# Family Reimbursed Respite (FRR) Reimbursement Steps

## eVeroPortal App and Website

### eVeroPortal

eVeroPortal utilized by individuals and representatives to manage the Self-Direction budget. Portal access is available on the mobile app or website; link: https://signin.evero.com/

Downloading eVero App to download the app please visit your mobile device app store (Android or Apple); link: https://www.evero.com/apps/everoportal-mobile-app/

AIM eVeroPortal Trainings AIM offers training sessions available on the AIM Self-Direction Education Calendar; link: https://www.aimservicesinc.org/self-direction/education-calendar/#rep-training

### AIM Self-Direction Team

- **Self-Direction Coordinator-** Assists with general team communications, documentation, eVero questions
- **Staff Supports Coordinator-** Assists with general HR questions, employee benefits as applicable, leave of absence
- **Accounts Payable Specalist-** Assists with reimbursement requests and policies
- **eVero Payroll-** everopayroll@aimservicesinc.org
    - Assists with payroll processing, payroll documentation, and time off (PTO)
- **SD Support-** SDSupport@aimservicesinc.org
    - Assists with additional team supports as needed
    - SD Support Team hosts weekly live staff trainings via Zoom; reach out to SD Team for more information on scheduling

Please see below example of FRR Log sheet:

Joe Average's parent has to leave the home—requiring assistance while they run errands due to Joe needing a responsible adult present and cannot be left home alone. Joe's parent can ask a friend, neighbor, or natural support to stay with Joe while the caregiver runs errands. Joe's parent communicates they are able to offer $100 dollars for the person's time with Joe (this provides a relief to Joe's caregiver).

After payment has been made, Joe's parent can log the cost relief using Family Reimbursed Respite and submitting directly in eVeroPortal for reimbursement or use the FRR Log Sheet which is shown below:

### Self Direction Family Reimbursed Respite Log

(Please include AM/PM designation on times)

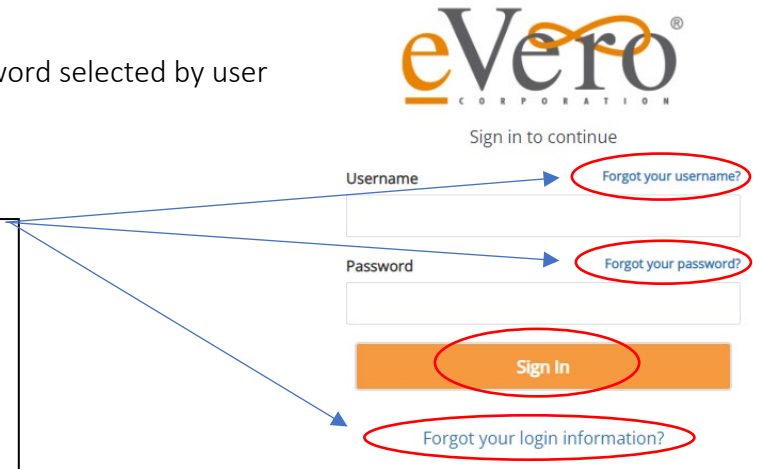
| Date of Service | Start Time | End Time | Total Cost |
|---|---|---|---|
| 8/17/2023 | 8am | 4pm | $100 |

- AIM offers a **FRR Log sheet/invoice** which includes the date, AM/PM times, hours and cost for the FRR utilization to submit for reimbursement; signature is required by the caregiver seeking FRR services
- Reach out to your SD Team if this form is needed

# Family Reimbursed Respite (FRR) Reimbursement Steps

## eVeroPortal App

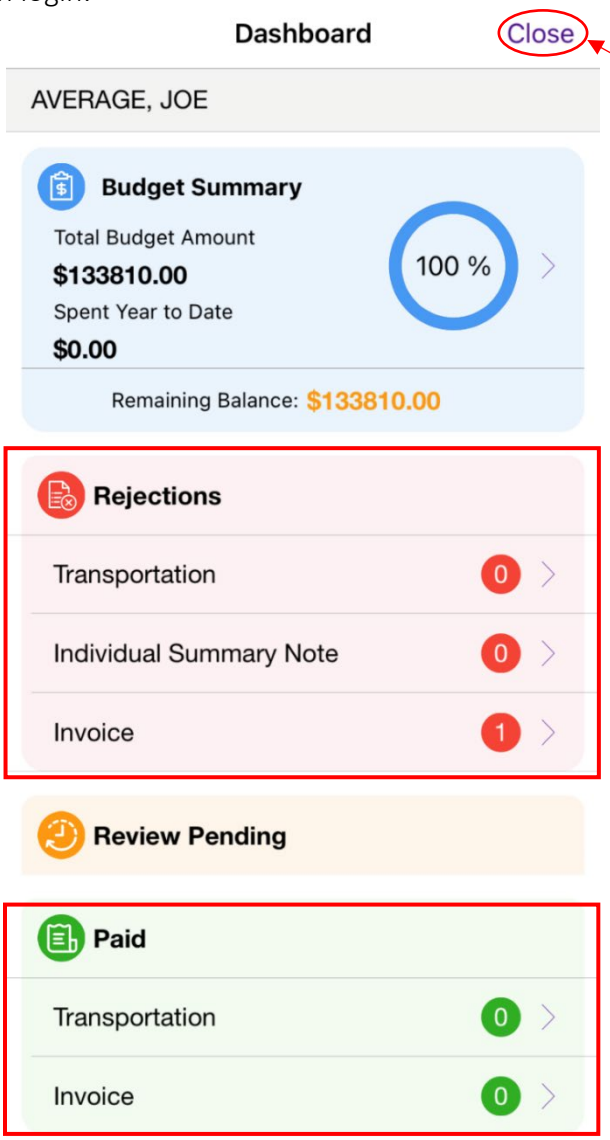
1. Log into eVeroPortal
   *Username and Password selected by user
2. Select 'Sign In'




