Clock In/Out Self-Hired Community Habilitation: Telehealth Supports

eVeroMobile App & eVeroConnect App

Community Habilitation a service delivered in the community to facilitate inclusion, integration, skill and relationship building

eVeroMobile app software app utilized by self-hired staff to document services when providing NYS Medicaid supports including but not limited to timekeeping, shift notes, and monthly documentation of staff services provided

Quality Notes staff will enter daily shift notes when providing Community Habilitation services. Notes should include important details of the supports provided during that shift. This should directly relate to the individual's goals/valued outcomes as indicated in the 'Methods' Section of the eVeroMobile app (NYS Medicaid requirement for quality documentation)

Quality Telehealth Documentation:

- In addition to staff documenting quality goals/safeguard supports, a required Telehealth Summary must be completed
- All goals/safeguard supports provided remotely are considered appropriate for this method of delivery

AIM Payroll Information

eVero Payroll Assists with processing payroll, time off approval, and communications with staff on shift updates/corrections in accordance to AIM Payroll Schedule (visit AIM Website for current year)

Staff Attendance All shifts must be documented real-time by staff via the eVeroMobile App on an electronic device per federal (EVV) Electronic Visit Verification mandates. Any missed shifts or shift corrections must be submitted by staff to eVero Payroll at everopayroll@aimservicesinc.org utilizing the manual payroll template

- Manual Telehealth Payroll Templates may be submitted via AIM Self-Direction https://www.aimservicesinc.org/self-direction/staff-tools/manual-telehealth-submissions/
- Please reach out to SD Team if the staff needs a manual telehealth payroll template
- Any missed shifts or shift corrections must be submitted by staff within 24 hours to ensure smooth processing of payment

Overtime Policy Overtime must be requested and confirmed by AIM team to ensure sufficient support in the budget prior to staff providing services (please note overtime is paid at time and a half)

Staff Timekeeping with Telehealth:

- Staff are required to maintain Electronic Visit Verification (EVV) standards and must ensure two-way communication is delivered in accordance with HIPAA compliance to protect the private health information of the person self-directing
- Staff must document shifts in real-time using eVeroMobile app
- Staff must use a HIPAA compliant platform such as eVeroConnect app for face-to-face video/virtual conferencing

Staff Mobile Applications for Remote Services-Telehealth:

eVeroConnect

HIPAA compliant telehealth delivery app utilized by staff for remote face-to-face Telehealth Supports

eVeroConnect

eVeroMobile

Medicaid compliant service delivery app utilized by staff for timekeeping face-to-face Self-Hired Supports

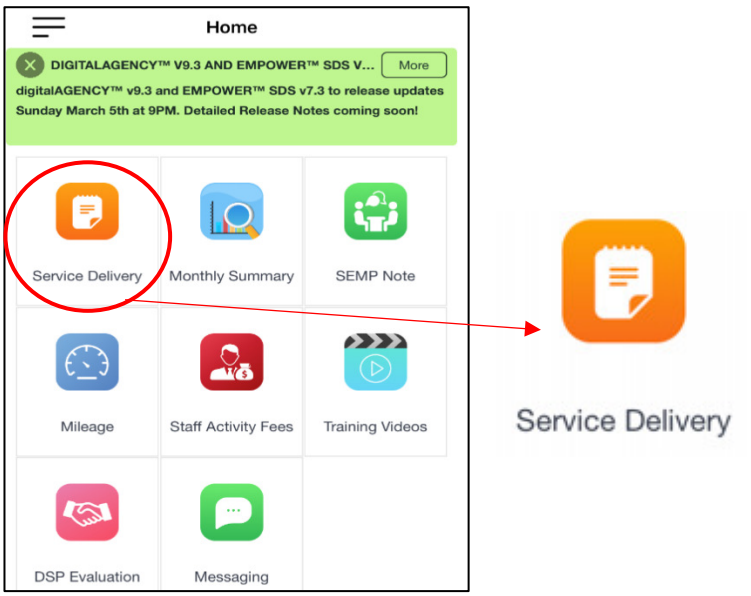
eVeroMobile

1. Select ‘Click Here to Log In’ and proceed to ‘eVero Sign In’ screen
2. Enter username and password; Select ‘Sign In’

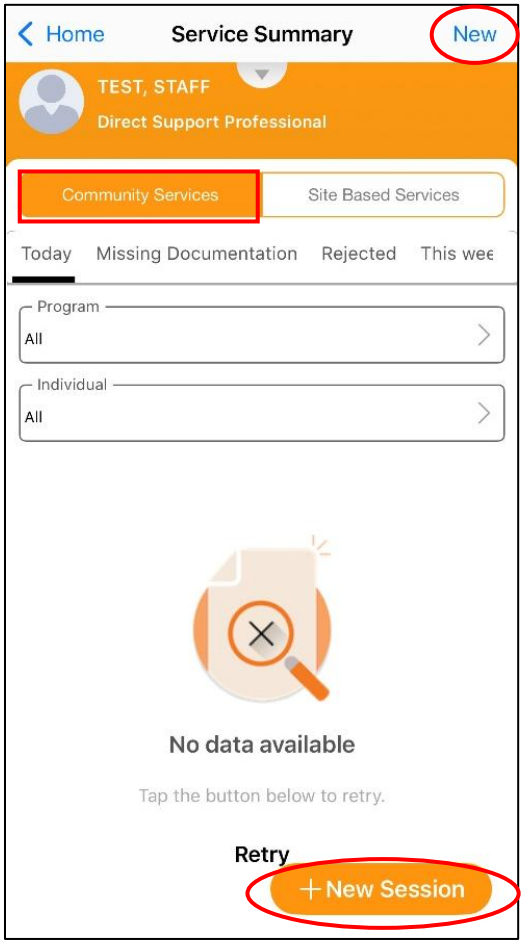


Forgotten User/Password: Select ‘Forgot your username’ or ‘Forgot your password’ or ‘Forgot your login information’ (blue hyperlinks on right-hand side or bottom center) and follow onscreen instructions for Username or Password

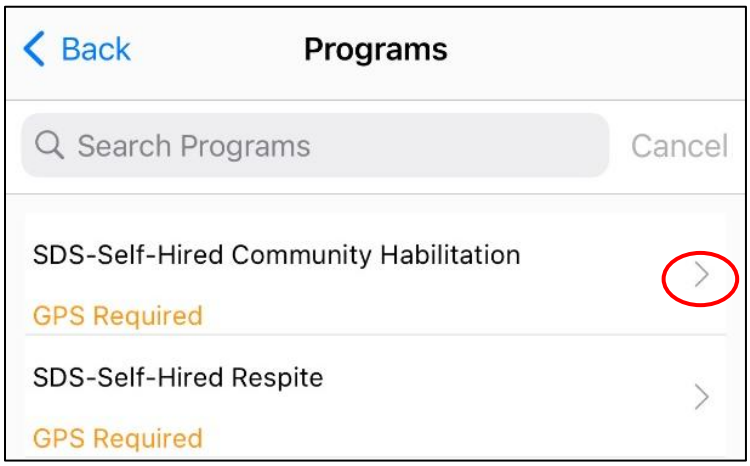
3. Select ‘Service Delivery’ (orange icon top left)



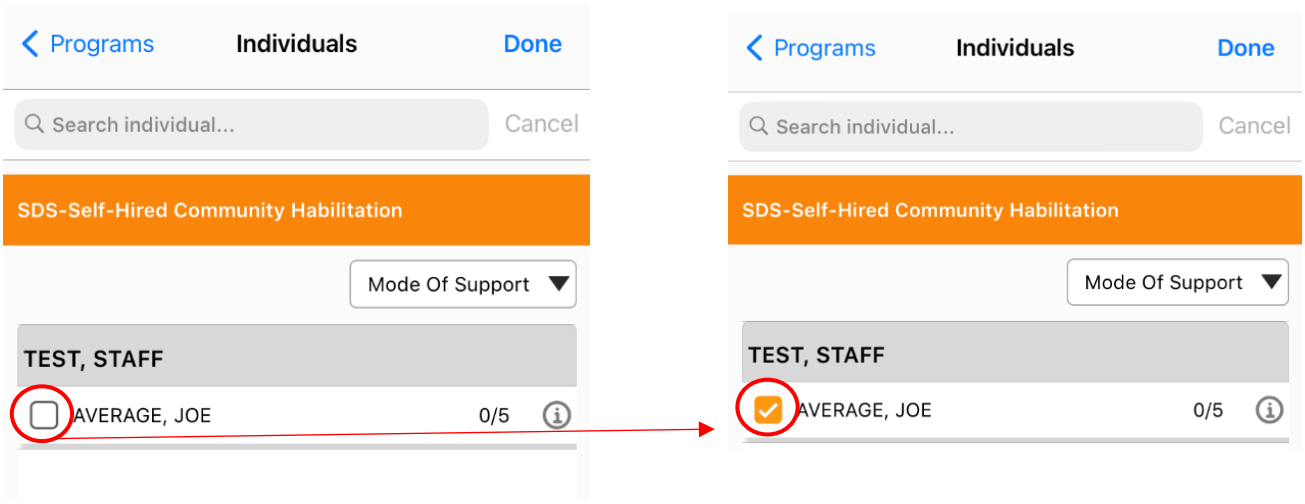
4. Confirm ‘Community Services’ is toggled to orange
5. Select 'New’ (upper righthand corner of screen) or ‘New Session’ (bottom right-hand corner of screen)



