Clock In/Out Self-Hired Respite

eVeroMobile App

Respite is a service that provides relief to unpaid caregivers who are responsible for the primary care and support of a person with a developmental disability

Direct Service is for scheduled shifts within 24 hours of the same day
Example: Staff clock in on *day 1 at 7pm* and clock out on *day 1 at 10pm*

DirectService-Overnight is for scheduled shifts to begin within a 24-hour day and end the following day
Example: Staff clock in on *day 1 at 7pm and clock out on day 2 at 5am*

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

On-Demand 'How to' eVero Videos Link: https://www.youtube.com/@aimservicesinc/playlists

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 (Bi-weekly schedule paid on Fridays)

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 Payroll Templates may be submitted via AIM Self-Direction https://www.aimservicesinc.org/self-direction/staff-tools/manual-payroll-submissions/
- Please reach out to SD Team if the staff needs a manual payroll template
- Submissions must be timely to avoid delays in payment

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

- Overtime cannot be scheduled using the AIM Notice of Employment form

Staff Note for Reimbursement Requests (if applicable)

Mileage When a person self-directing needs transportation to/from a service-related activity. Transportation costs and mileage must be related to a Medicaid reimbursable service within the Self-Direction budget. delivered by Self-Hired staff would be considered allowable reimbursable costs.

AIM will verify staff reimbursement requests for IDGS mileage in accordance with AIM Reimbursement Policy:

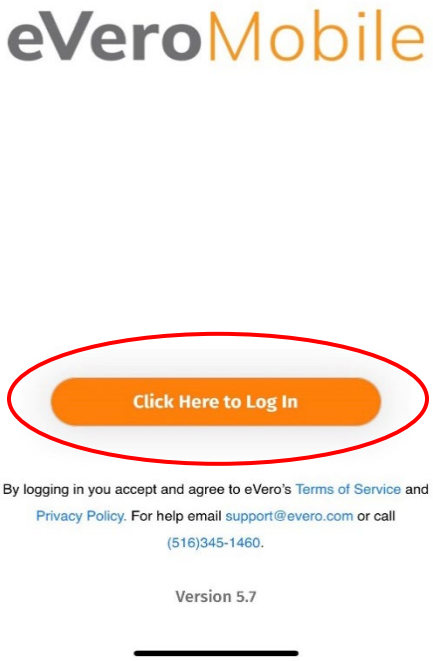
- Staff are clocked in providing services real time
- Self-Directing person is in the vehicle real time with staff
- A quality staff note is included in the mileage submission

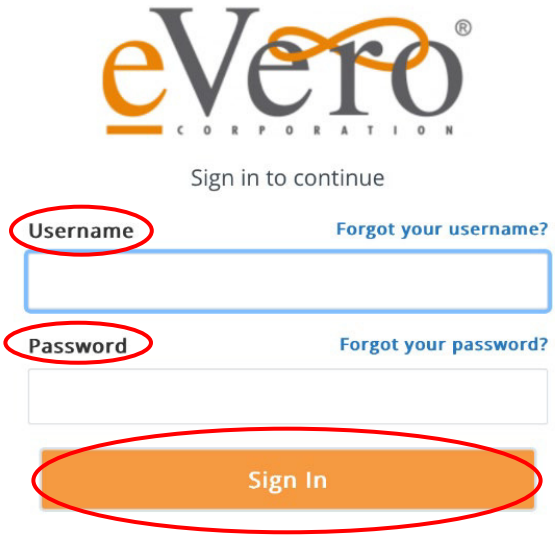
Staff Activity Fees (SAF) staff activities fees to cover meals, admissions, fees, transportation or other costs incurred by staff when providing support to the self-directing person for opportunities that support a valued outcome