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

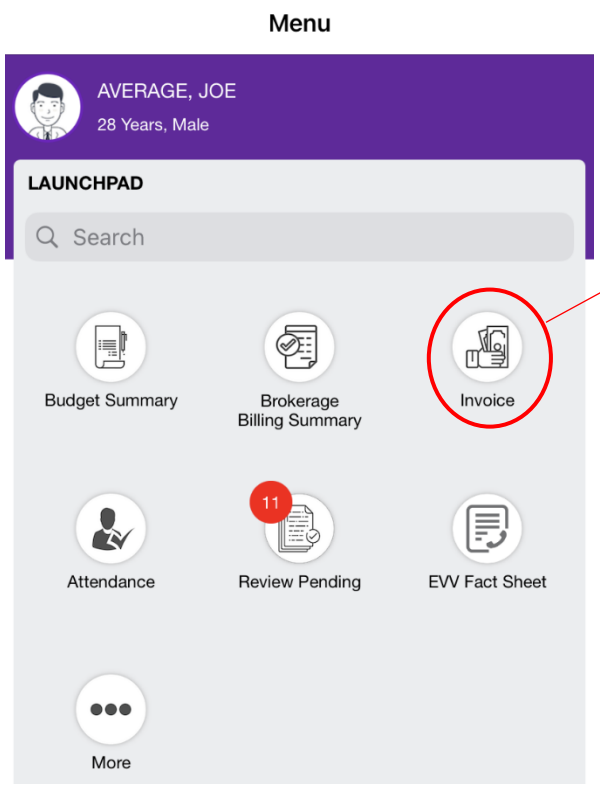
3. eVeroPortal App user can review 'Dashboard' screen for Invoice Status (Rejections or Paid section) upon login:

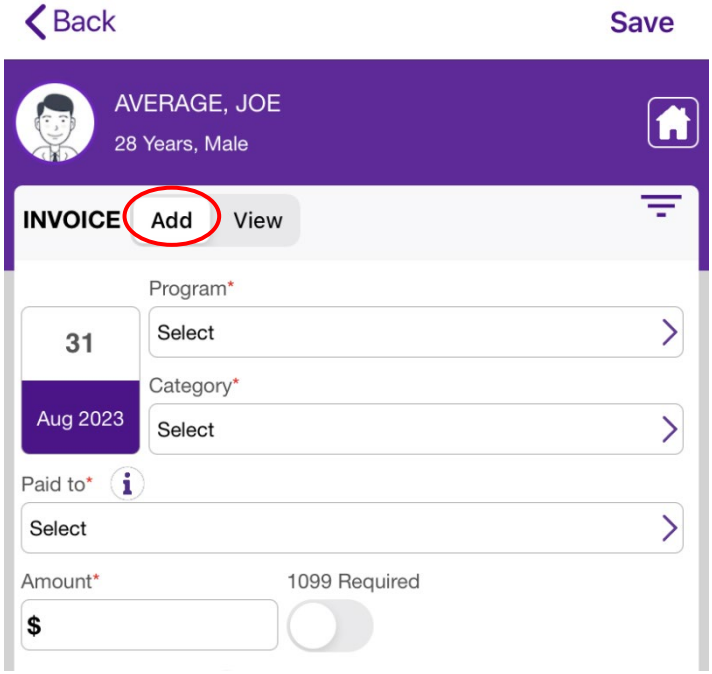



Dashboard Note: Select Close in the top right-side corner to access Menu launchpad

4. Select ‘Invoice’ icon on the Menu Launchpad

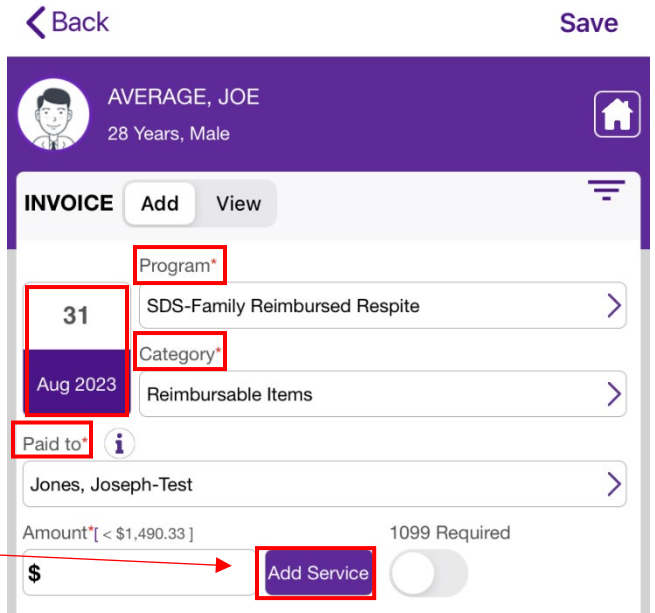
5. Select ‘Add’ to enter reimbursement request