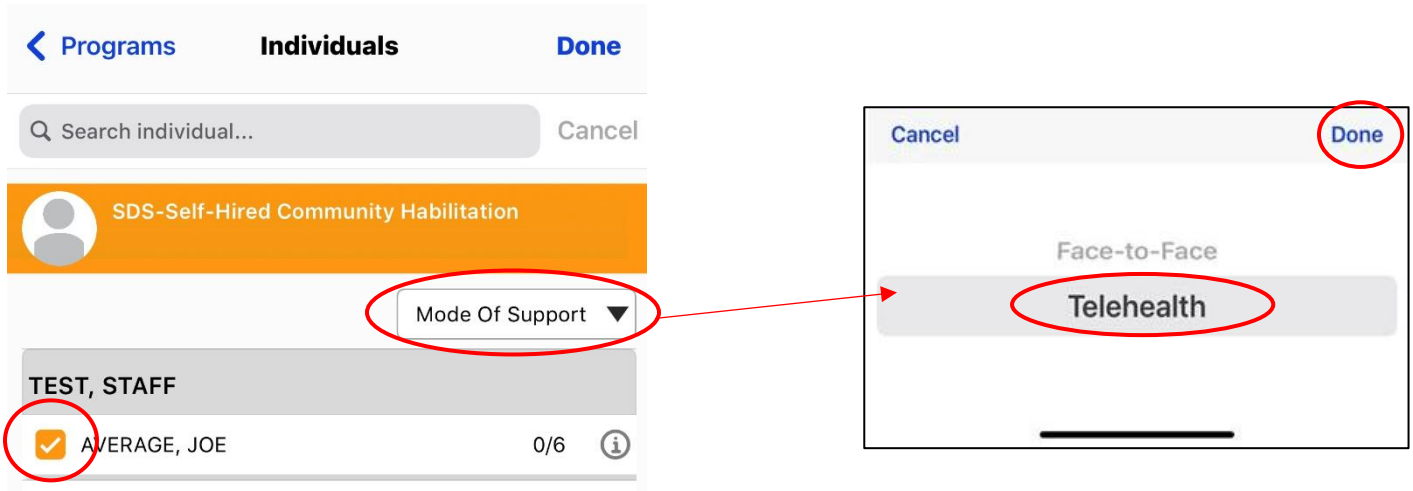
6. Select ‘SDS-Self-Hired Community Habilitation (grey arrow) and proceed to next screen



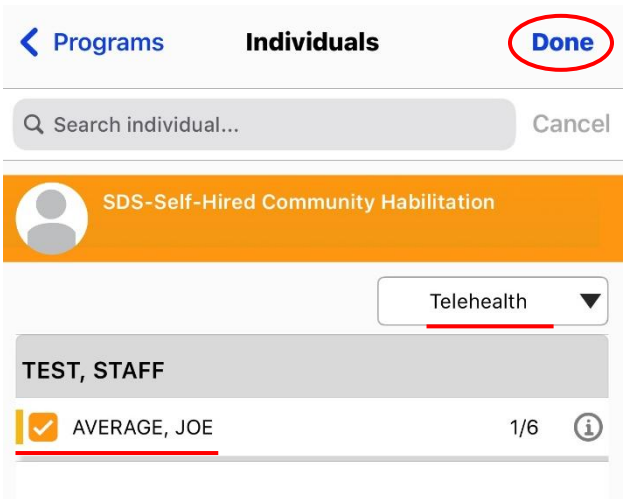
7. Select Individual by clicking empty checkbox (selection indicated by orange checkmark)



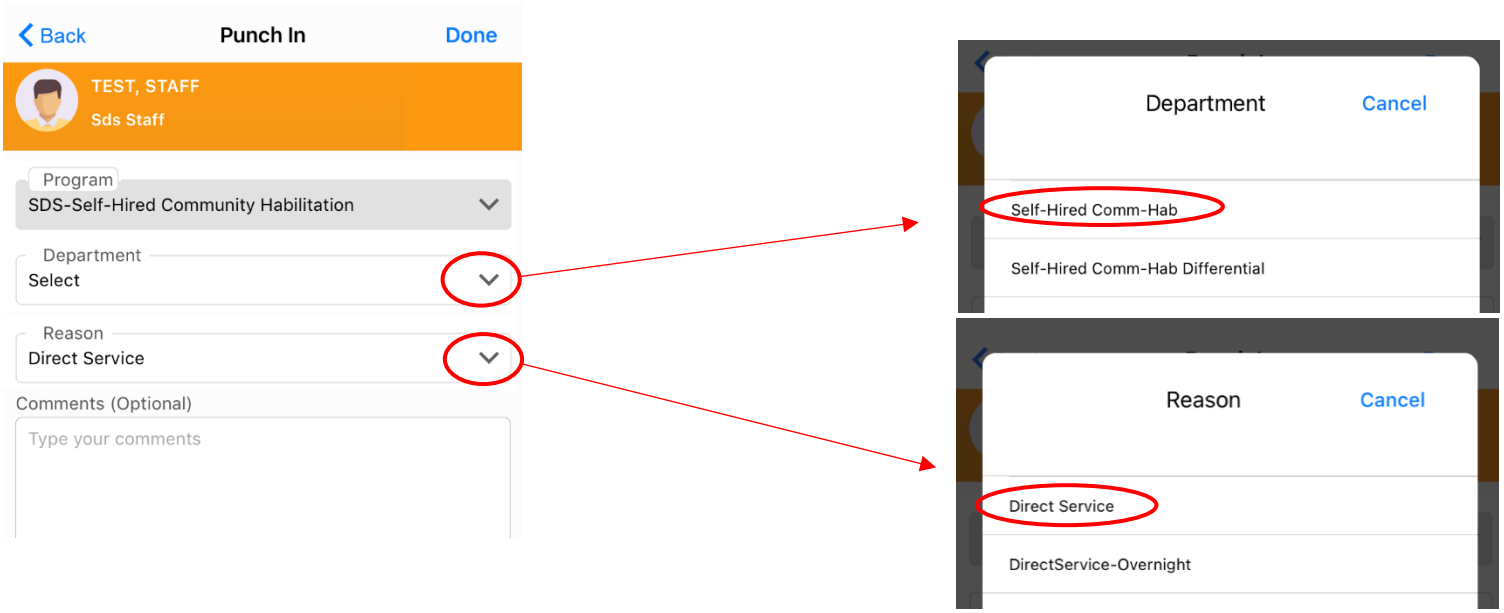
8. Select 'Mode-of-Support' (upper right-hand corner); Select 'Telehealth' from dropdown. Select 'Done' (upper right-hand corner) to return to 'Individuals' screen



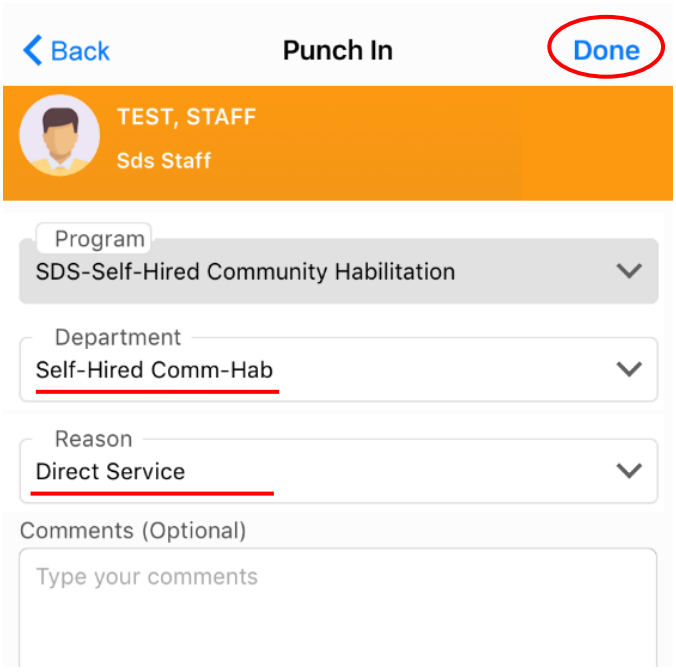
9. On 'Individuals' screen, select 'Done' to proceed to 'Session'



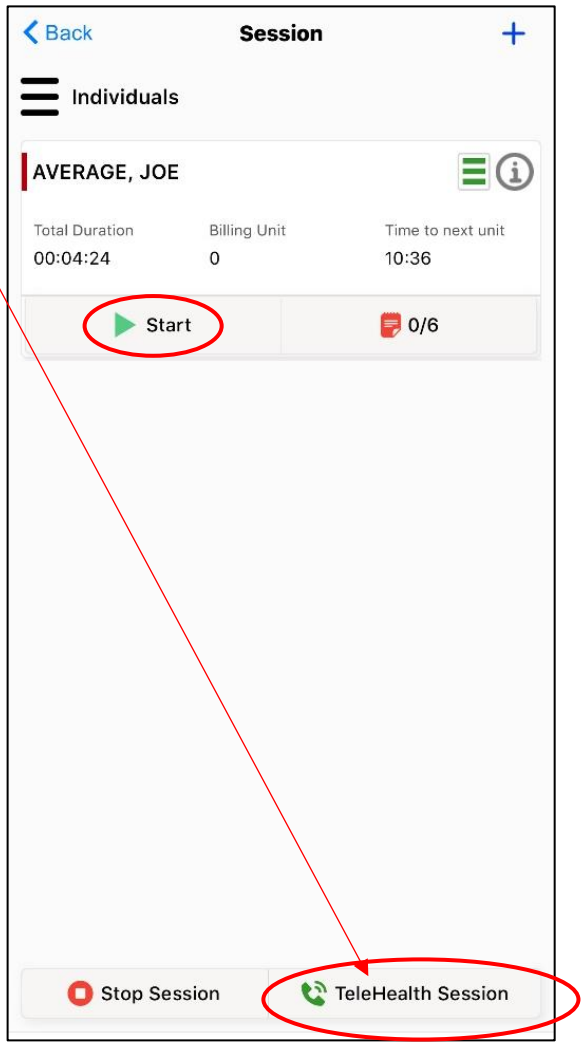
10. Select ‘Department’ (grey arrow); select ‘Self-Hired Comm-Hab’ from dropdown
11. Select ‘Reason’ (grey arrow); select ‘Direct-Service’ from dropdown



