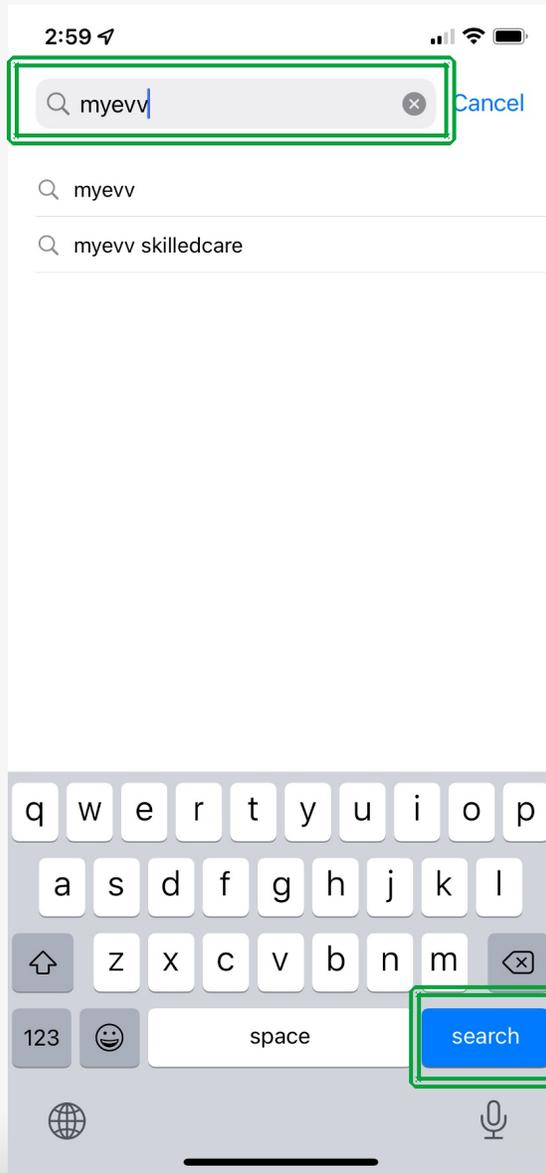
## Picture Instructions



## Written Instructions



## Picture Instructions

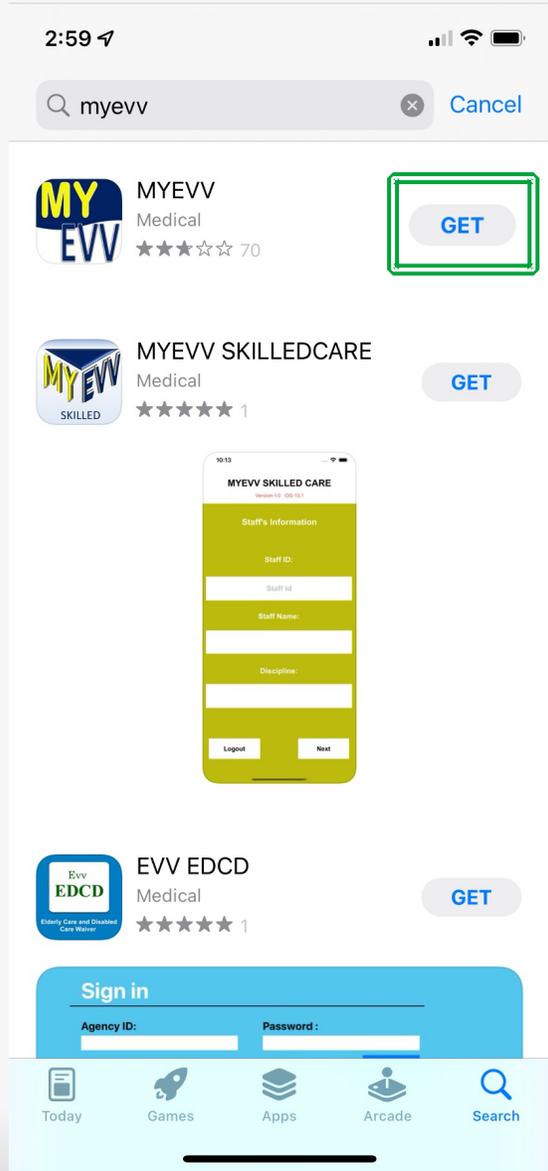


## Written Instructions

Click Search



# Picture Instructions



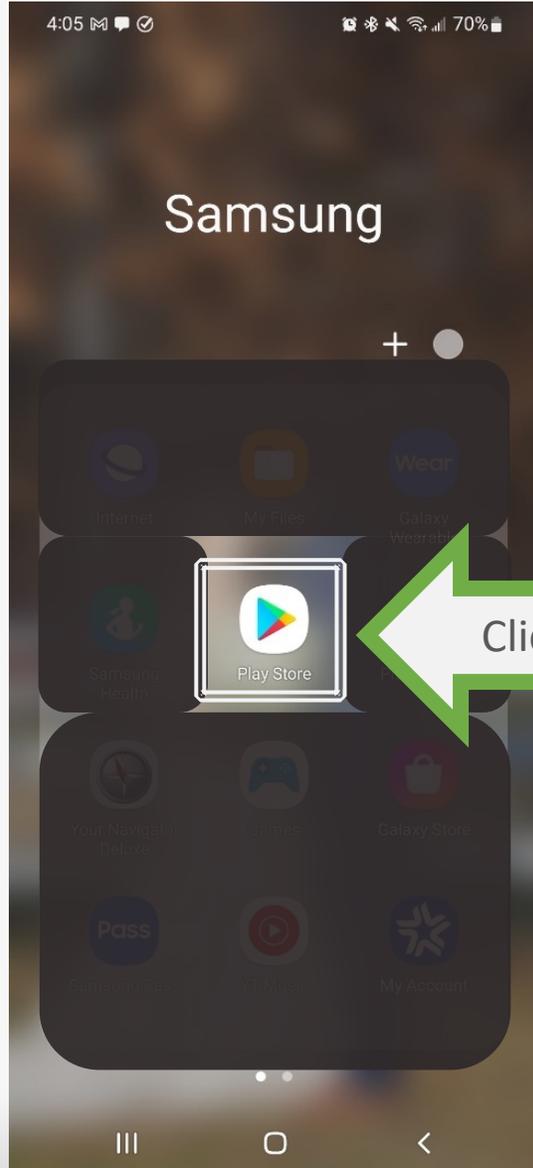
# Written Instructions



Android



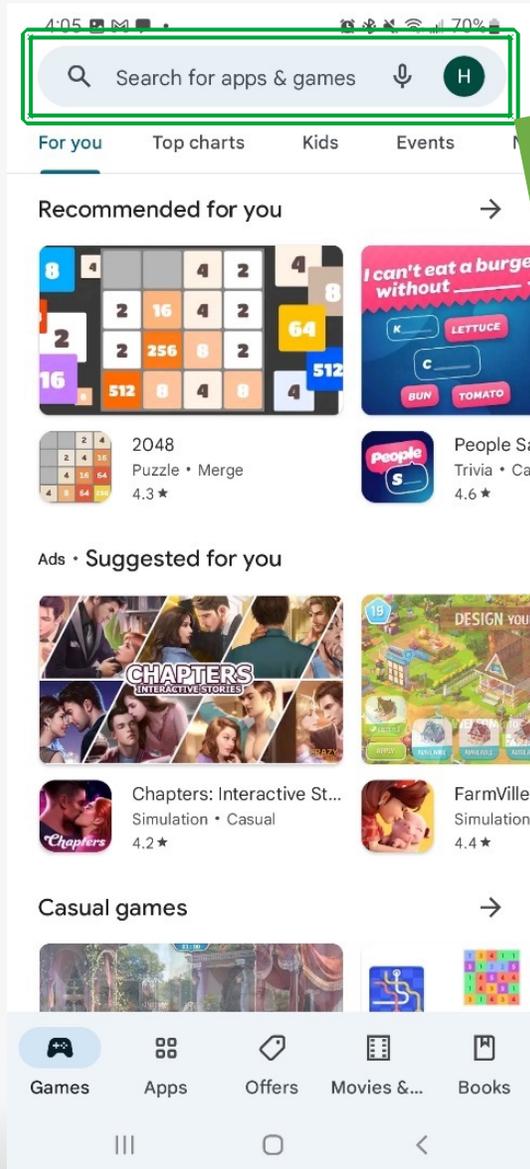
## Picture Instructions



## Written Instructions

- Download the app on the Play Store
- Click on the **“Play Store”**

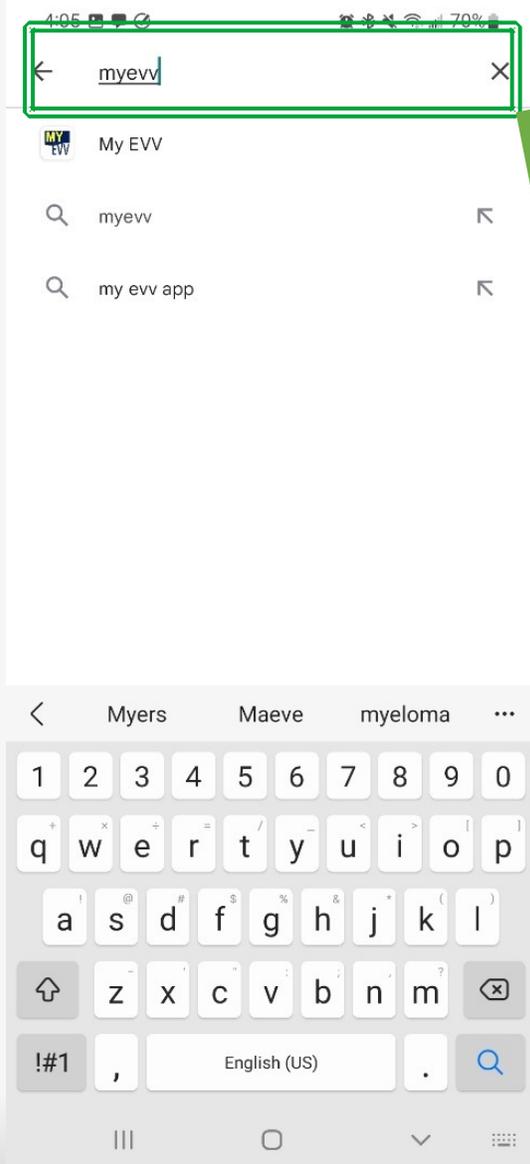
## Picture Instructions



## Written Instructions

- Enter in the search box  
“myevv”