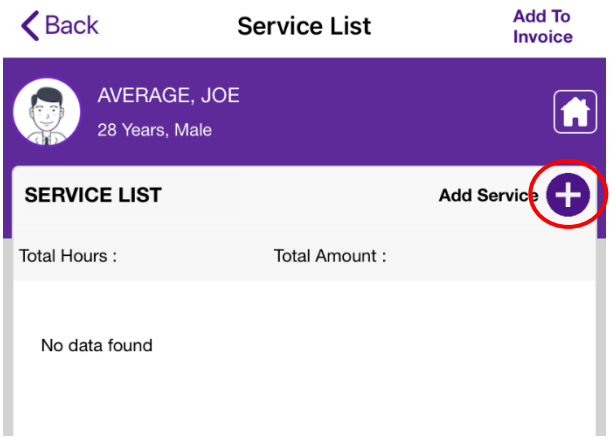




6. Enter the following information for Family Reimbursed Respite
   - Date of Service (if entering multiple dates use last date of service)
   - Program: Family Reimbursed Respite (FRR)
   - Category: Reimbursable Items
   - Paid To: (person requesting reimbursement)

7. Select purple ‘Add Service’ button to enter Family Reimbursed Respite

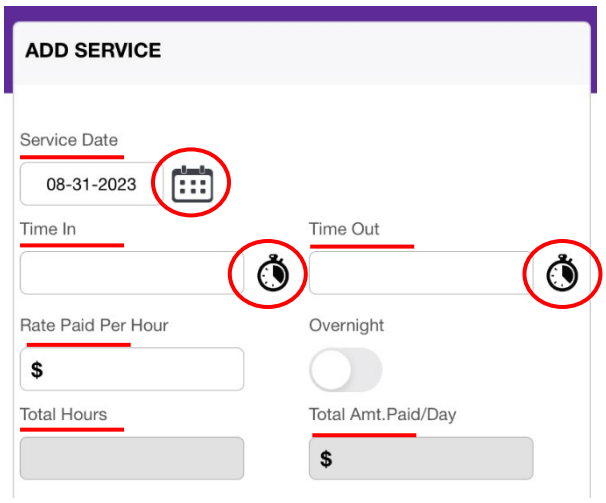


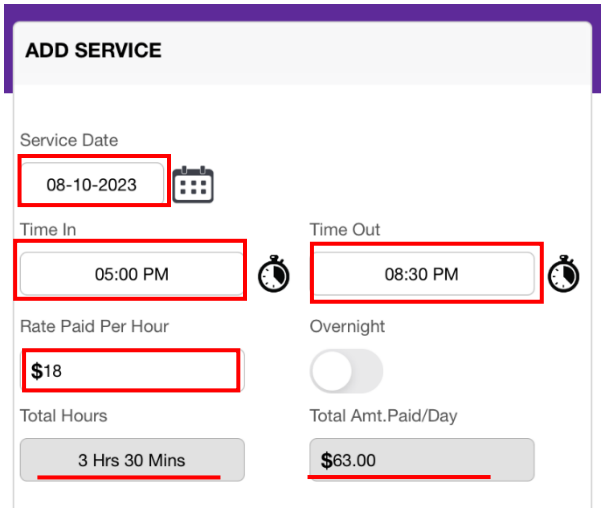
8. To add service, select the purple plus sign (right-hand side of screen)



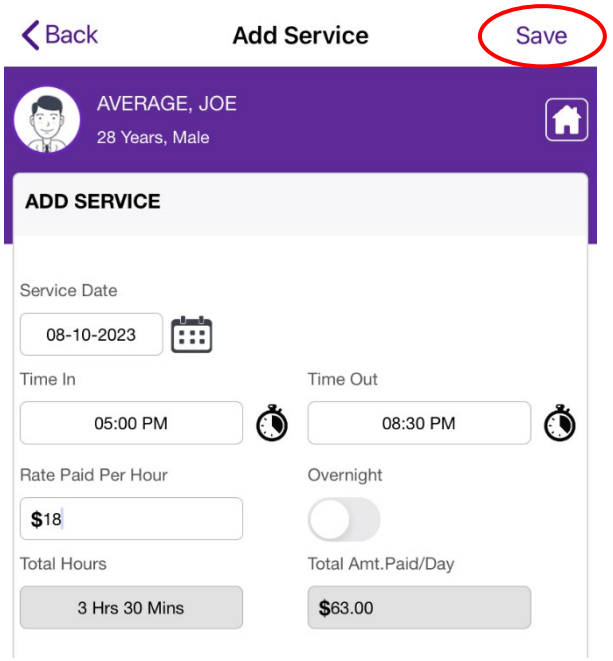

9. Add Service' window will open with empty fields; enter the following information:
   - Date of Service
   - Time In
   - Time Out
   - Rate Paid per Hour