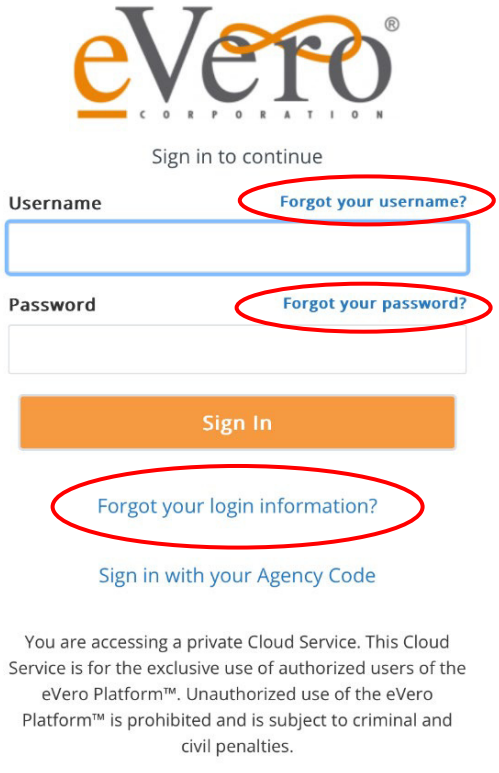
AIM will verify staff reimbursement requests for OTPS staff activity fees in accordance with AIM Reimbursement Policy:

- Staff are clocked in providing services real time
- A quality staff note is included in the SAF submission
- Itemized receipt and proof of payment for staff expenses in the community are included

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



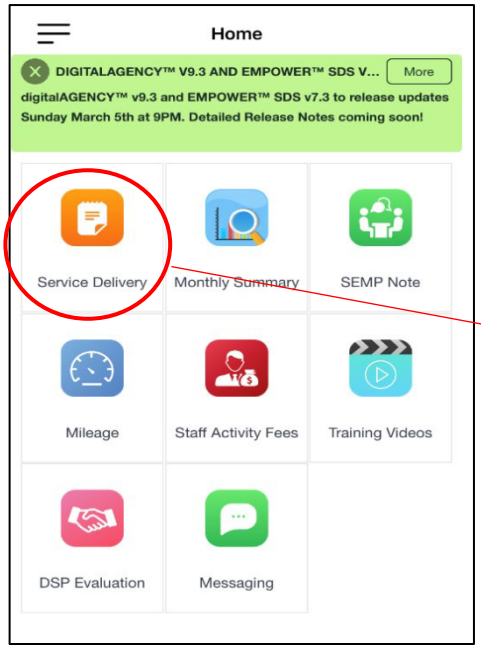


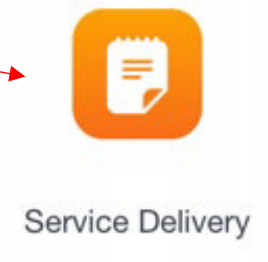


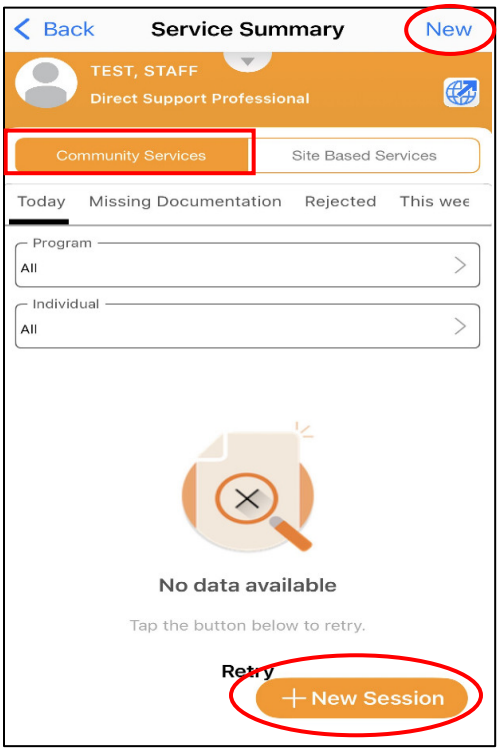
Forgotten User/Password:

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

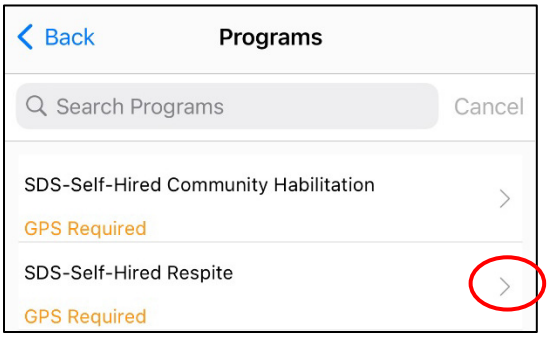
3. Select ‘Service Delivery’ (orange icon top left)
4. Confirm ‘Community Services’ is toggled to orange
5. Select 'New’ (upper righthand corner of screen) or ‘New Session’ (bottom right hand corner of screen)