## Picture Instructions

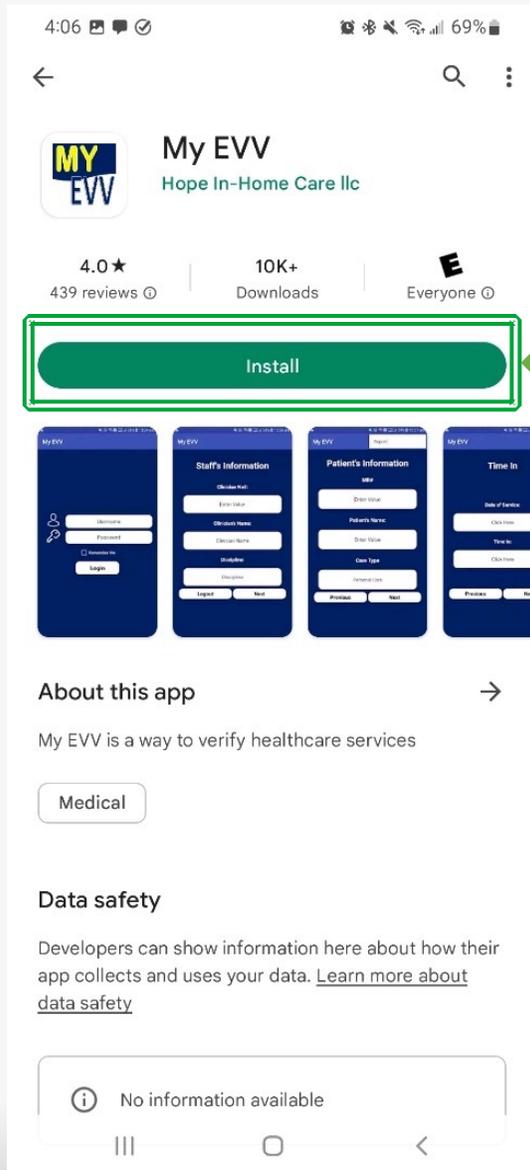


## Written Instructions

- Hit **“Search”**



## Picture Instructions



Click Here

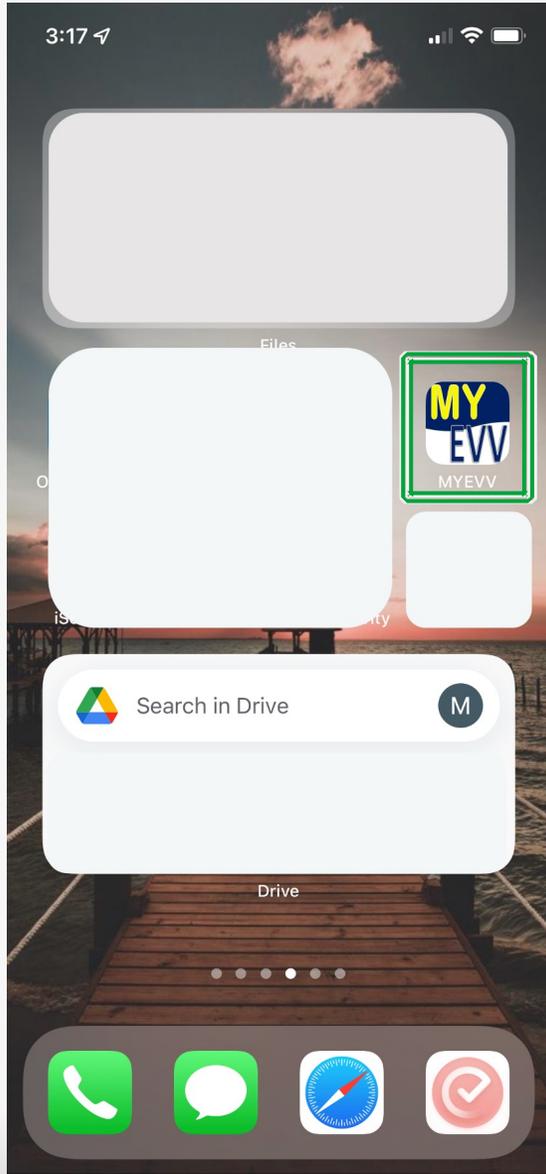
## Written Instructions

- Click **“Install”**

# Logging into MyEVV for the First Time



## Picture Instructions



## Written Instructions



## Picture Instructions

2:21 4G LTE

MYEVV

Username

Password

Remember Me

Login

Please enter valid username and password.

The image shows a mobile application interface for 'MYEVV'. It features a dark blue background with white text and input fields. The 'Username' and 'Password' fields, along with the 'Login' button, are highlighted with a green double-line border. At the bottom, there is a dark grey error message box.

## Written Instructions

- First time logging in:

User Name:

**Kpistaff**

Password:

**123456**

Once Logged into the  
KPI EVV, then you will  
only need to enter in  
your personal User ID



## Picture Instructions

1:46   

**MYEVV**  
Version-1.96 iOS-15.5

**Staff's Information**

Staff ID:

Staff Name:

Discipline:



## Written Instructions



## Picture Instructions

1:46 1:46 4G LTE 100%

**MYEVV** About Us

1. Have you been in contact with anyone who has been tested for Covid 19 or had a positive Covid 19 test?

Yes  No

2. Are you currently experiencing any Covid 19 symptoms?

Yes  No

3. Have you experienced any Covid 19 symptoms in the last 14 days?

Yes  No

Previous **Next**



## Written Instructions

- Answer “No” to these, otherwise it won’t let you log in
- If you do have COVID symptoms, just let the office know



Scheduled  
v.  
Unscheduled  
Visit Steps



# One of two Options

## Scheduled Visit

- Set by the office
- Linked to your correct client
- Specific cares to your client

## Unscheduled Visit

- Available any time you do a shift
- Not linked to your correct client, but will be linked internally by office staff
- Not specific cares to your client, but has all cares, so you will need to pick only your care plan specific



# One of two Options

Scheduled Visit

2:00 ↶



MYEVV



*MySchedule*

Today

Buffay, Phoebe

PC



02:00 PM TO 03:00 PM

UNSCHEDULED

Previous

Next

Unscheduled Visit

1:46 ↶



MYEVV



*MySchedule*

UNSCHEDULED

Previous

Next

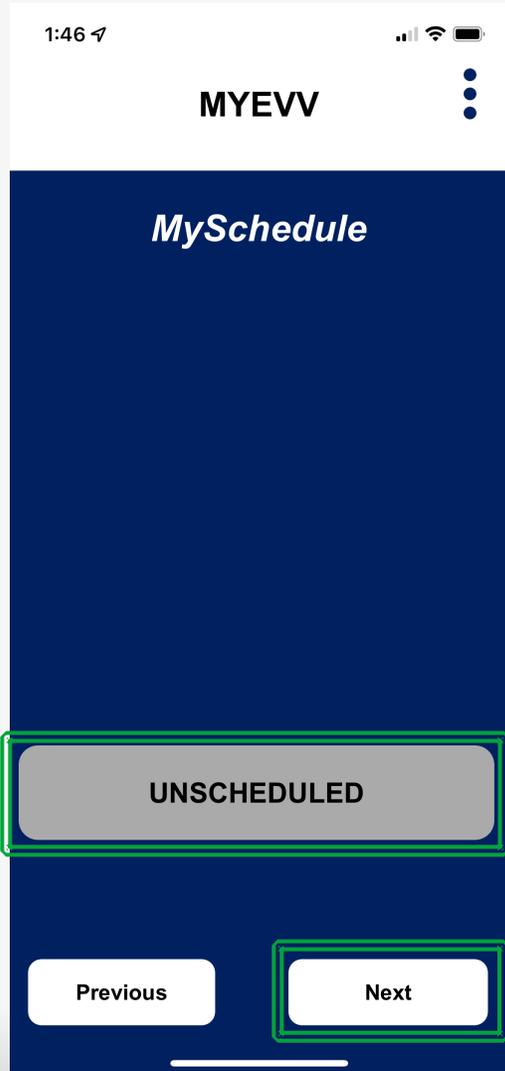


# Unscheduled Visit Steps



# Unscheduled Visits

## Picture Instructions



Click Unscheduled

Click Next

## Written Instructions

- Click “Unscheduled”
- Click “Next”

# Unscheduled Visits

## Picture Instructions

2:06 4

MYEVV

**Patient's Information**

MR#:

Unscheduled Visit

Patient's name:

Buffey, Phoebe

Select Care ▼

Previous Next

The screenshot shows a mobile application interface. At the top, the time is 2:06 and there are signal, Wi-Fi, and battery icons. Below that is the text 'MYEVV'. A dark blue header contains 'Patient's Information'. Underneath, there is a label 'MR#:' followed by a white input field containing 'Unscheduled Visit'. Below that is another label 'Patient's name:' followed by a white input field containing 'Buffey, Phoebe'. This input field is highlighted with a green border. Below the name field is a dropdown menu labeled 'Select Care' with a downward arrow. At the bottom of the screen are two white buttons labeled 'Previous' and 'Next'.