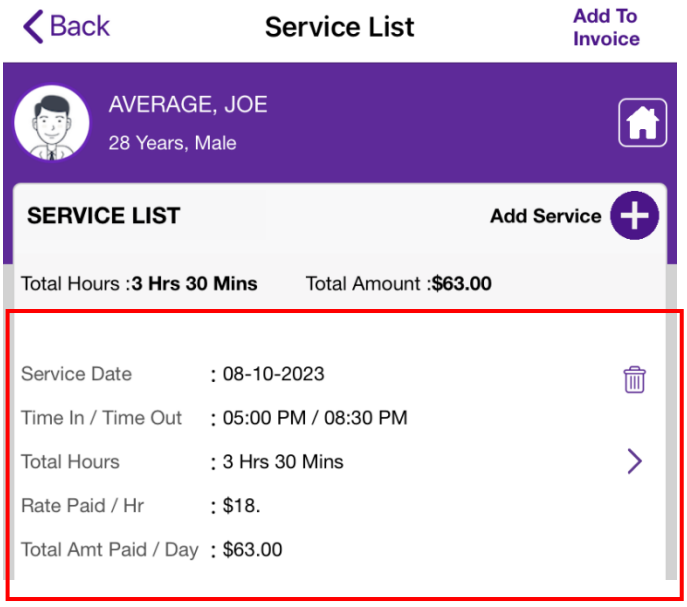
Please Note: total hours and total amount paid per day will auto-generate once information is entered



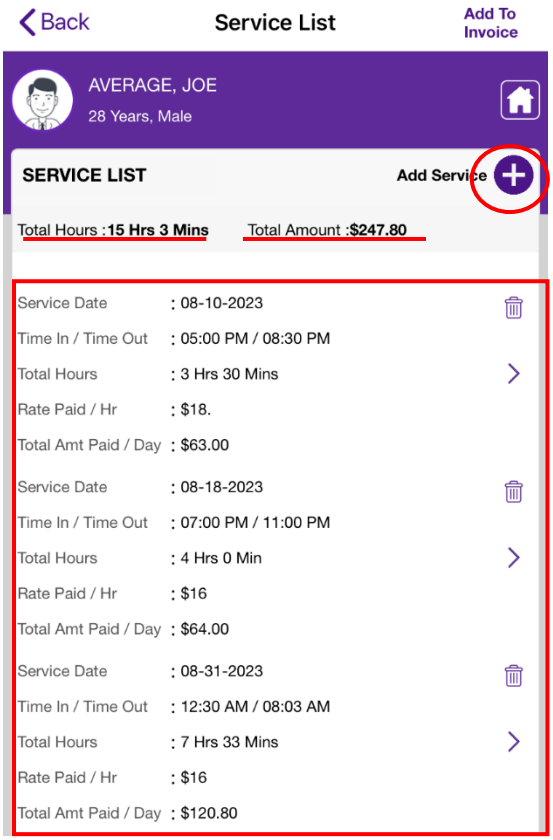
10. Once all fields are entered with the required information select the purple 'Save' button (top right-hand side of screen)




- To delete: select purple trashcan icon on specific service date
- To edit: select purple arrow on specific service date

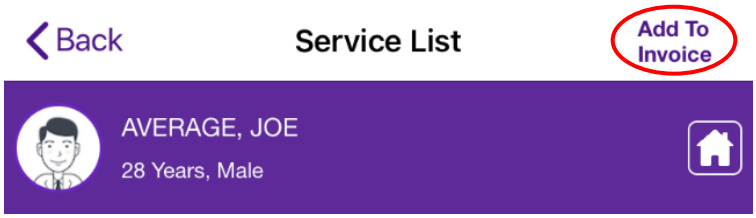
11. To enter multiple dates select 'Add Service' and enter as many dates needed up to the last date of service