12. Verify information is correct on ‘Punch In’ screen (comments are optional); select ‘Done’ (upper right-hand corner)

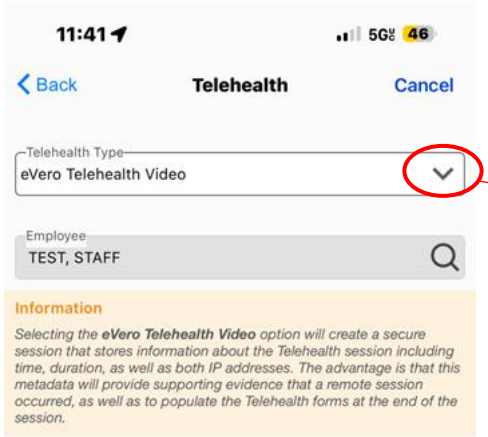


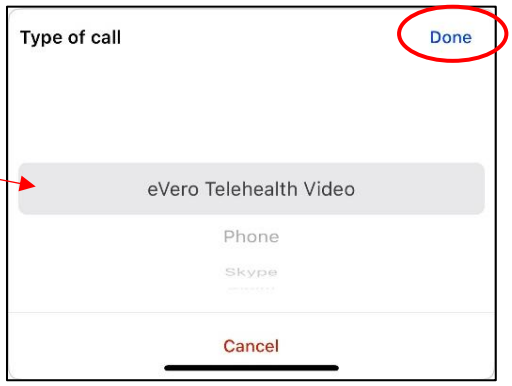
13. Press ‘Start’ (green play icon) to proceed to session and begin Telehealth supports
14. Press ‘Telehealth Session’ (green phone icon) to open Telehealth page



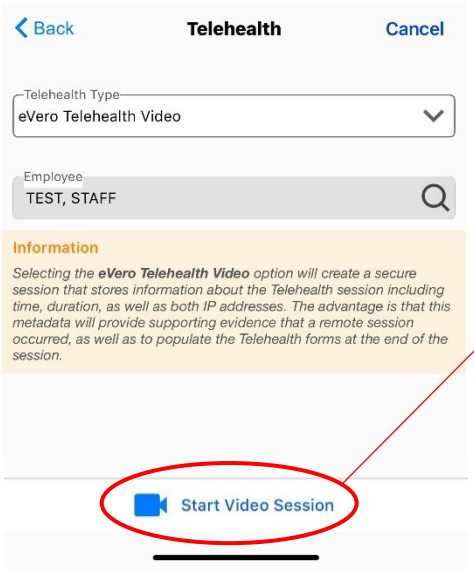
Software Note: AIM recommends using the eVeroConnect which is a HIPAA compliant software platform for remote telehealth delivery of services. These platforms work together to streamline efficiency of shift documentation

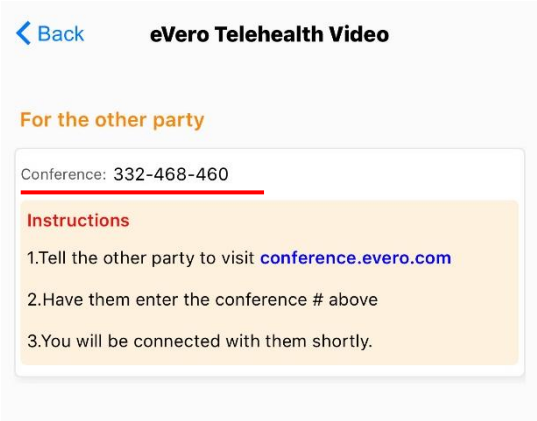
14. Select the ‘Telehealth Type’ from dropdown menu; select ‘Done’ (upper right-hand corner)





15. Select ‘Start Video Session’ at the bottom of the screen to populate a conference number for the person self-directing who is receiving telehealth services as the ‘other party’



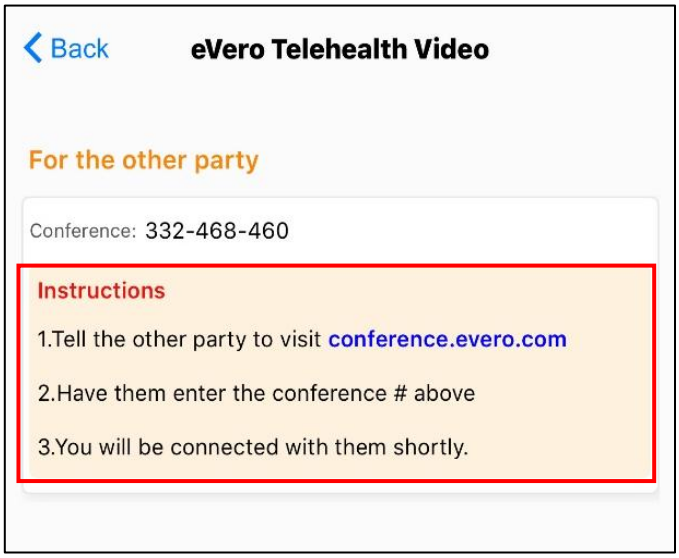


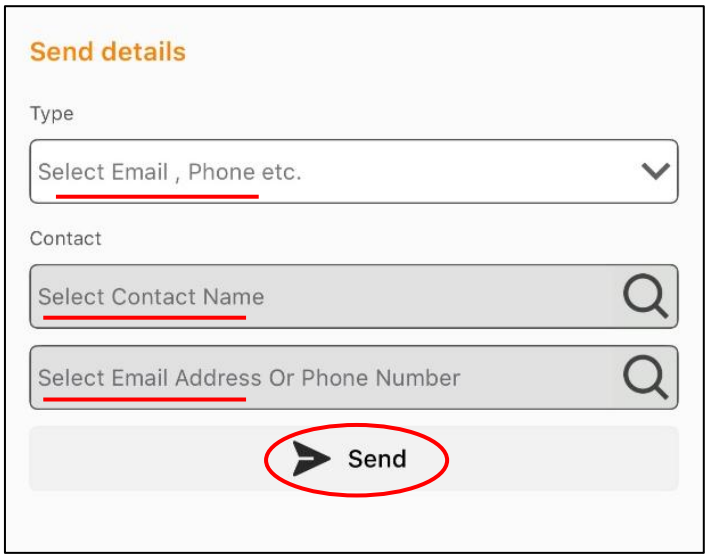
Conference ID Information:

- Utilize the instructions to assist the other party with accessing the telehealth video
  - i. Tell the other party to visit conference.evero.com or download eVeroConnect App
  - ii. Have the other party enter the conference # provided real time to join the video session

<u>or</u>

- ‘Send Details’ to assist the other party with the conference # through eVero directly to the other party’s preferred email or phone contact method

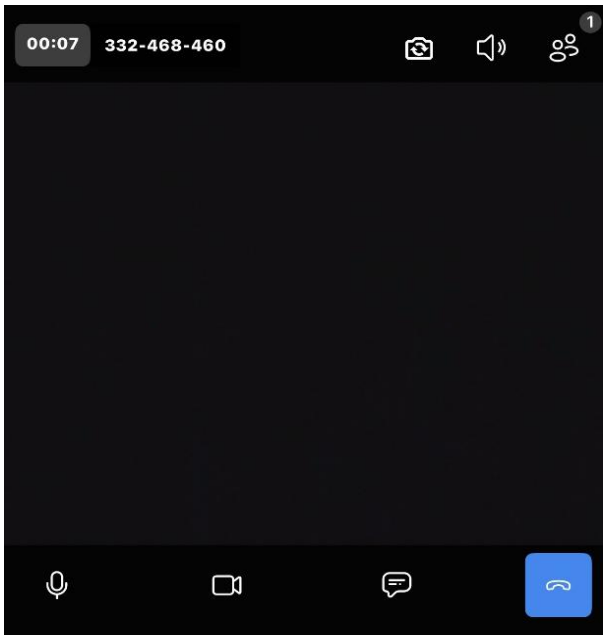




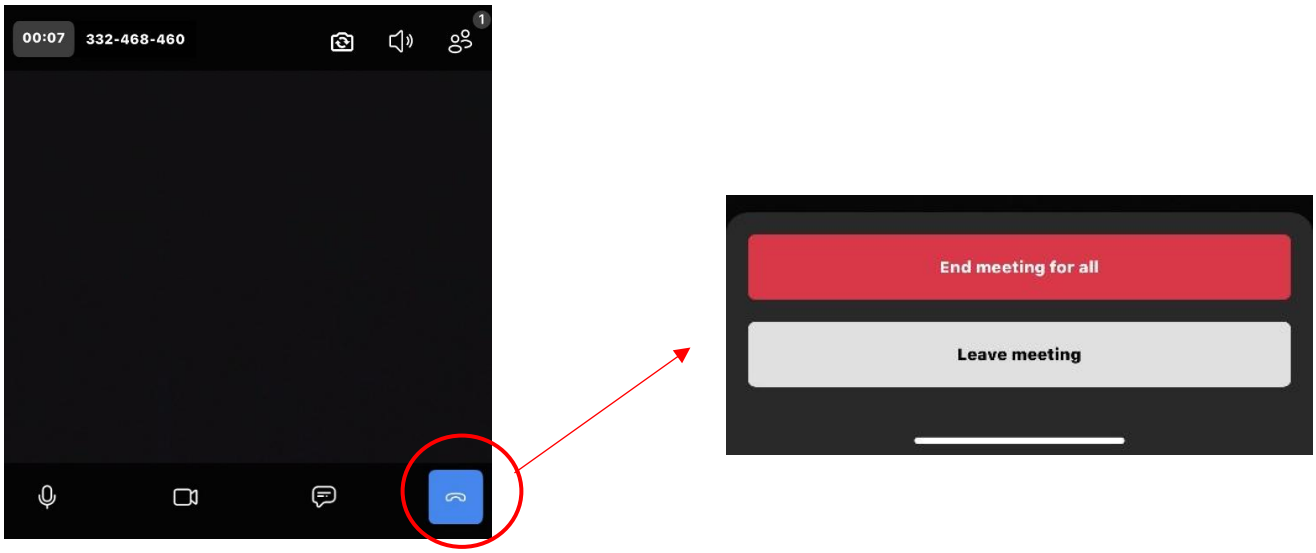
16. Select ‘Click here to start video’ (video session will automatically open in eVeroConnect App if installed on the mobile device)