## Written Instructions

- Type in Client's Name

Type in client's name



# Unscheduled Visits

## Picture Instructions

2:06

MYEVV

**Patient's Information**

MR#:

Unscheduled Visit

Patient's name:

Buffey, Phoebe

Personal Care ▲

Personal Care

Previous Next

The screenshot shows a mobile application interface. At the top, the time is 2:06 and the user is logged in as MYEVV. Below this is a section titled 'Patient's Information' with a label 'MR#:' and a text input field containing 'Unscheduled Visit'. Another label 'Patient's name:' is followed by a text input field containing 'Buffey, Phoebe'. Below that is a dropdown menu currently showing 'Personal Care' with a small upward-pointing triangle to its right. Underneath the dropdown is a larger text area also labeled 'Personal Care'. At the bottom of the screen are two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a green border.

Select Drop Down Box

Click Next

## Written Instructions

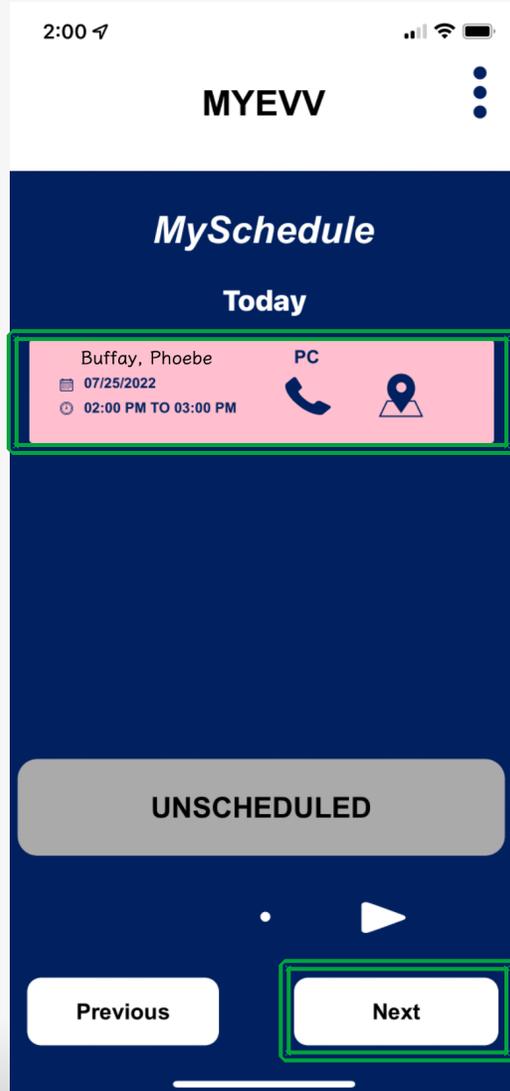
- Select Drop Down Box
  - Select "Personal Care"
- Click "Next"

# Scheduled Visit Steps



# Scheduled Visits

## Picture Instructions



Click the scheduled visit

Click Next

## Written Instructions

- Click the scheduled visit
- Click “Next”



# Scheduled Visits

## Picture Instructions

2:03 4

MYEVV

Patient's Information

MR#:

123456789

Patient's name:

Buffey, Phoebe

Personal Care ▼

Previous Next

The screenshot shows a mobile application interface. At the top, the time is 2:03 and there are signal, Wi-Fi, and battery icons. Below that is the text 'MYEVV'. A dark blue header contains 'Patient's Information'. Underneath, there are three input fields: 'MR#' with the value '123456789', 'Patient's name:' with the value 'Buffey, Phoebe', and a dropdown menu labeled 'Personal Care' with a downward arrow. At the bottom, there are two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a green double-line border.

Click Next

## Written Instructions

- The client's name and ID number will auto-populate
- Click "Next"

The remaining steps are the same regardless of an unscheduled or scheduled visit.