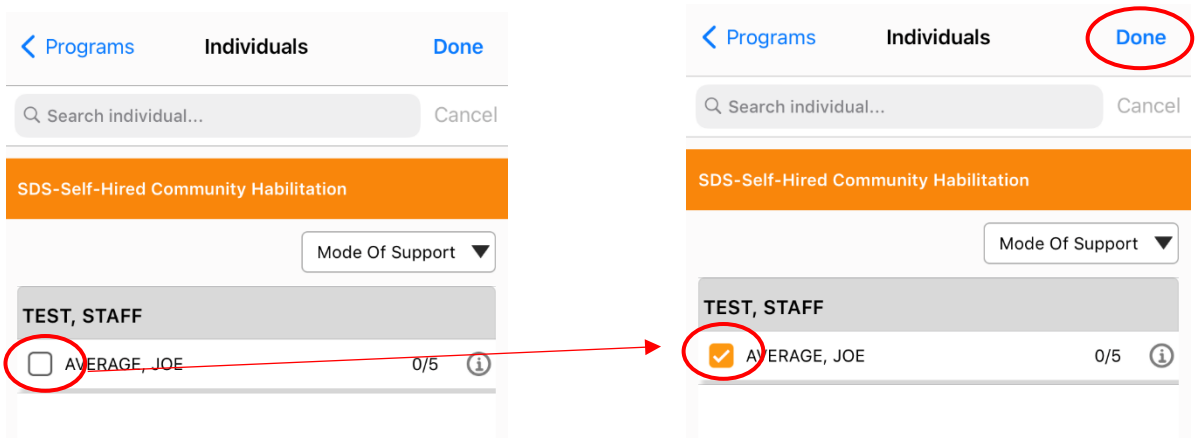




6. Select ‘SDS-Self-Hired Respite (grey arrow) and proceed to next screen



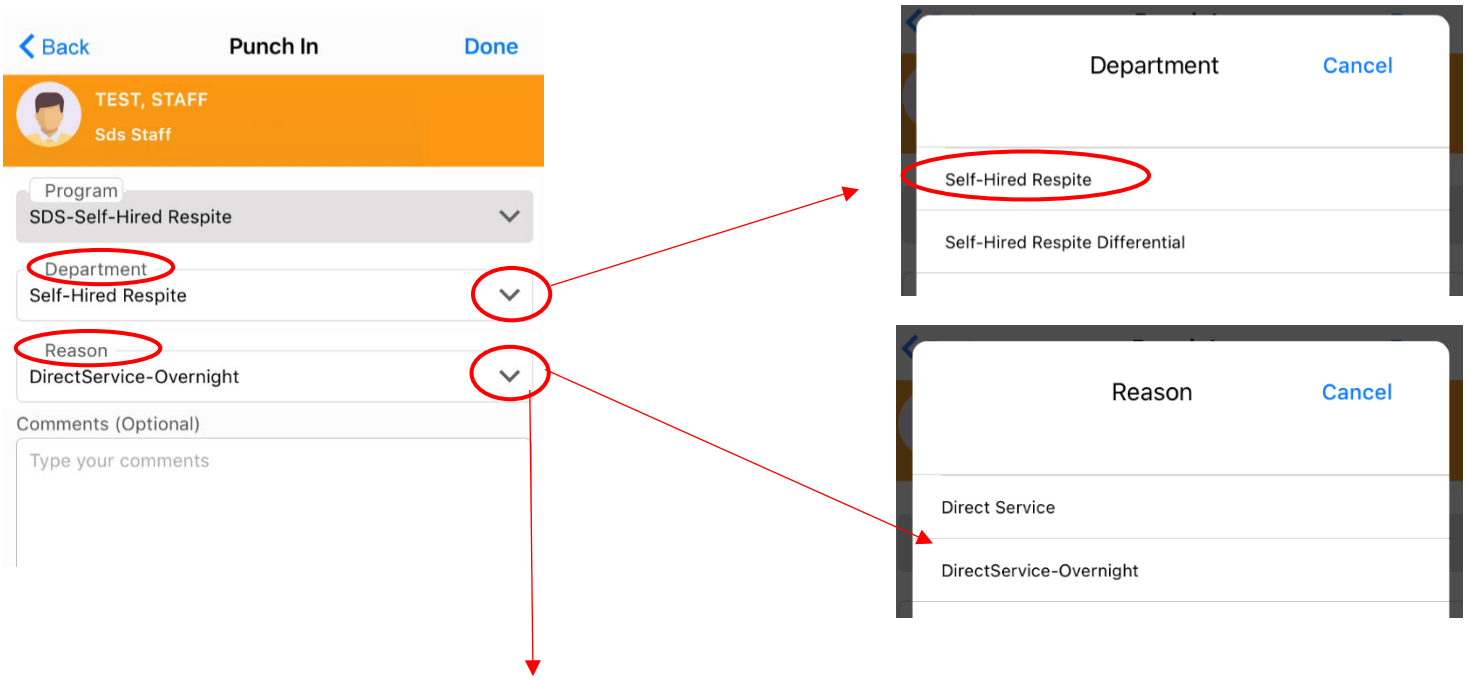
7. Select Individual by clicking empty checkbox (selection indicated by orange checkmark); Select 'Done' (upper right-hand corner)