17. Remote delivery of self-hired community habilitation will begin



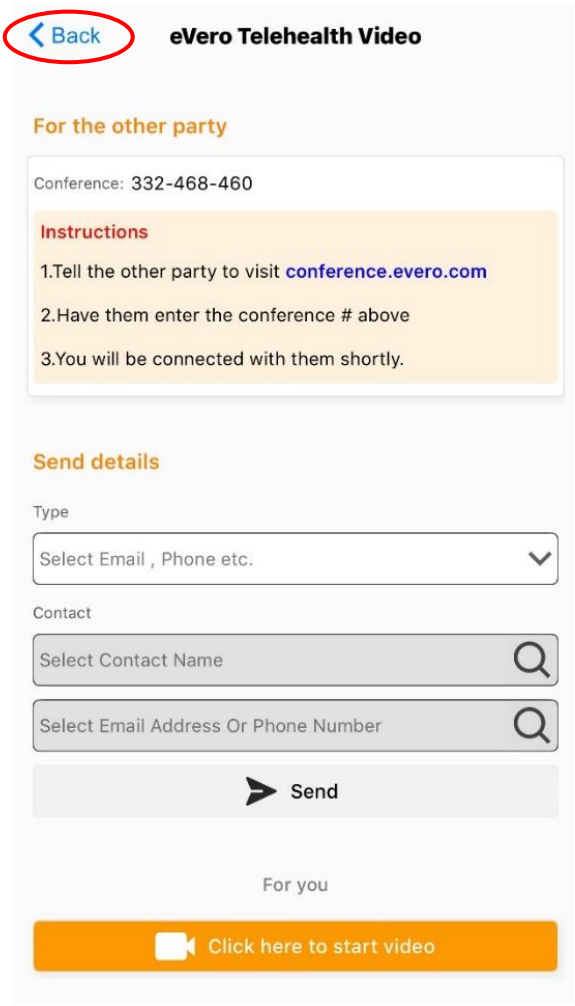
18. To end the Telehealth video call, select the blue phone symbol in the bottom right corner of screen then select ‘end meeting for all’ once services have concluded



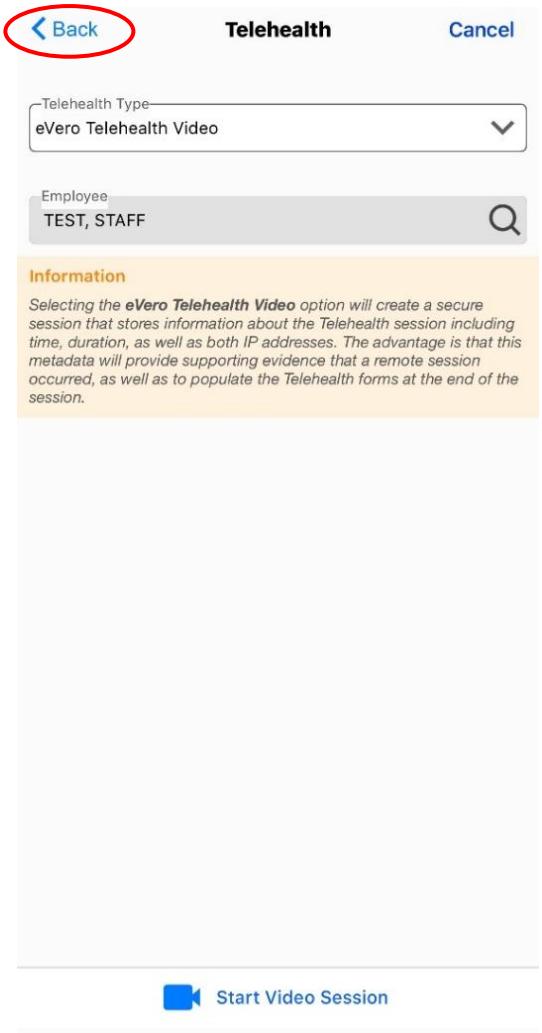
19. Staff must return to the orange eVeroMobile staff app to finish the final steps of the clock out process, including documenting on supports and services provided real-time (this is a requirement of the self-hired community habilitation program)

eVeroMobile

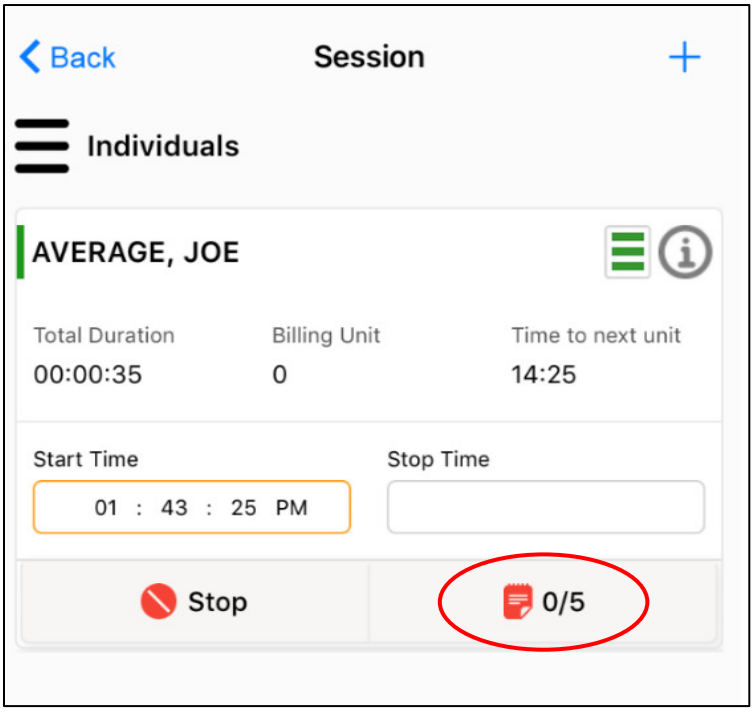
20. Select 'Back' on eVero Telehealth Video screen



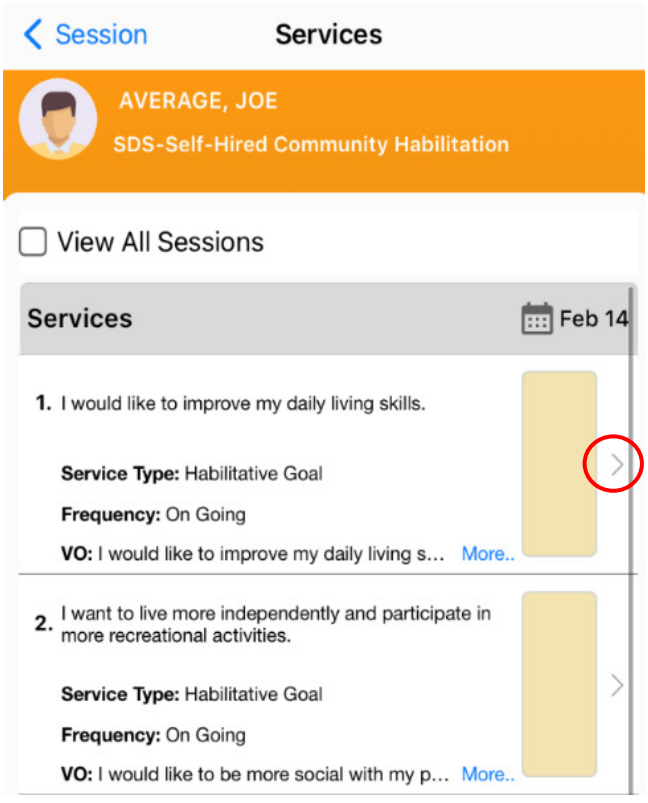
21. Select 'Back' on eVero Telehealth Type screen



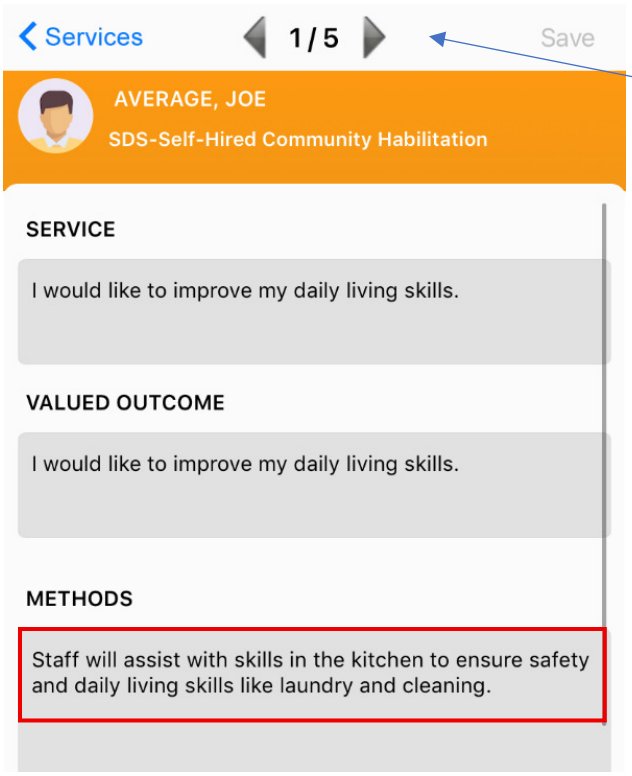
23. Select orange notepad (indicated by '0/5') to open 'Services' page which will expand **all current** goals