## Picture Instructions

2:03



**MYEVV**

**Time in**

**Time in**

**Date**

**Previous**

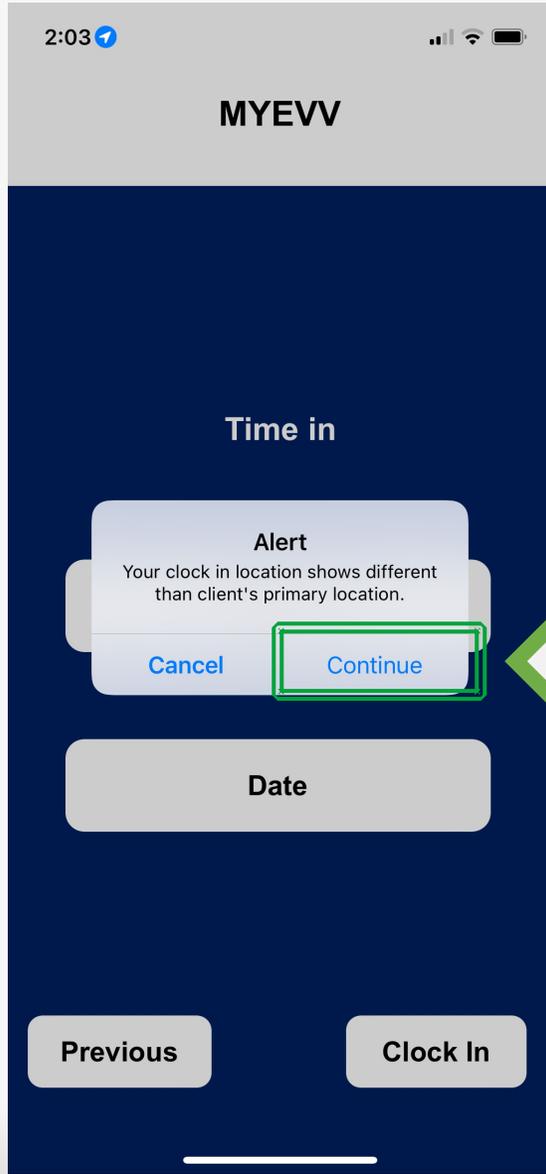
**Clock In**

Click Here

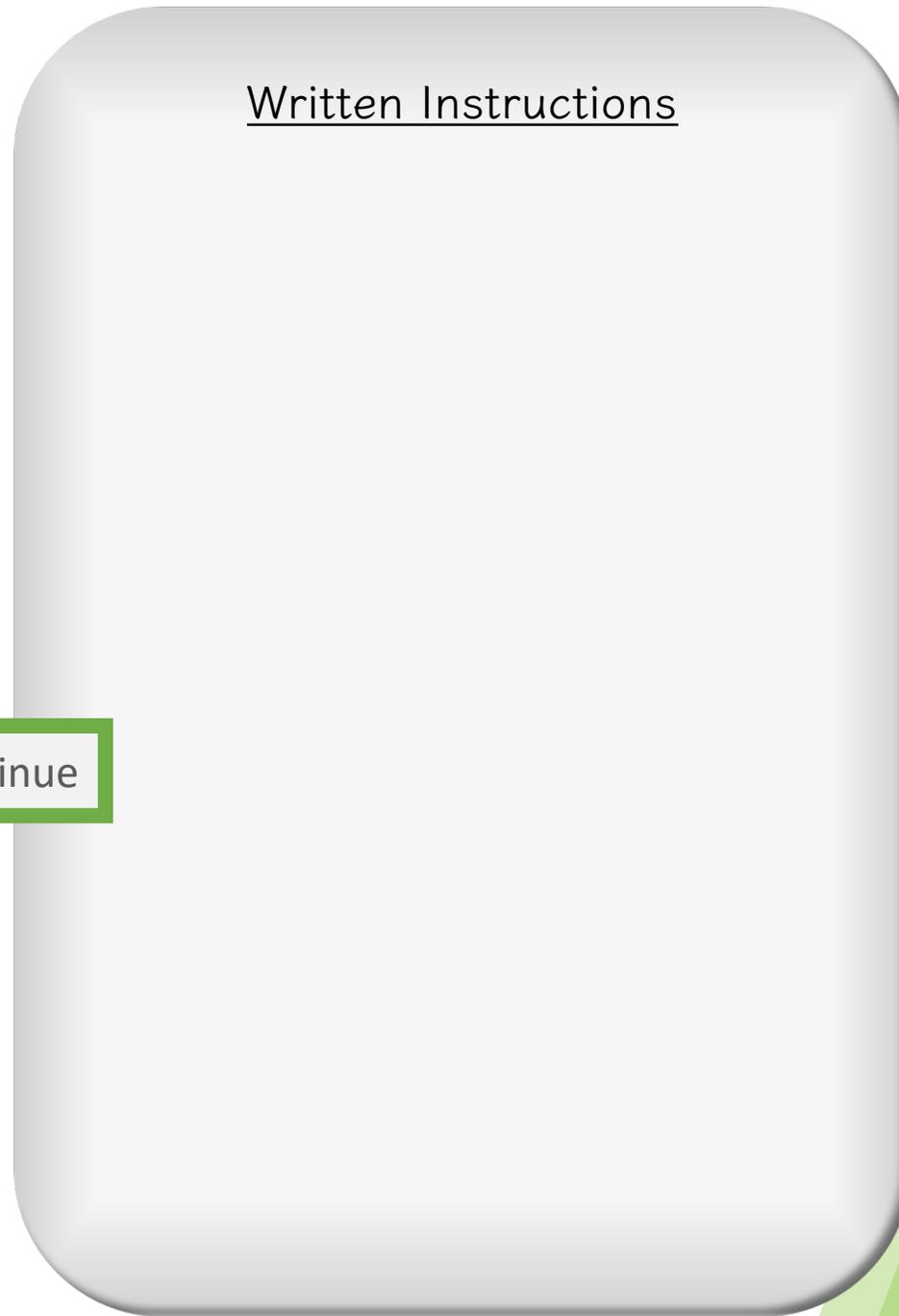
## Written Instructions



## Picture Instructions



## Written Instructions

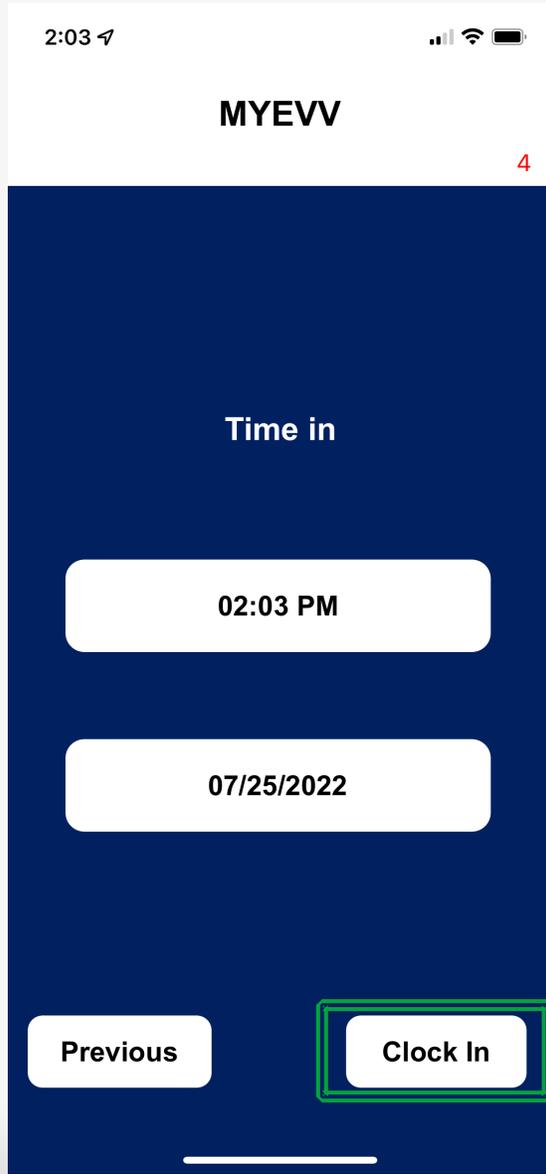


# What That Alert Means

- **At this time, EVV is only using GPS location for clock in and clock out only**
  - Not in the middle of the shift
  - Not when you aren't working
- **You can IGNORE that alert. It will not affect your timecard or payroll.**