8. Select 'Mode-of-Support' (upper right-hand corner); Select 'Face-to-Face' supports from dropdown. Select 'Done' (upper right-hand corner) to return to 'Individuals' screen
9. On 'Individuals' screen, select 'Done' to proceed to 'Session'



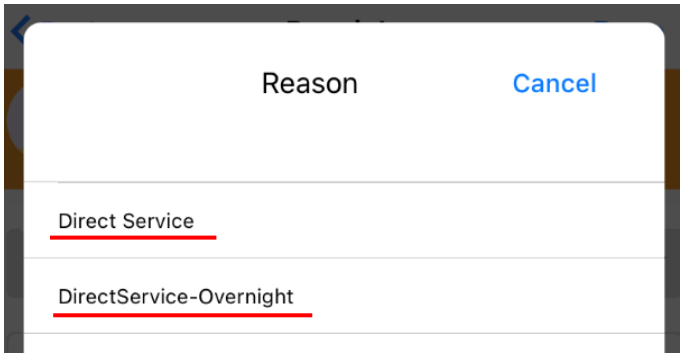
10. Select ‘Department’ (grey arrow); select ‘Self-Hired Respite’ from dropdown
11. Select ‘Reason’ (grey arrow); select ‘Direct-Service’ or ‘Direct Service-Overnight’ from dropdown



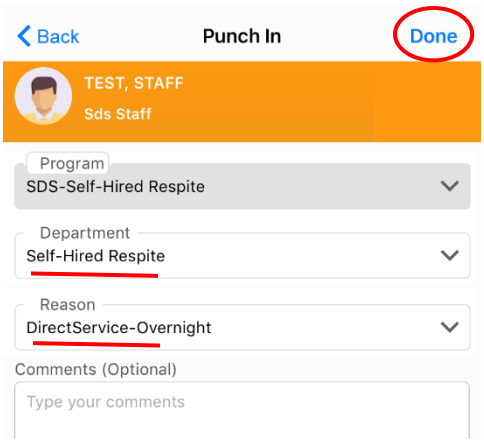
Note for ‘Reason’ selection:

Direct Service-
Select this option for scheduled shifts within 24 hours of the same day. Example: Staff clock in on *day 1 at 7pm* and clock out on *day 1 at 10pm*