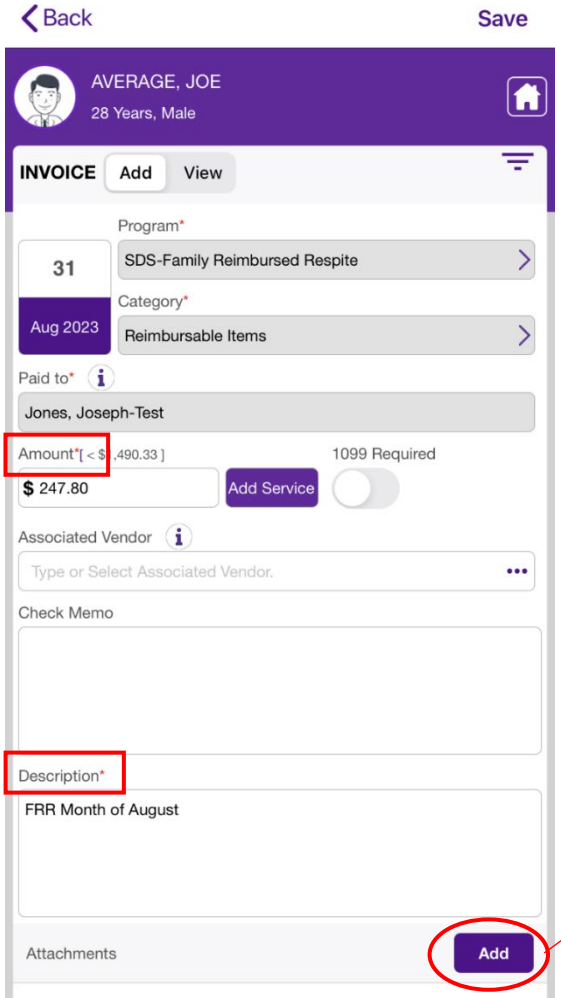

Budget Funding Note:

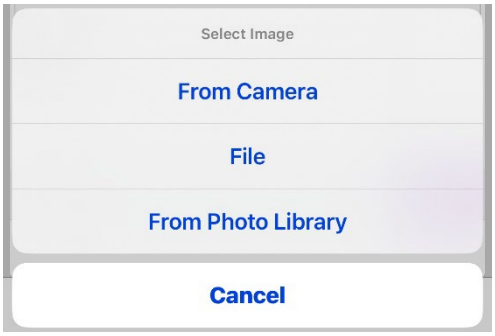
- Review current FRR budget balance to ensure availability of funds when entering multiple dates of service
- If there is an overlap with FRR dates of service and staff services, this will prevent FRR entry for that date of service

12. Once all entries are completed and saved, select the purple 'Add To Invoice' button (top right-hand side of screen)




13. Amount will auto-populate once all FRR entries are completed and saved
14. Enter a description off the FRR submission

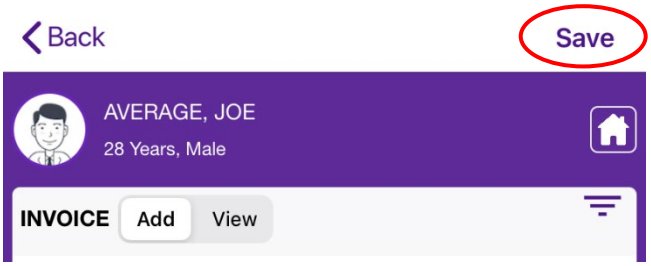


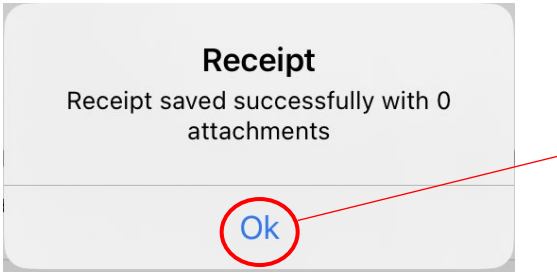

Note for FRR Attachments:

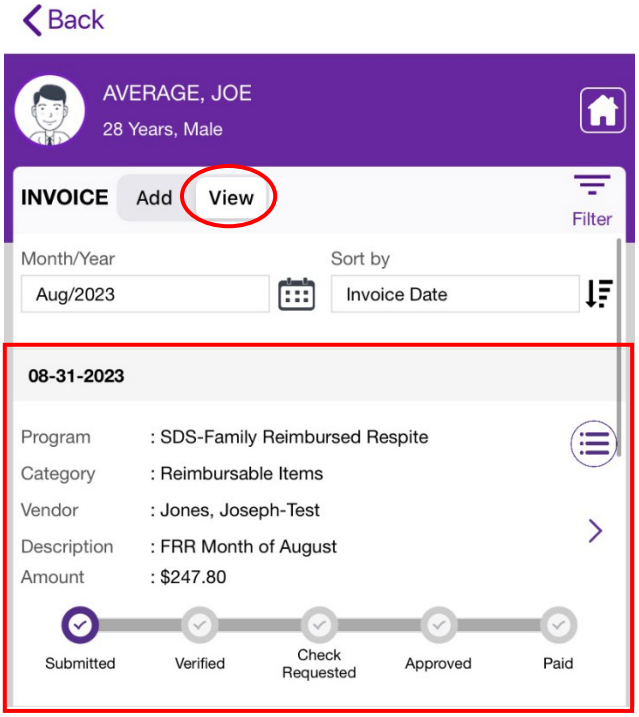
- Attachments can be entered in the 'Attachments' field but is not a requirement to submit for reimbursement request when using the eVeroPortal
- If using AIM FRR Log the Invoice/Log Sheet must specify the date, AM/PM times, hours, and cost for the FRR utilization
- To add attachment, select 'Add' and choose from the options: From Camera, File, or From Photo Library