24. Select grey arrow (right-hand side of screen) to expand and review **one** goal

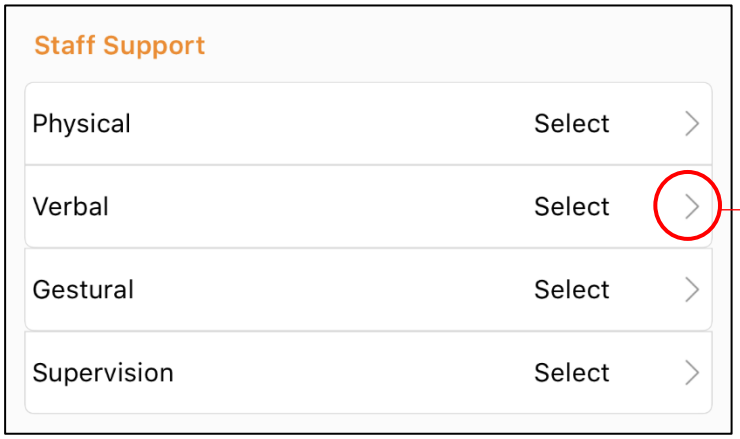


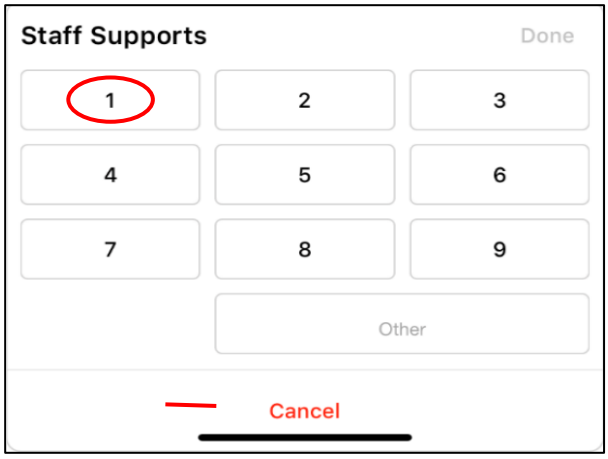
25. Review ‘Methods’ section of selected goal (this is how staff will assist/support individual)



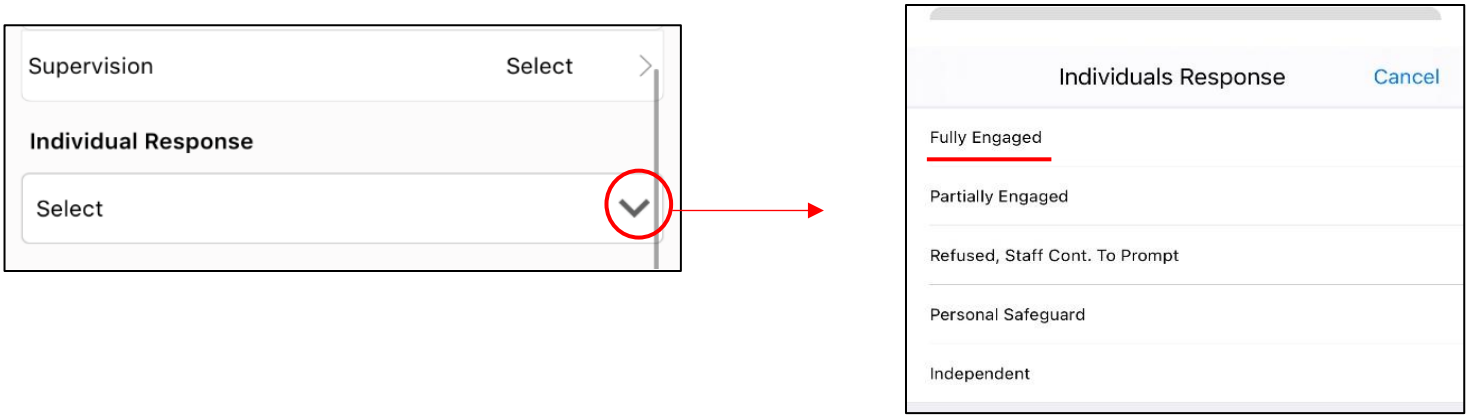
Note: review methods for all goals by using the grey set of arrows (top middle of screen)

26. Under ‘Staff Support’ select grey arrow (right-hand side of screen) for at least one staff support: Physical, Verbal, Gestural, Supervision; indicate number of times the staff support was provided then select ‘Done’

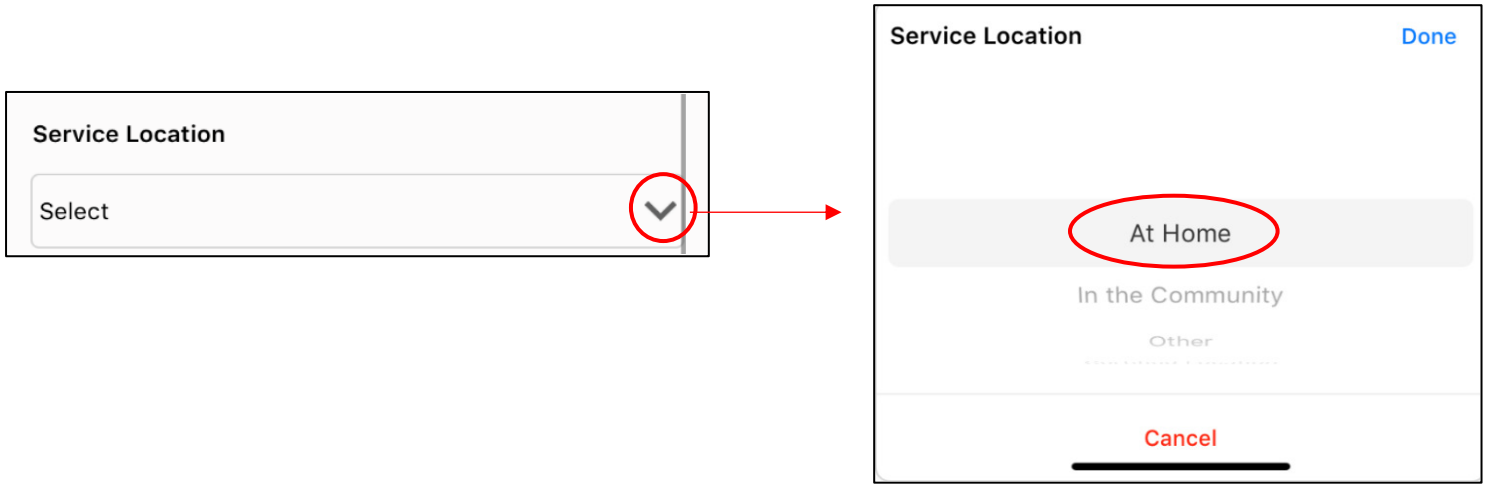




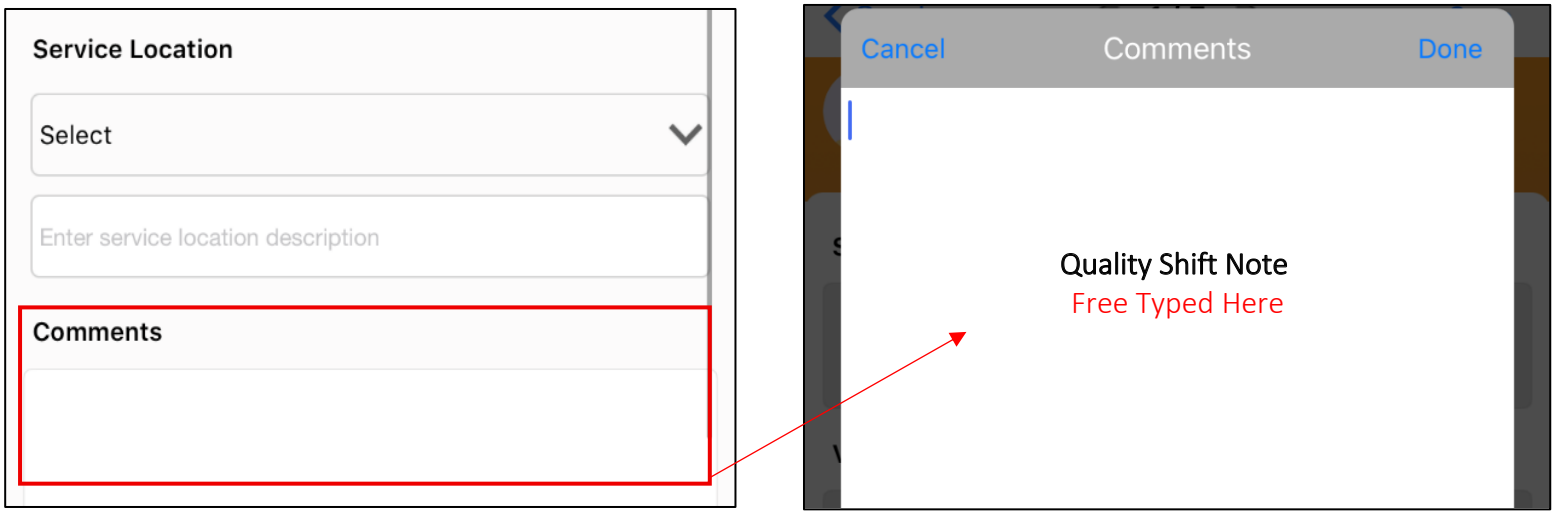
27. Select ‘Individual Response’ (grey arrow); choose from dropdown and select ‘Done’



28. Select ‘Service Location’ as either **Home** or **Community** and select ‘Done’



29. Select ‘Comments’ box to enter community habilitation quality shift note then select ‘Done’



Quality Notes Expectations for Self-Hired Staff

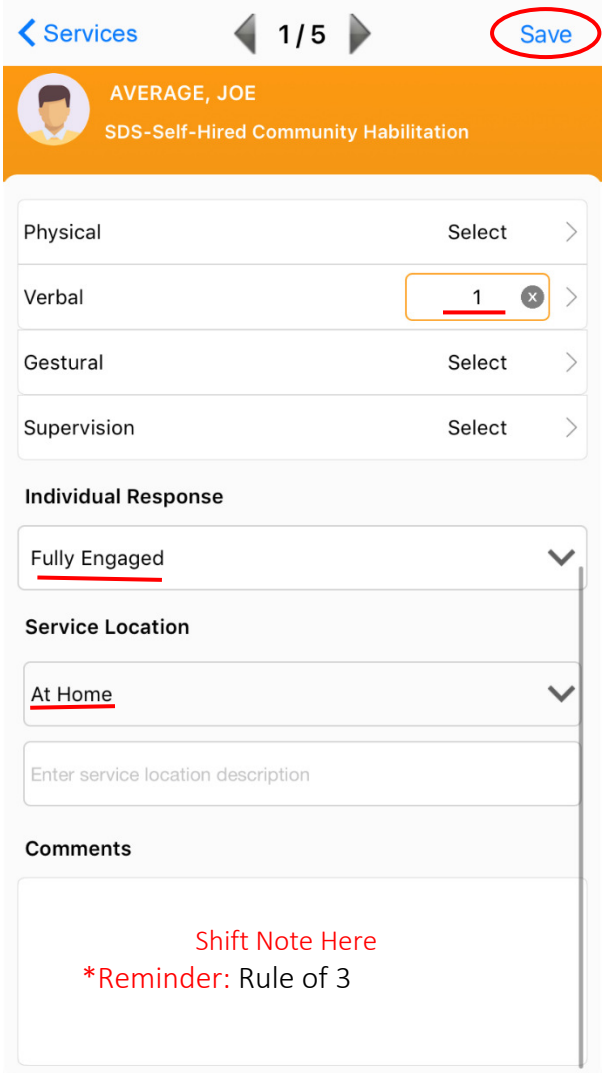
Self-Hired staff are required to meet NYS Medicaid standards for documenting staff supports and services by providing quality notes on methods used during supports which directly relates to the person self-directing's goals/valued outcomes as outlined in their service plan. **Staff should be including important details such as:**