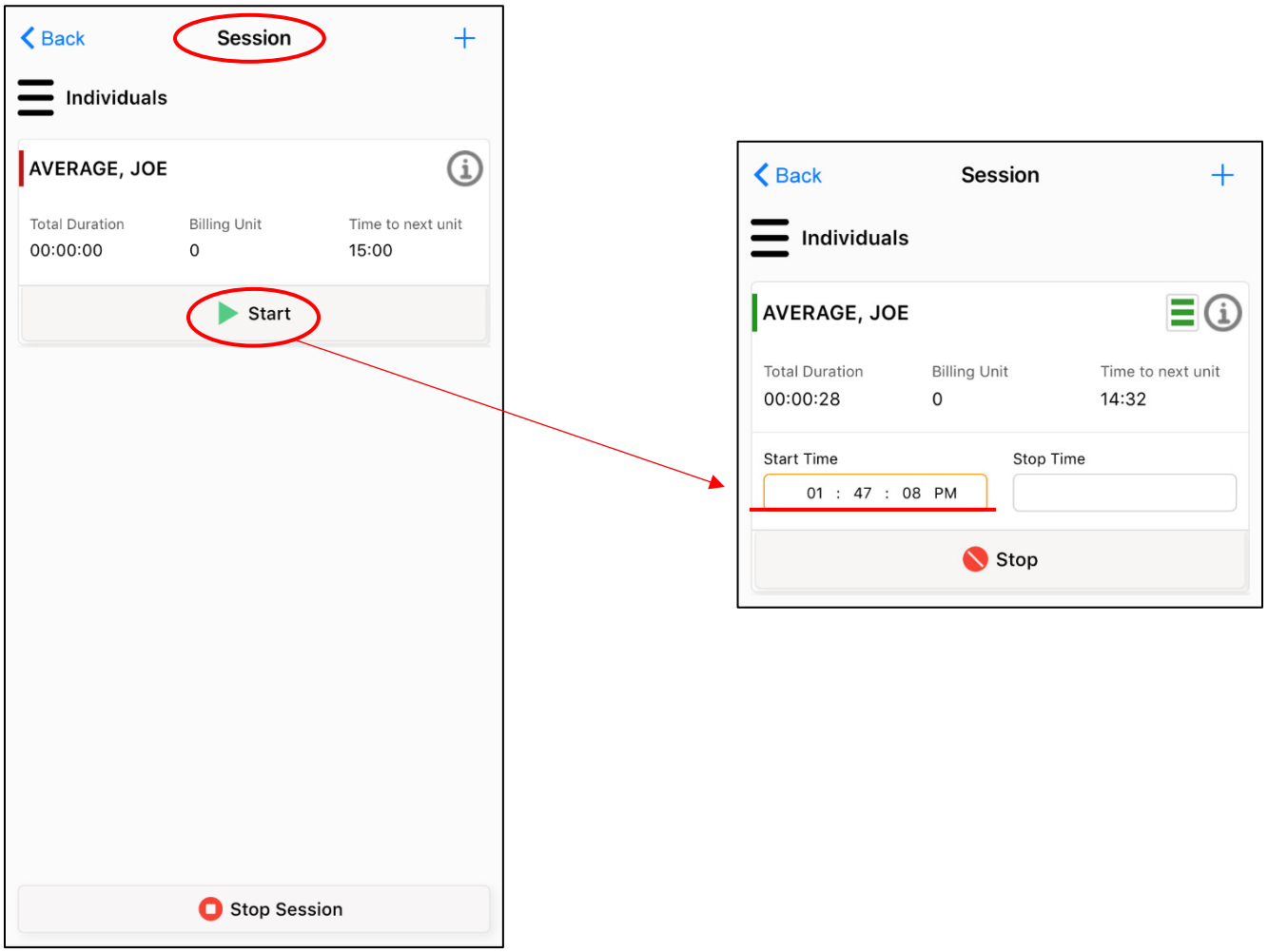
Direct Service-Overnight-
Select this option for scheduled shifts that begin within a 24-hour day and end the following day.
Example: Staff clock in on *day 1 at 7pm and clock out on day 2 at 5am*



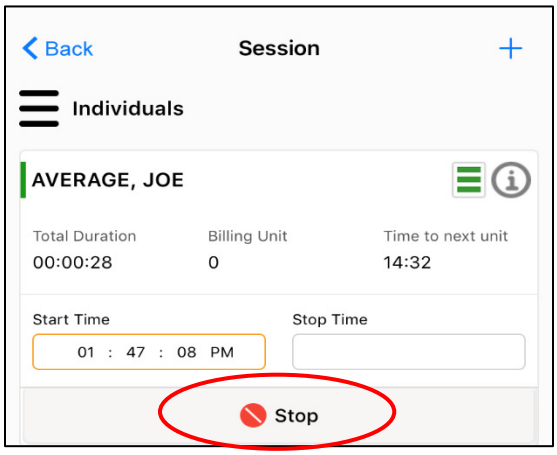
12. Verify information is correct on ‘Punch In’ screen (comments are optional); select ‘Done’ (upper right-hand corner)