15. Once all fields are entered select the purple 'Save' button (top right-hand corner)

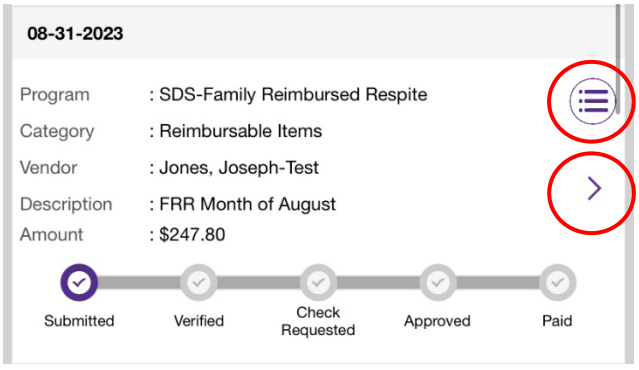


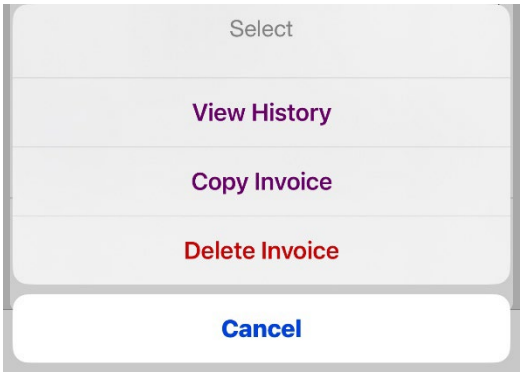

16. Saved invoices will populate as 'Submitted' under 'View"




- To delete: select purple dropdown icon on specific invoice; select 'Delete Invoice' to permanently delete
- To copy: select purple dropdown icon on specific invoice; select 'Copy Invoice' to copy
- To edit: select purple arrow on specific invoice



# Family Reimbursed Respite (FRR) Reimbursement Steps

## eVeroPortal **Website**

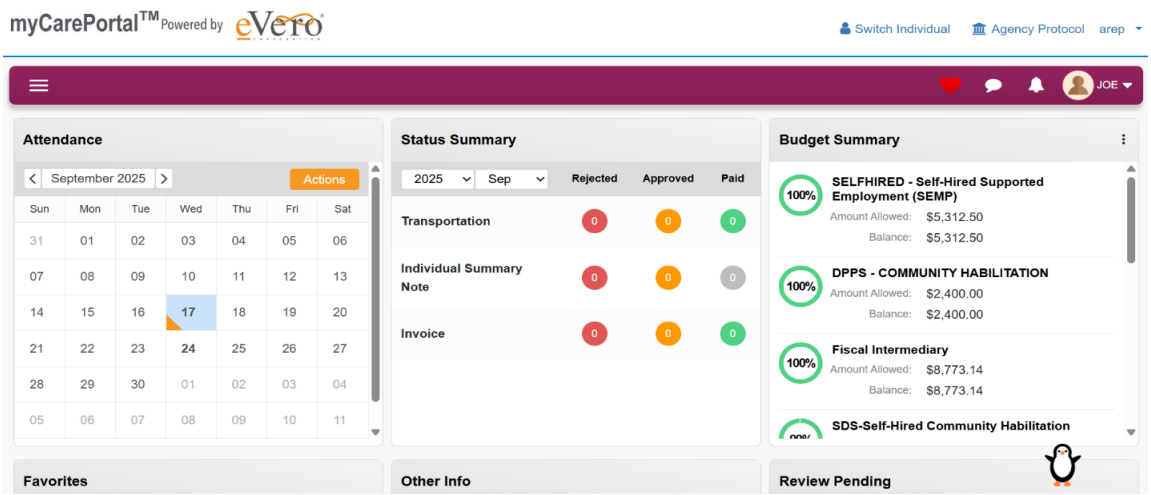
1. Log into eVeroPortal at signin.evero.com
   *Username and Password selected by user
2. Select 'Sign In'