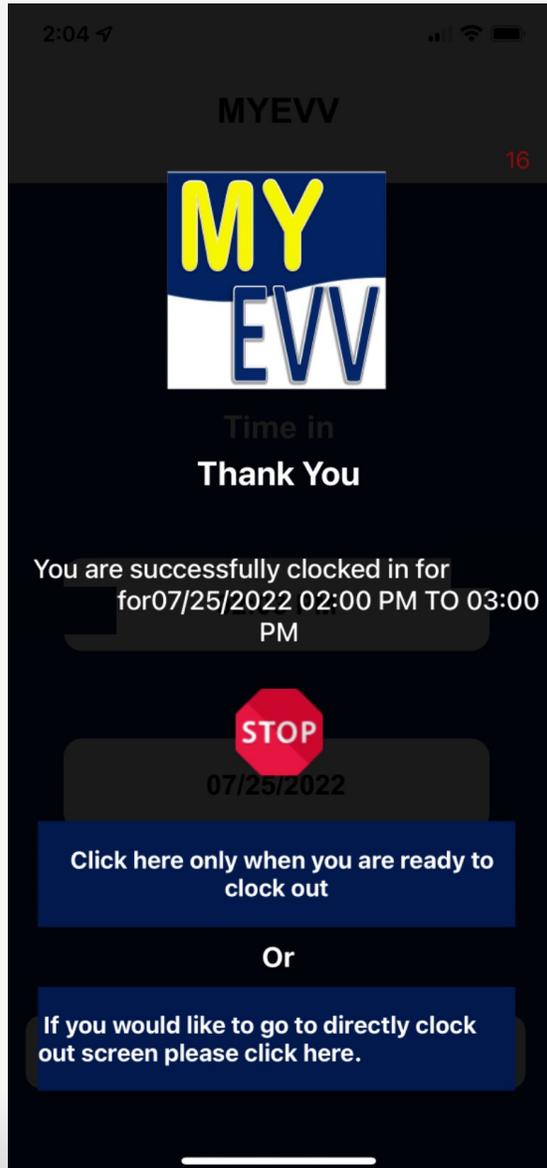
## Picture Instructions



## Written Instructions



## Picture Instructions



## Written Instructions

- If you see this page, you have successfully clocked in 😊
- You can click out of the app and use your phone as normal until you are ready to clock out

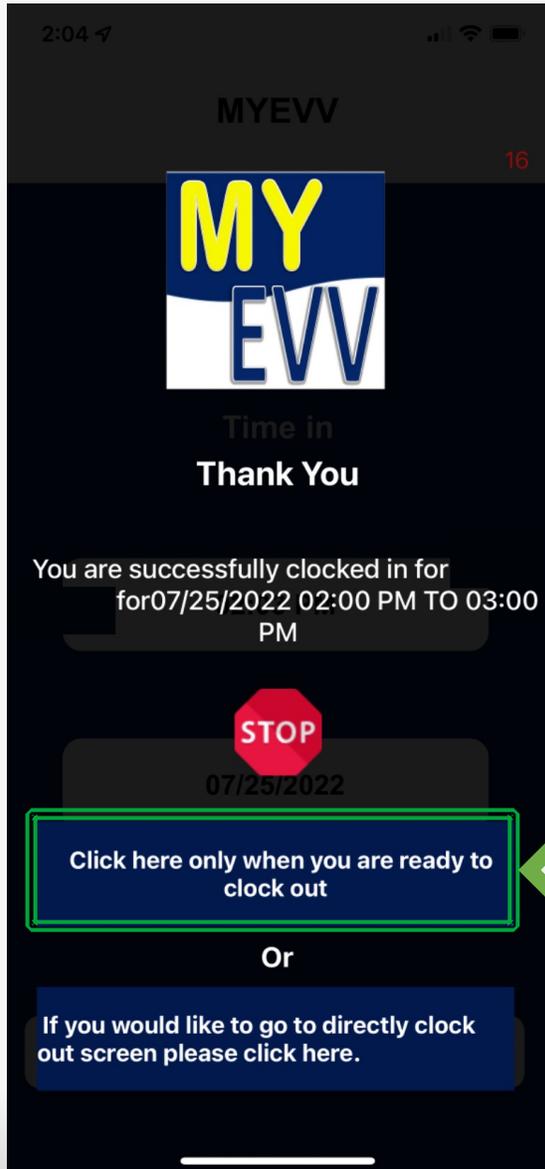
At this point, you may  
start your shift.



These next steps are  
when your shift is over.



## Picture Instructions



## Written Instructions

- When your shift is done, reopen the app, and you will be brought back to this page.
- Click on the green highlighted area

## Picture Instructions

2:04 4G LTE 35

**MYEVV**

**Activity**

- Complete/Partial Bath
- Dress/Undress: Upper Body
- Dress/Undress: Lower Body
- Personal Grooming
- Mobility Assist

**Previous** **Next**



## Written Instructions



## Picture Instructions

2:04



**MYEVV**

45

### Comments and Observations:

1. Did you observe any change in the individual's physical condition?

No  Yes

(Maximum 40 characters allowed)

Observation if YES

Previous

Next

Click Next

## Written Instructions



## Picture Instructions

2:04 47

**MYEVV**

**Comments and Observations:**

2. Did you observe any change in the individual's emotional condition?

No  Yes

(Maximum 40 characters allowed)

Observation if YES

**Previous** **Next**

## Written Instructions



## Picture Instructions

2:04 4G LTE 50

**MYEVV**

**Comments and Observations:**

**3. Was there any change in the individual's regular daily activities?**

No  Yes

(Maximum 40 characters allowed)

Observation if YES

**Previous** **Next**



## Written Instructions



## Picture Instructions

2:04



**MYEVV**

54

### Comments and Observations:

4. Do you have an observation about the individual's response to services rendered?

No  Yes

(Maximum 40 characters allowed)

Observation if YES

Previous

Next

Click Next

## Written Instructions



## Picture Instructions

2:04 4G LTE

**MYEVV** 57

**Additional Comments**

Additional Comments/Observations (if needed):