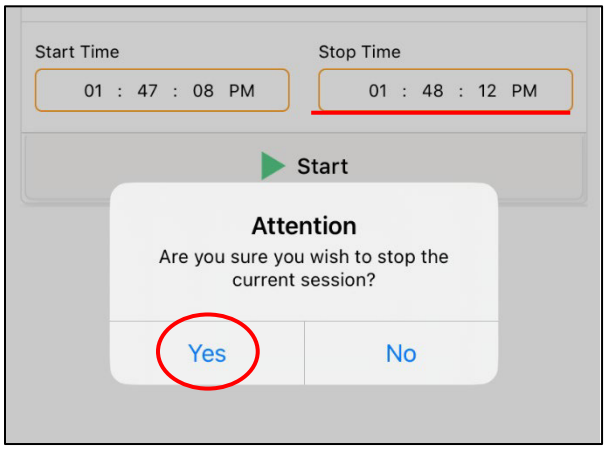
13. Press ‘Start’ (green play icon) to proceed to session and begin Face-to-Face supports (indicated by ‘Start Time’ stamp)



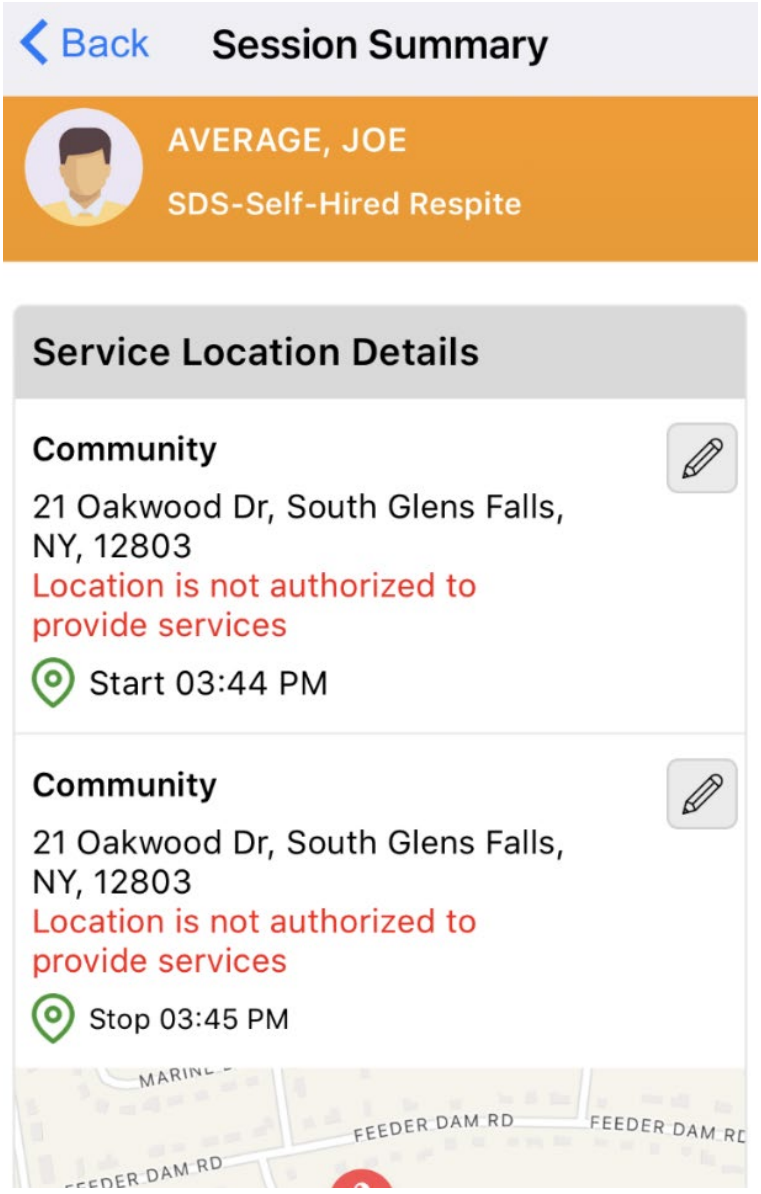
14. Stop session by selecting ‘Stop’ (indicated by a red circle)