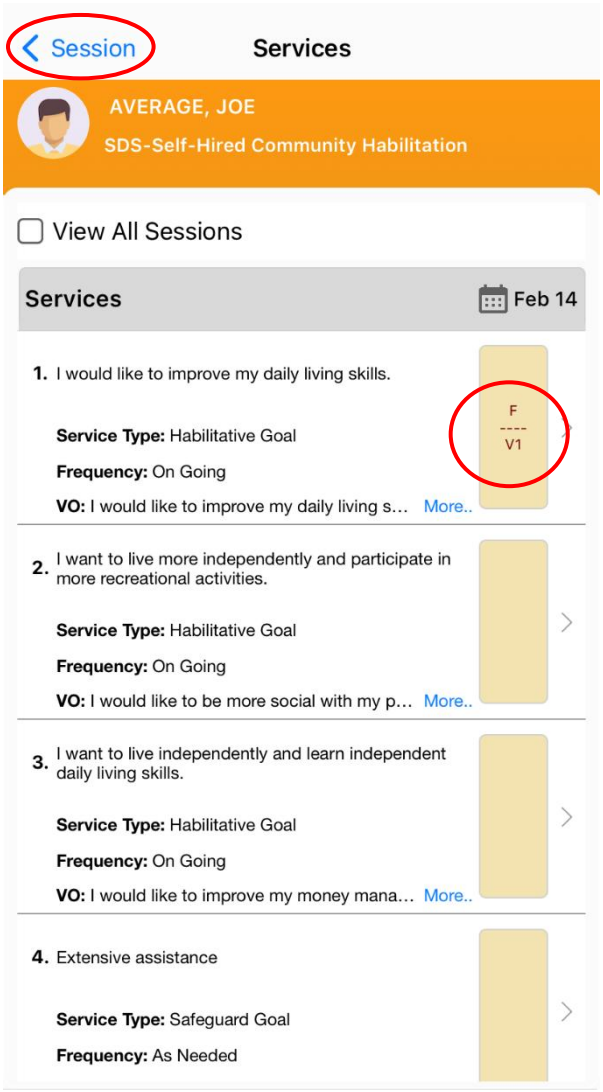
- Where staff went/what staff did during the support
- How the staff supported the person self-directing (methods of supports)
- How the person self-directing responded to the support provided to them

30. Verify all information entered on screen is correct and select 'Save' (top right-hand corner)

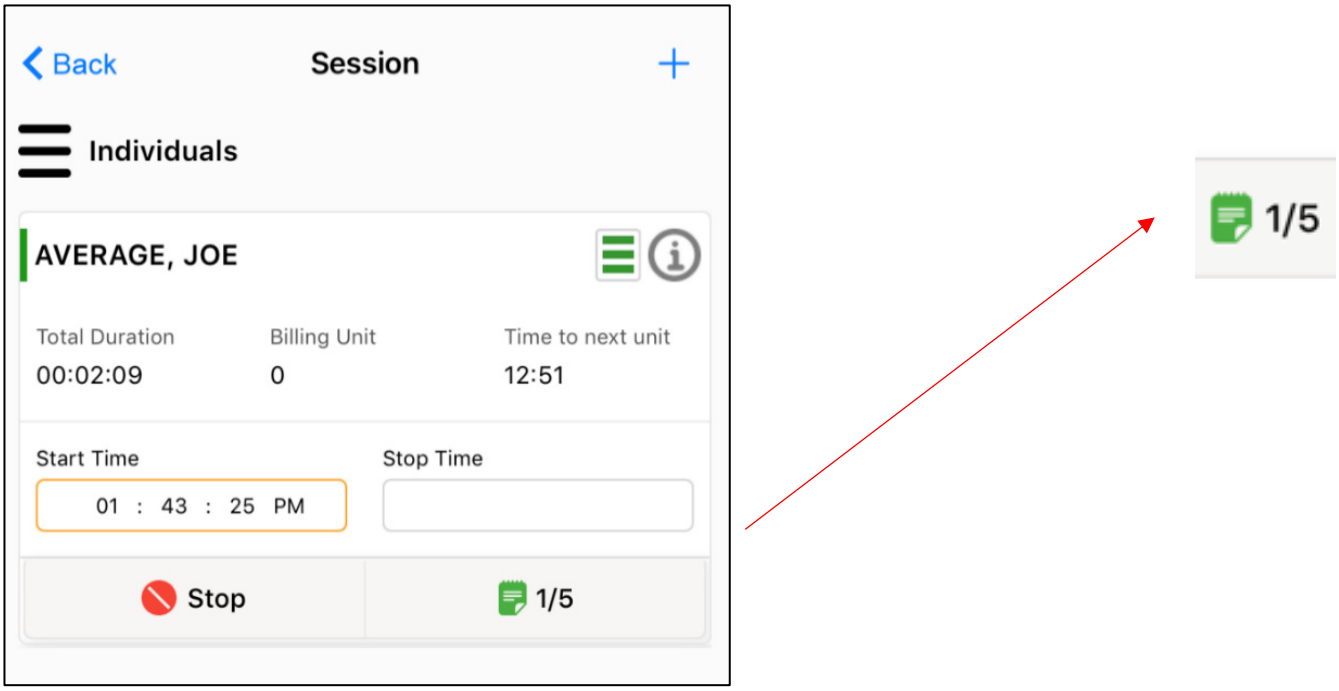
Note: on 'Services' screen saved documentation will show in the yellow box next to the selected goal

31. Select 'Session' (upper left-hand corner) to return to 'Session' screen

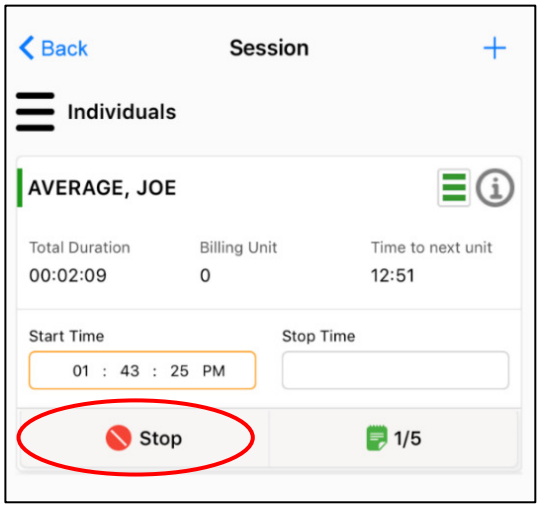




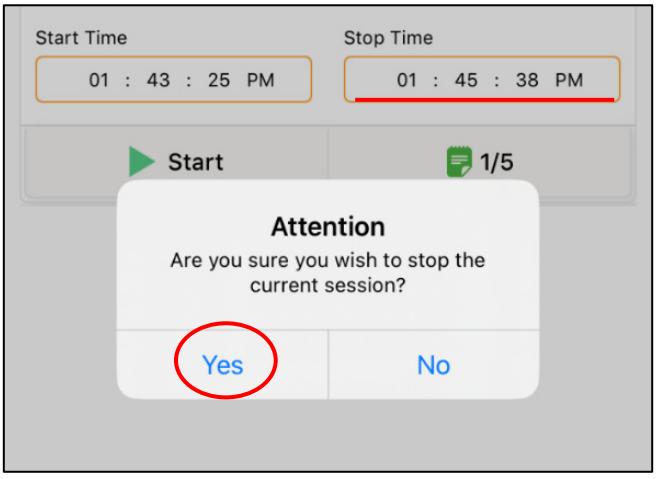
32. ‘Session’ page will reflect 1/5 goals documented on (indicated by green notepad with 1/5)



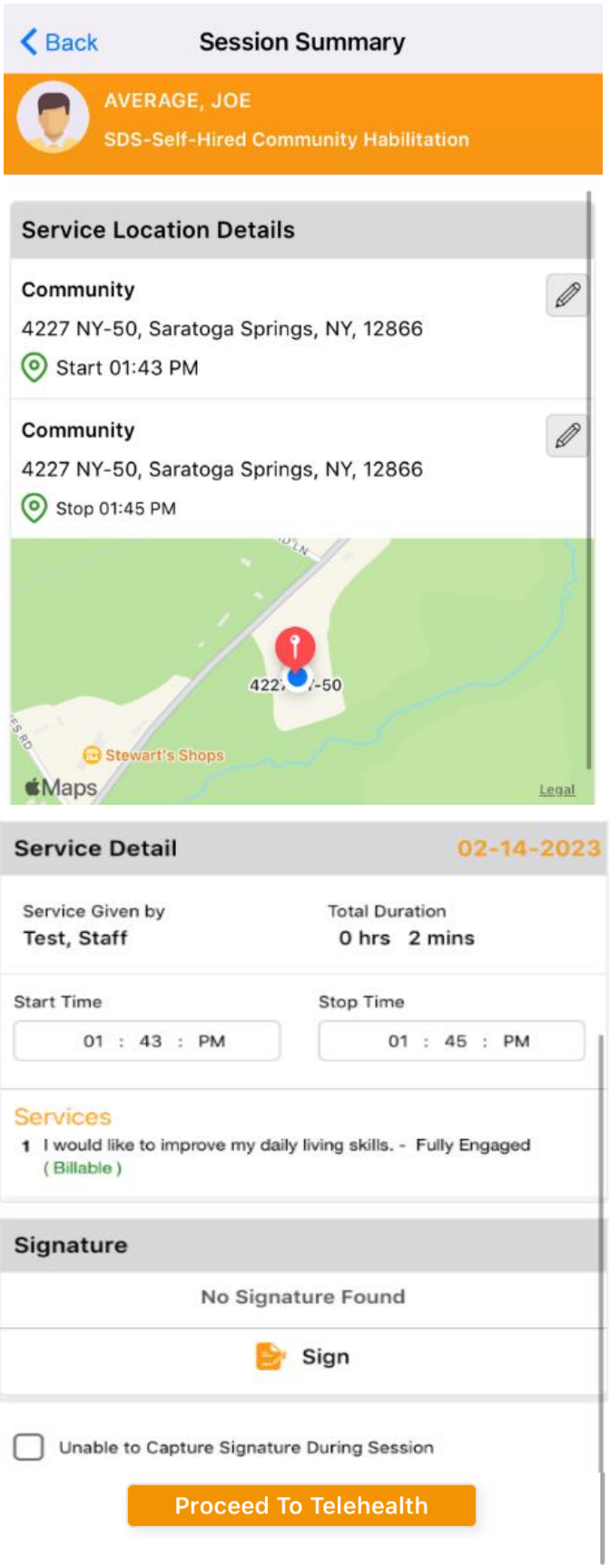
25. Stop session by selecting ‘Stop’ (indicated by a red circle)