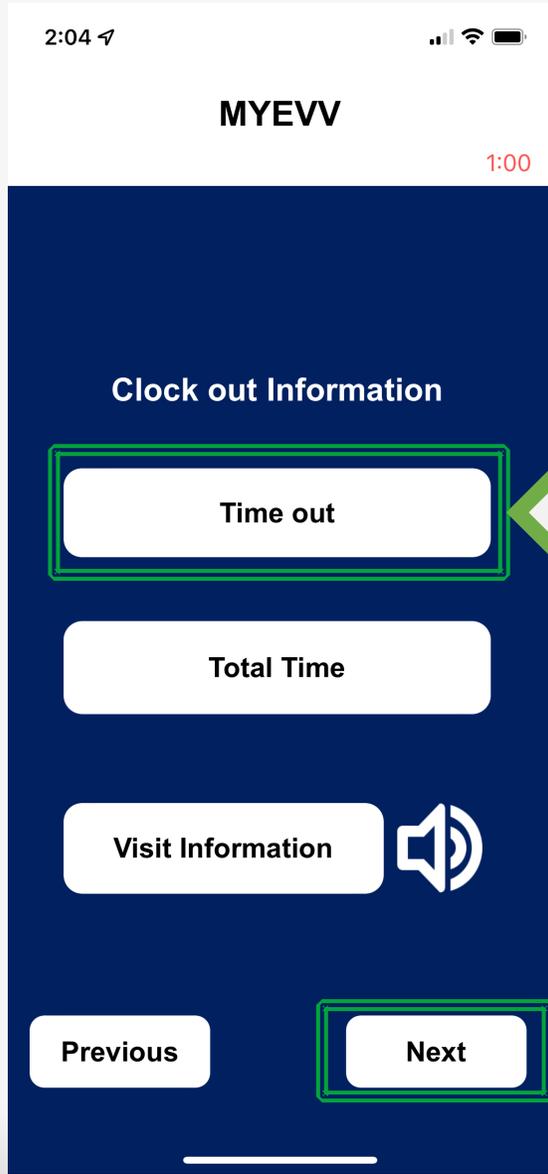
Previous **Next**

The screenshot shows a mobile application interface. At the top, the time is 2:04 and the signal strength is 4G LTE. The app name is MYEVV, and there is a red number 57 in the top right corner. Below this is a dark blue header with the text 'Additional Comments'. Underneath is a white text input field with the placeholder text 'Additional Comments/Observations (if needed):'. At the bottom of the screen, there are two white buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a green border, and a green arrow points to it from the right with the text 'Click Next'.

## Written Instructions

- Use this area to write in “test shifts” or if you need to let us know to adjust your clock in/clock out hours