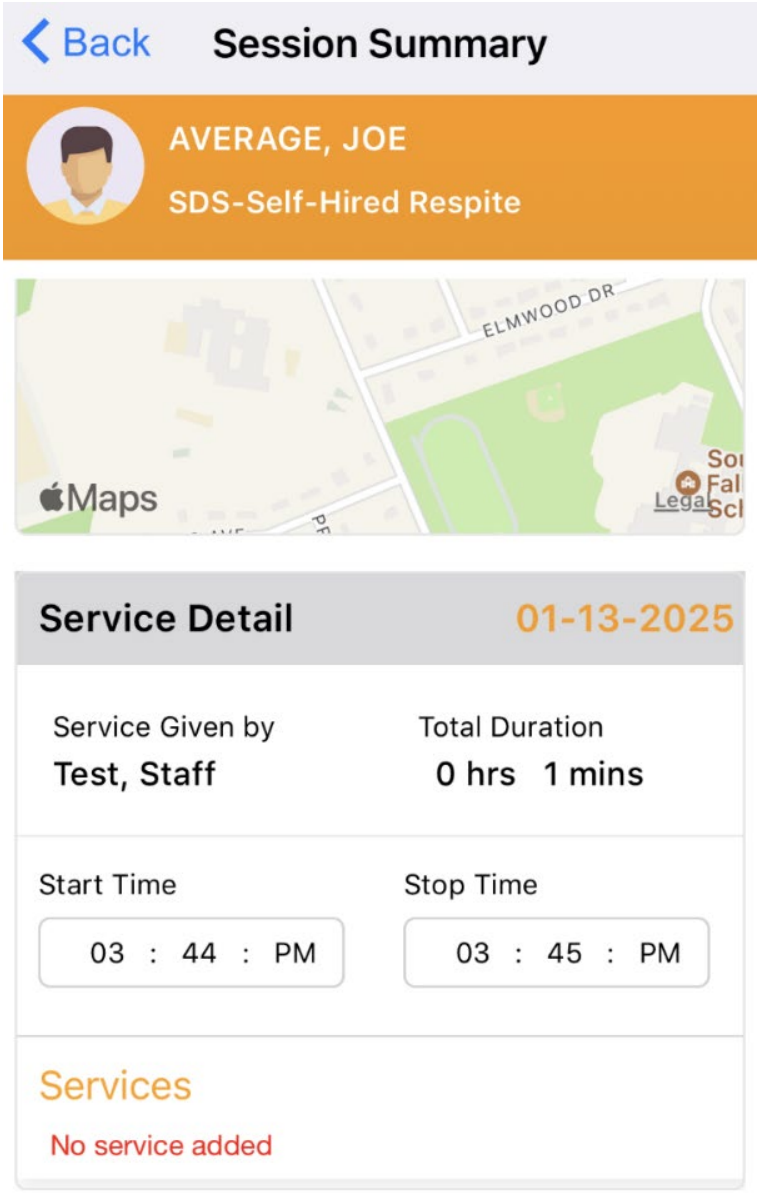


15. ‘Attention Screen’ will verify if you wish to clock out to end current session; select ‘Yes’ to end current session (indicated by ‘Stop Time’ stamp)



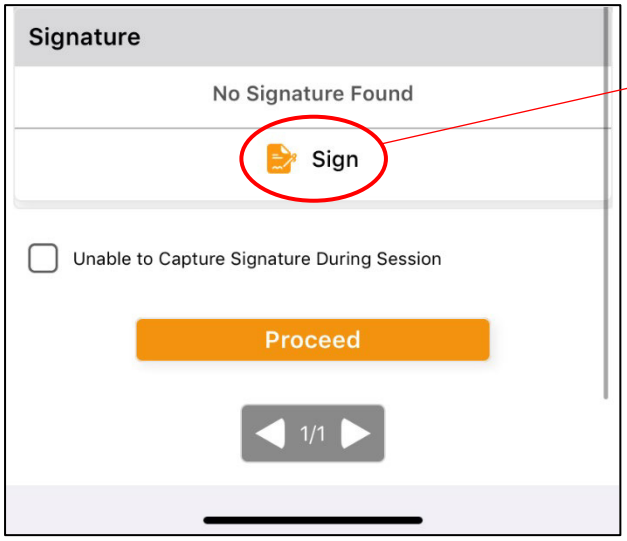
16. Under ‘Session Summary’ screen this will show a report of service location, date, times, and total duration of shift