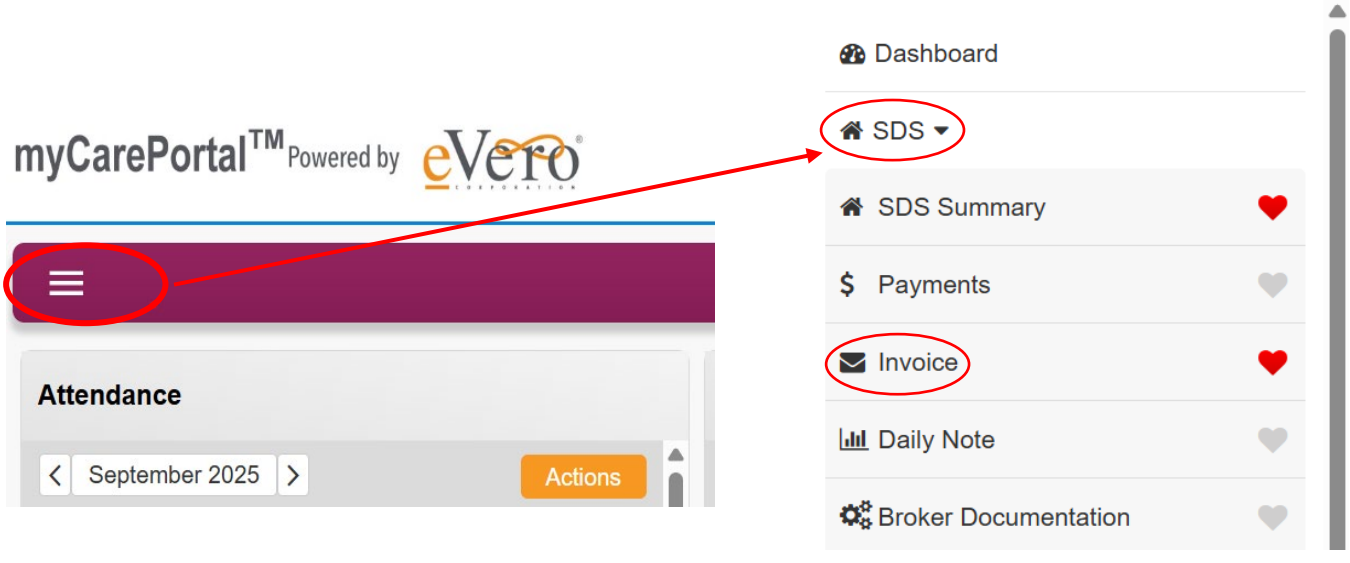

Forgotten User/Password:

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

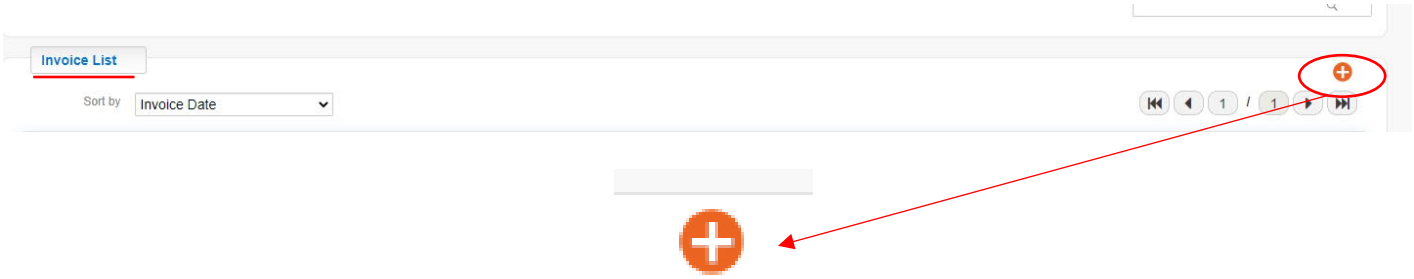
3. Once signed in, the user will be shown the account dashboard page




4. Select the three-line dropdown in the top left corner to reveal list of options
5. Under 'SDS' select 'Invoice' to enter reimbursement request



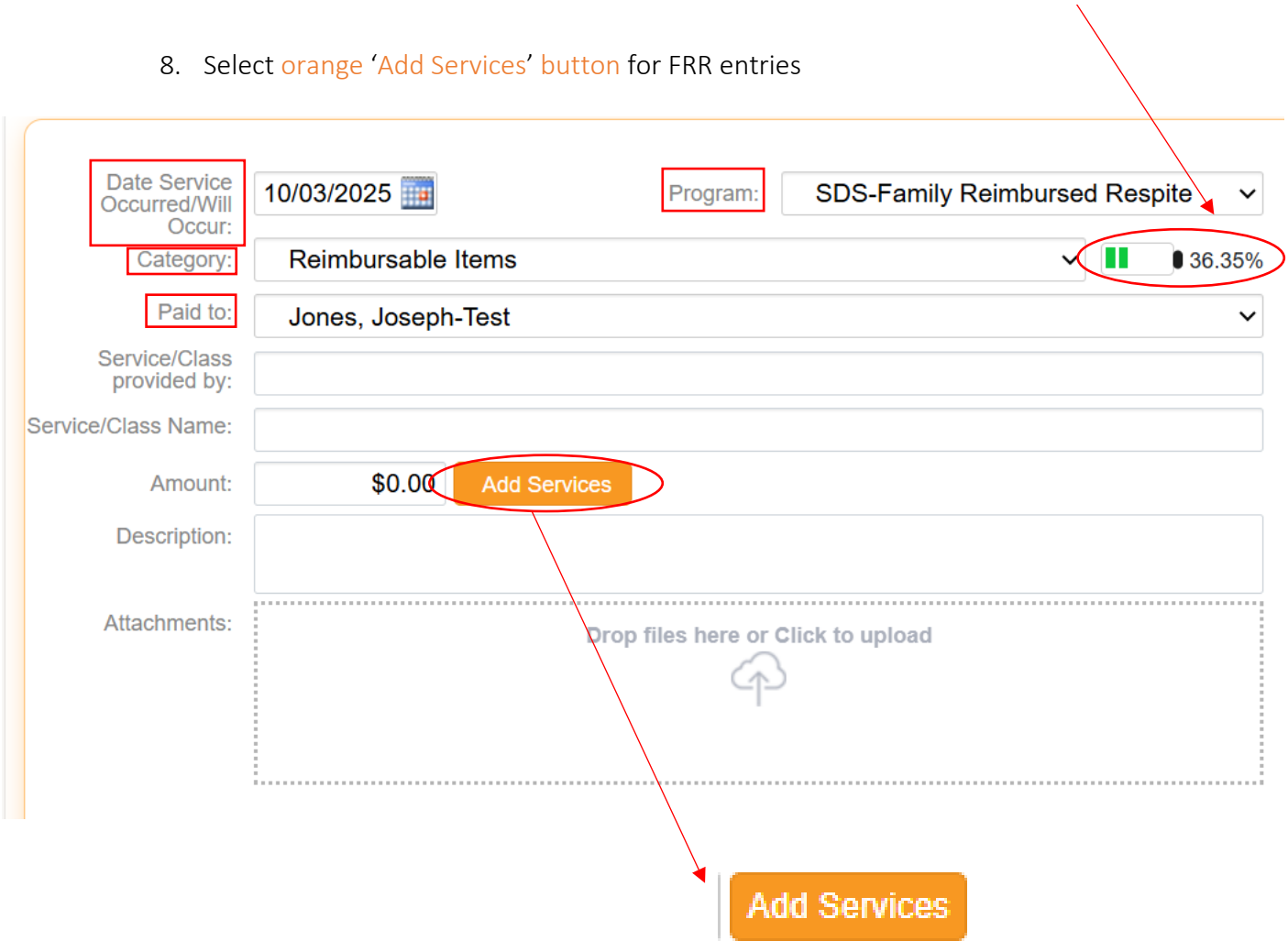
6. Select the 'Orange Plus Sign' (top right-hand corner) under 'Invoice List'