26. ‘Attention Screen’ will verify if you wish to clock out to end current session; select ‘Yes’ to end current session (indicated by ‘Stop Time’ stamp)



27. Under ‘Session Summary’ screen this will show a report of service location, date, times, total duration of shift, and services provided



28. Individuals/Reps may require a signature after each shift; to sign select 'Sign' (indicated by an orange paper at the bottom middle of screen)

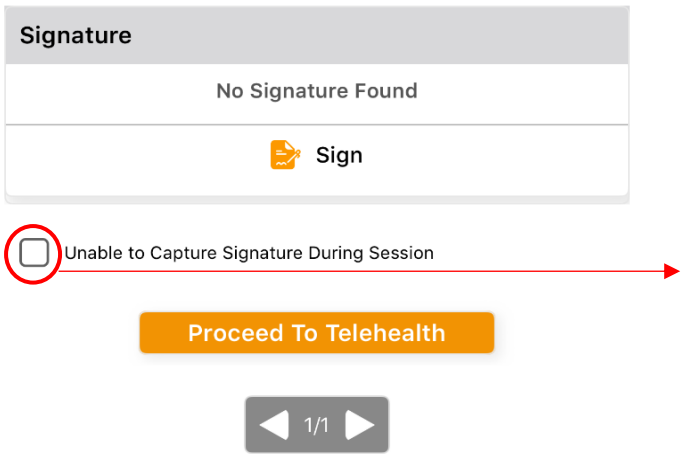
29. Signature screen will prompt the type of signature, name, and title of signer; sign by using finger on the signature pad; select 'Done'

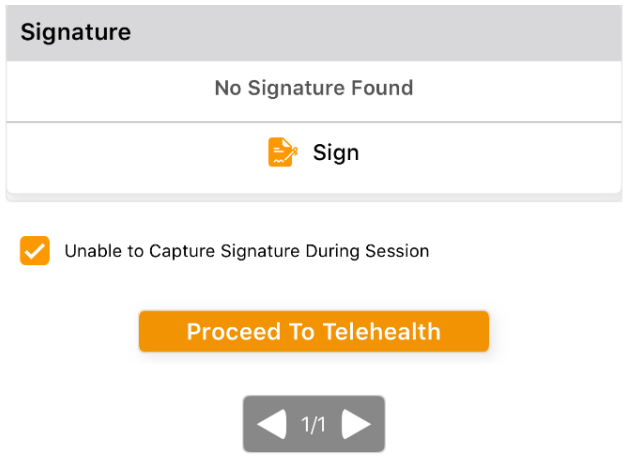


OR

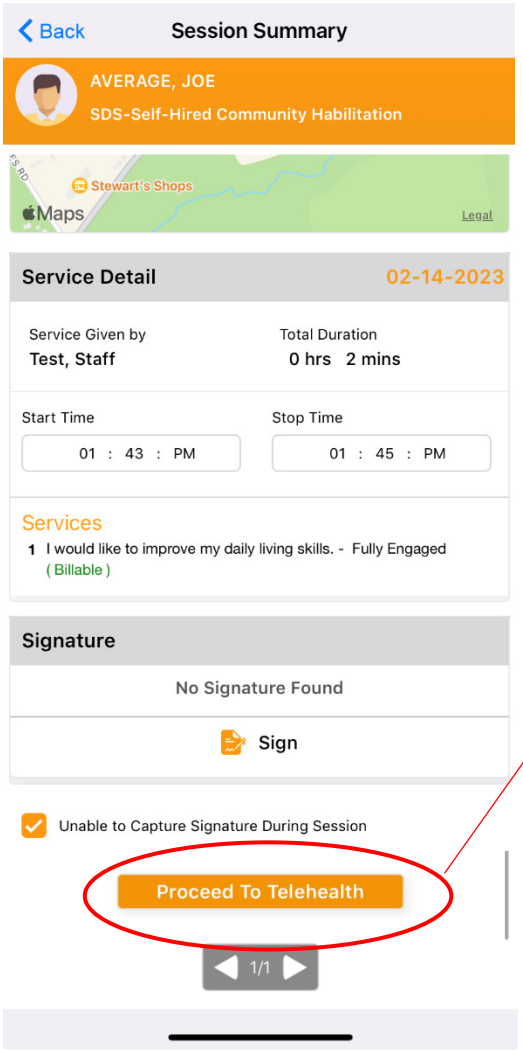


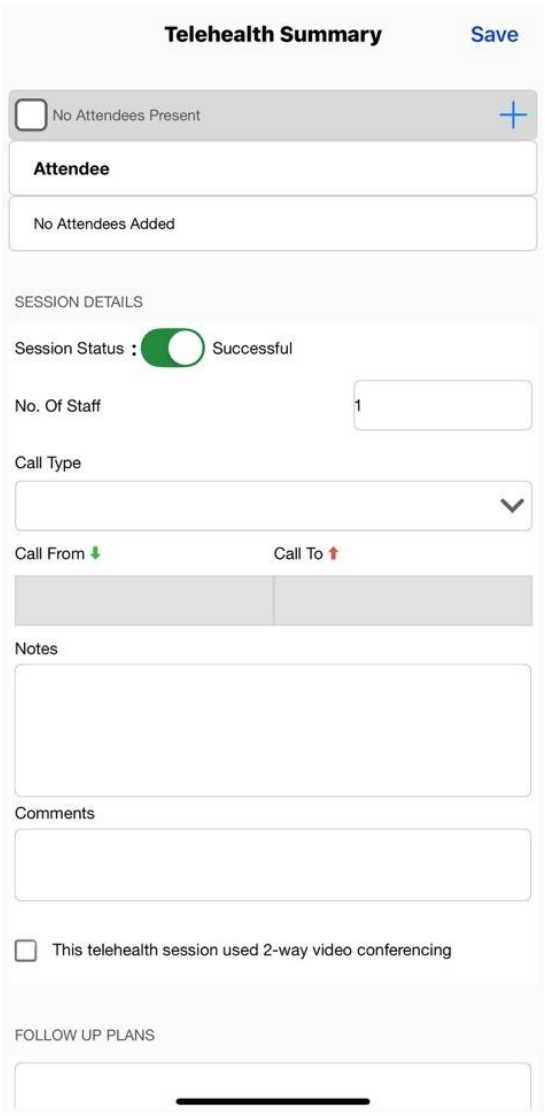
30. If Individual/Rep is unable to sign after a shift is complete, select the empty checkbox 'Unable to Capture Signature During Session' (selection indicated by orange checkmark)





31. Select ‘Proceed To Telehealth’ (orange button at bottom middle of screen) to open the telehealth summary page (a requirement of providing telehealth remote delivery of services)

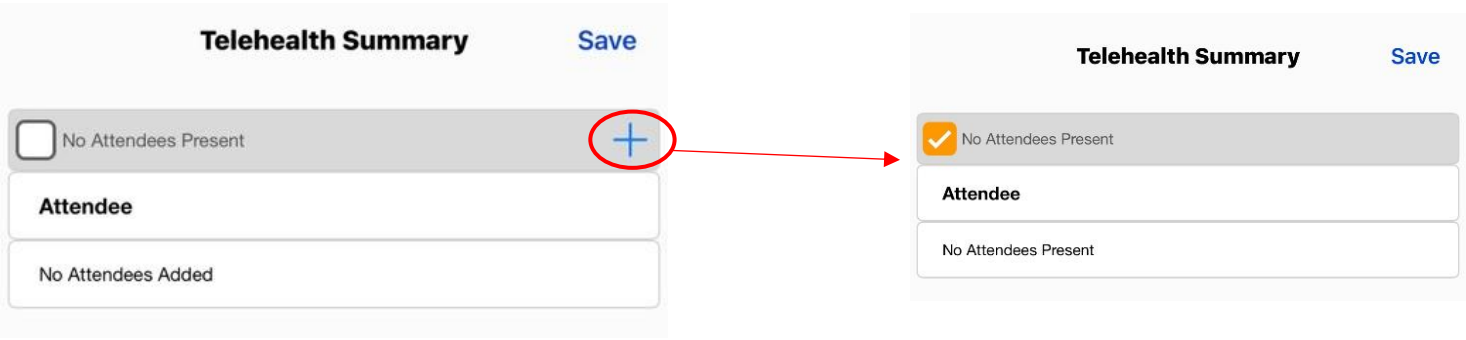




Telehealth Summary Note:

The Telehealth Summary page is used to describe additional details of the physical video call and to certify the Telehealth support meets person-centered compliance practices. This is not the same as documenting on goals/safeguard supports. Staff must complete both areas of documentation for their shift.