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

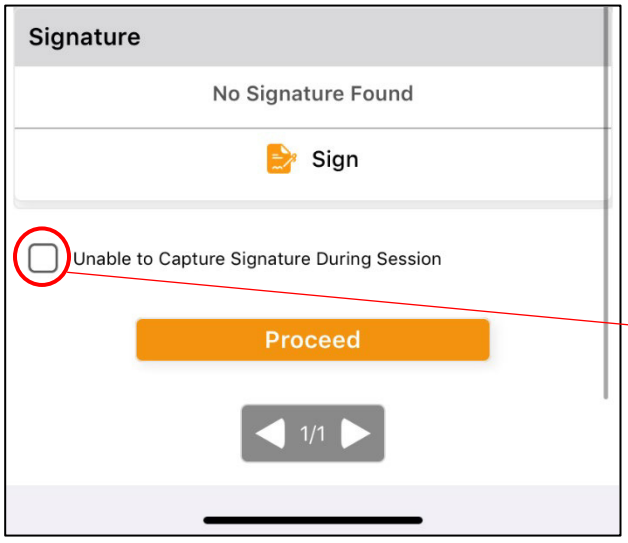
16. Signature screen will prompt the type of signature, name, and title of signer; sign by using finger on the signature pad; select 'Done'

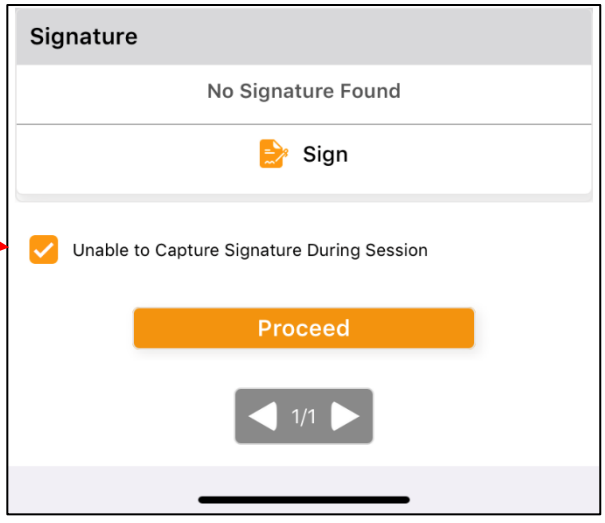




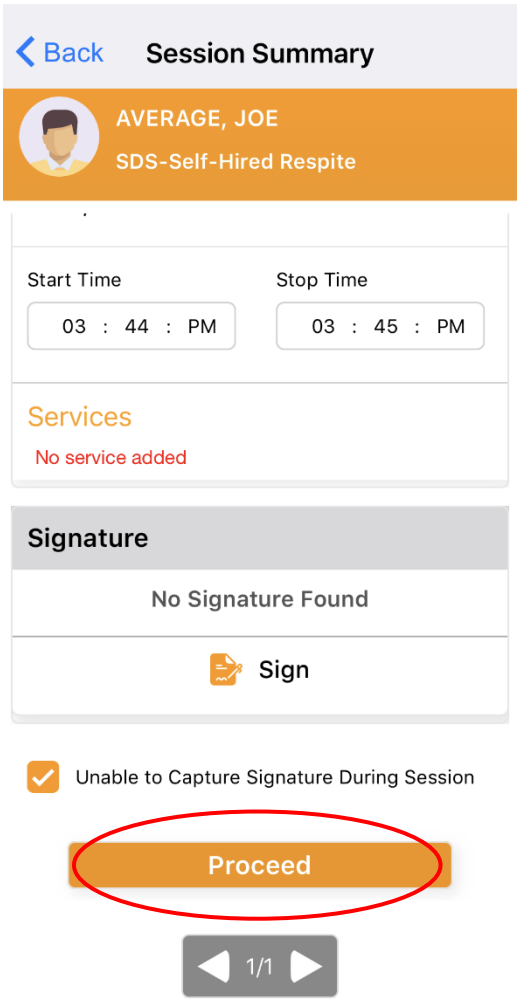
OR

19. 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)





20. Select ‘Proceed’ (orange button at bottom middle of screen) to successfully punch out of the program



21. ‘Attention’ screen will indicate that you have successfully punched out from the program