## Picture Instructions



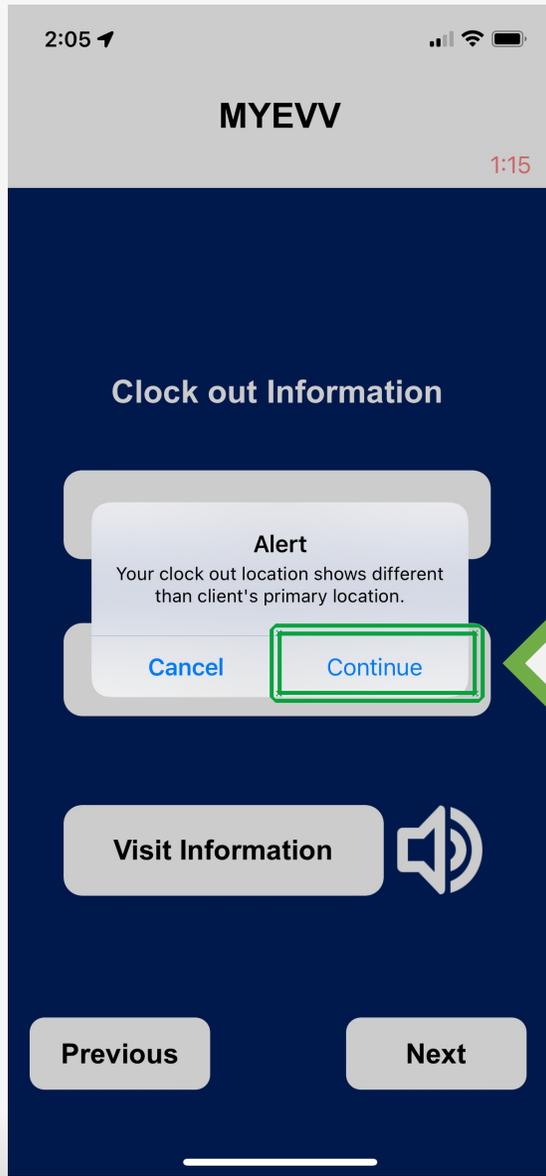
Click Time Out

## Written Instructions

Click Next

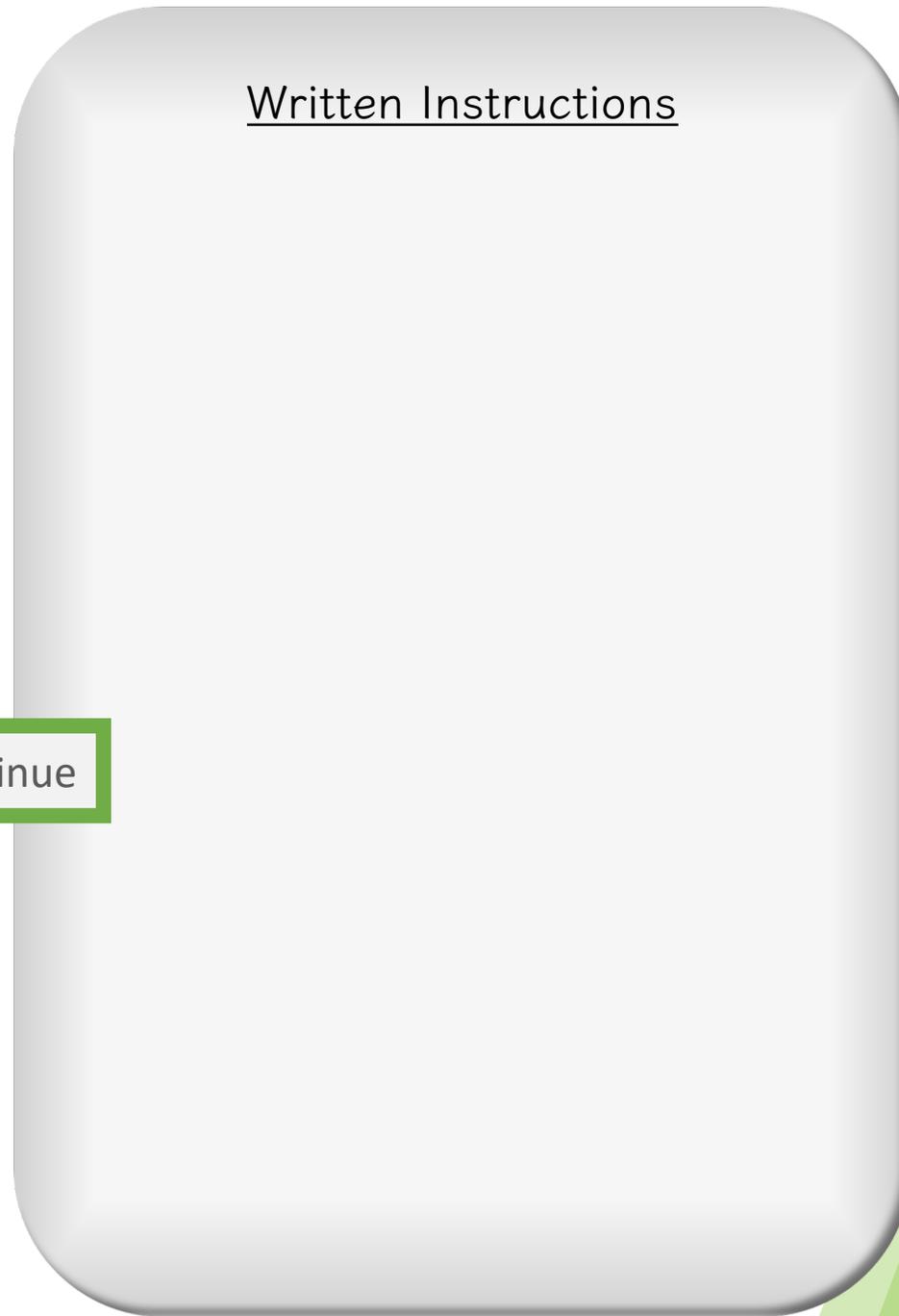


## Picture Instructions



Click Continue

## Written Instructions



## Picture Instructions

2:05



**MYEVV**

### **Clock out Information**

**02:05 PM**

**00:02**

**Visit Information**



**Previous**

**Next**

Click Next

## Written Instructions



## Picture Instructions

2:05 4

MYEVV

Patient's Signature

Staff's Signature

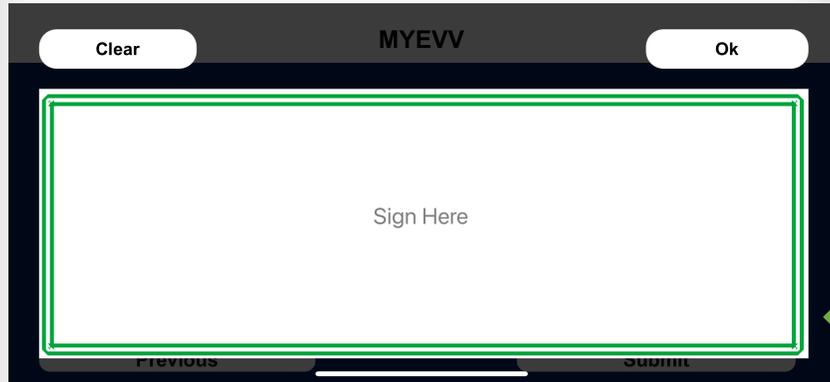
Previous Submit

Click Here

## Written Instructions

- **Have whomever you normally have sign this spot**
  - Client
  - Guardian
  - Parent
  - N/A

## Picture Instructions



## Written Instructions



## Picture Instructions

2:05 4

MYEVV

Patient's Signature

Staff's Signature

Click Here

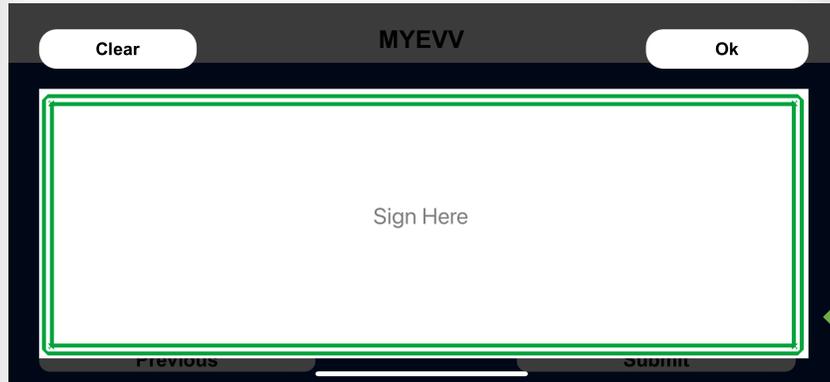
Previous Submit

## Written Instructions

- You sign here