32. Select 'No Attendee Present' if no additional attendees were present during the session (indicated by orange checkmark)

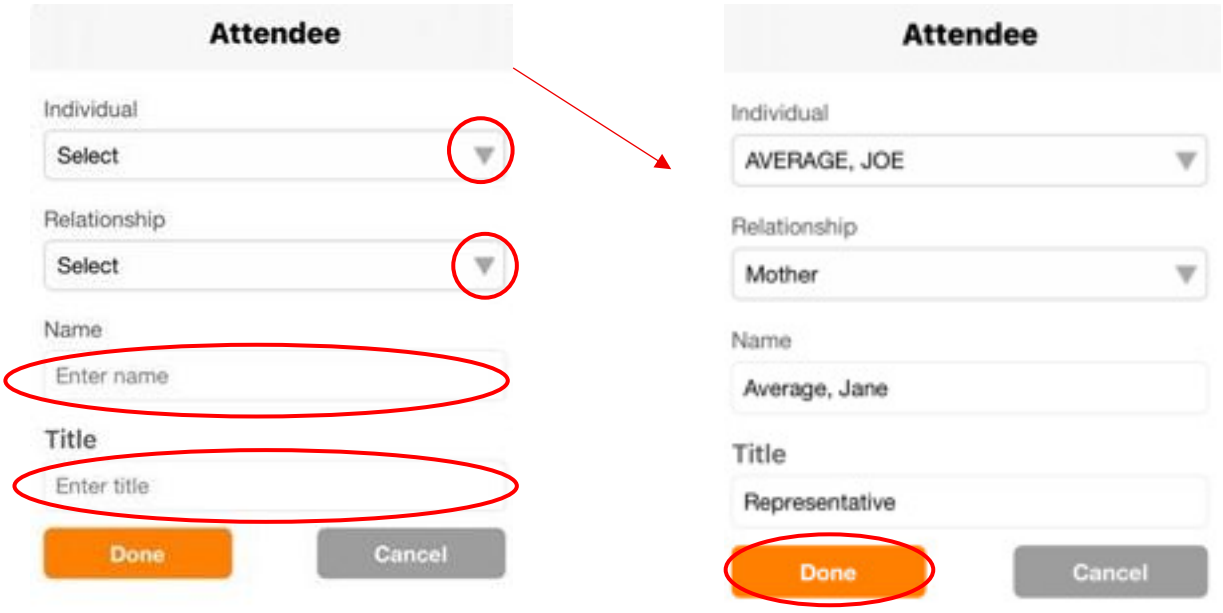


OR

Select blue plus sign to document the attendees present during the session

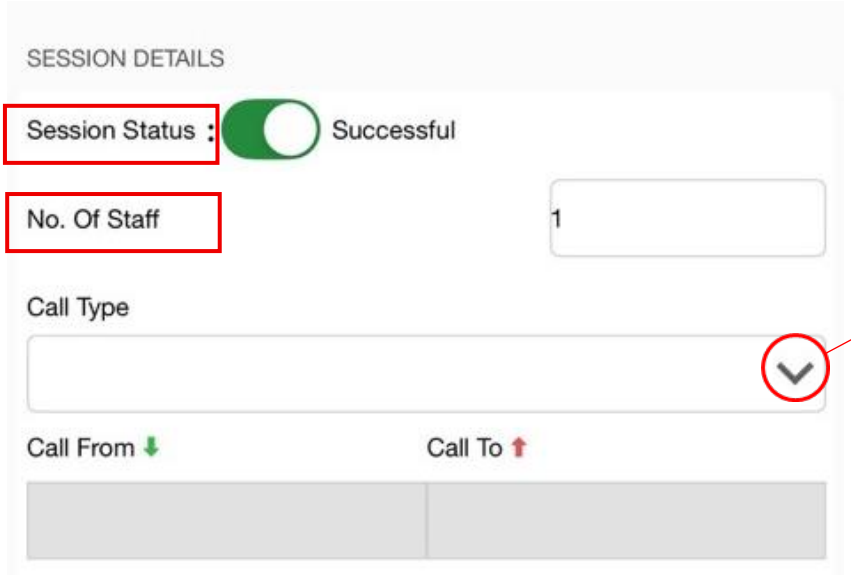
- Select 'Individual' drop-down menu to identify the other party
- Select 'Relationship' drop-down to identify the other party
- Free type the name of the other party
- Free type the title of the other party

Select 'Done' once all fields are filled out



Please note: This section should only be used for other parties who are in attendance of the session real-time to adhere to HIPAA requirements

33. Complete session details by selecting the following:
    - Session Status
    - Number of Staff
    - Call Type

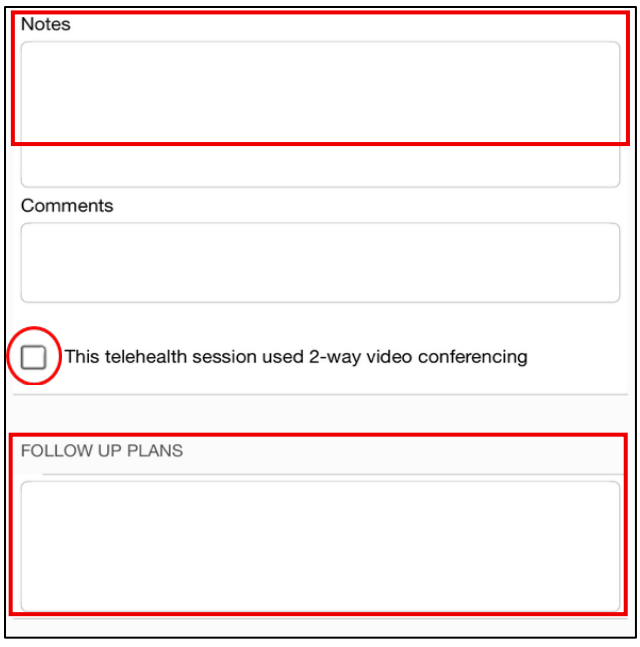




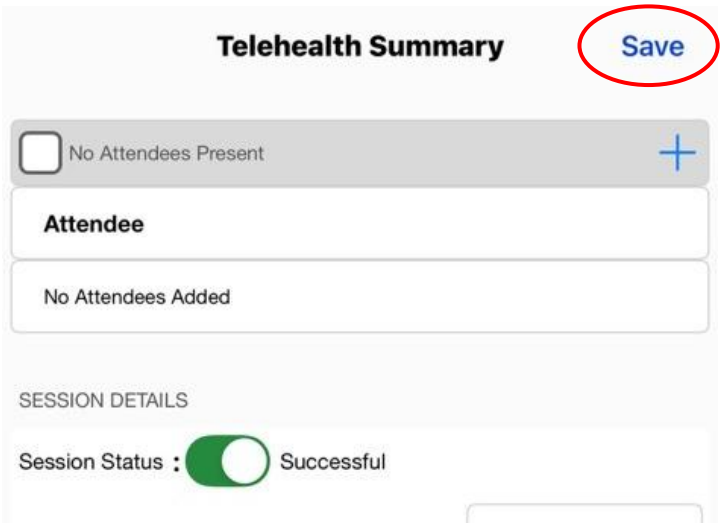
46. Select the notes section to free type details about the session (notes should be focused on the condition of the video session and details of how telehealth services were delivered remotely)

47. Check the box for 'This telehealth session used 2-way video conferencing' This is confirming that the telehealth services were provided face-to-face

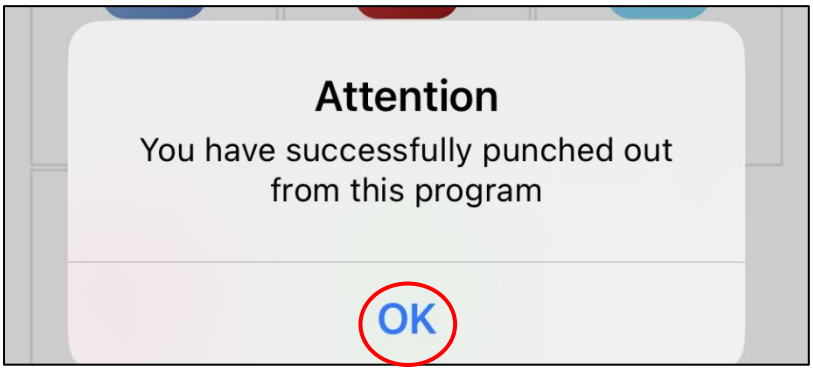
48. Document any future plans you may have made in the 'Follow Up Plans' section, this is not a required field



50. Verify all information entered on screen is correct and select 'Save' (top right-hand corner)



34. 'Attention' screen will indicate that you have successfully punched out from the program



Self-Hired Community Habilitation **Telehealth Quality Notes Example**

eVeroMobile App & eVeroConnect App

Telehealth Summary Note is used to describe additional details of the physical video call and to certify the Telehealth support meets person-centered compliance practices. This is not the same as documenting on goals/safeguard supports. Staff must complete both areas of documentation for their shift.

Attendees Note: staff must maintain HIPAA compliance by identifying all attendees participating on the video call (keeping accurate record of supports and services provided)

Follow-Up Plans Note is used to describe additional details of future person-centered planning via telehealth service delivery

Attendee Example:

Joe Average

Quality Telehealth Note Example:

Joe and I had a 2-hour long Telehealth session today. We were both on a video call using the eVeroConnect platform. I was in my home office, with no other people around. Joe was in his room sitting on his bed, his parent entered the room briefly but did not contribute to the session. We talked for 2 hours working on goals, and planning for what we would work on next time.

Example Follow-Up Plans:

Joe and I discussed taking the next one or two telehealth sessions to focus on his budgeting. We want to work on customizing it to work for his day-to-day life and familiarizing Joe with using eVeroPortal enough, so he is comfortable using it on his own.

Staff Payroll Requirements:

- Any missed shifts or shift corrections must be submitted by staff within 24 hours to ensure smooth processing of payment

- eVeroPayroll Team Contact: Everopayroll@aimservicesinc.org
    - Manual Telehealth Payroll Submission Link: https://www.aimservicesinc.org/self-direction/staff-tools/manual-telehealth-submissions/