## Picture Instructions



## Written Instructions



## Picture Instructions

2:06 4G

MYEVV

Patient's Signature

Phoebe Buffy

Staff's Signature

Staffy McStaff

Previous Submit

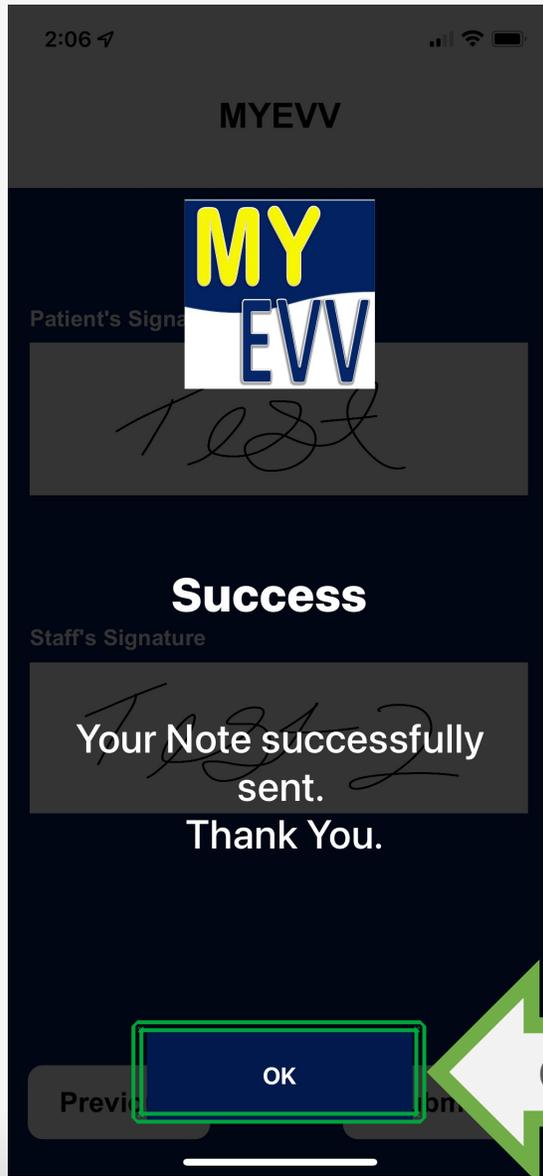
## Written Instructions

- Click **“Submit”**

Click Next



## Picture Instructions



## Written Instructions



## Common Issues

- You have to allow location when using the app
  - If your phone is giving you a notification, you can go into your phone settings and shut the notification off
- If the app ever starts glitching and says something like “data loading”, just uninstall and re-install the app.
- If you have any questions at all, please reach out to Melissa :-)  
[msmart@kpihh.com](mailto:msmart@kpihh.com)

## Practice

Feel free to use the app to practice with a test “Unscheduled” shift

Just make sure to make a note in the box so we delete it out on our end.