7. Enter the following information for Family Reimbursed Respite (FRR)
   - Date of Service (if entering multiple dates use last date of service)
   - Program: Family Reimbursed Respite
   - Category: Reimbursable Items (auto-populates)
   - Paid To: (person requesting reimbursement)

Note: After selecting the applicable program and category, the funding status and battery bar icon for that specific funding line will appear to the right of the category dropdown

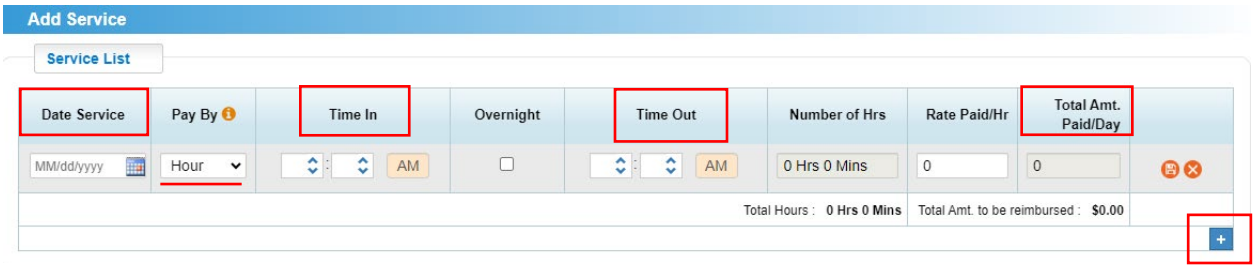
8. Select orange 'Add Services' button for FRR entries



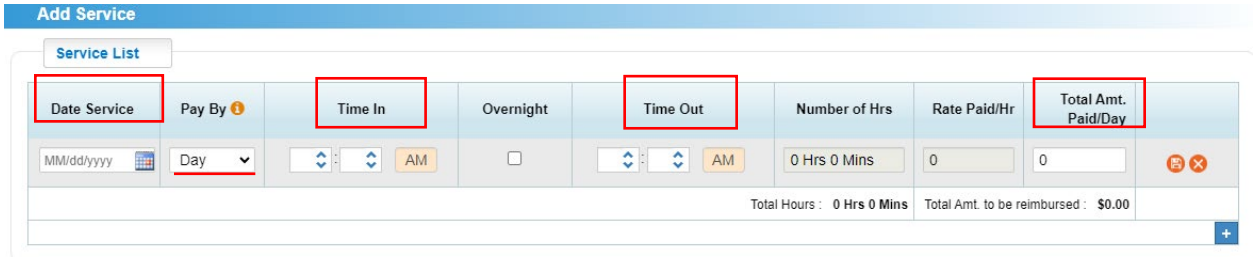
9. 'Add Services' window will open with empty fields, select small blue arrow in bottom right to populate a new entry

10. Under 'Service List' enter the following information:
    - Date of Service
    - Pay by Day or Hour (entry allows either a total amount for the day or hourly rate)
    - Time In
    - Time Out
    - Total Amount Paid per Day or Rate Paid per Hour

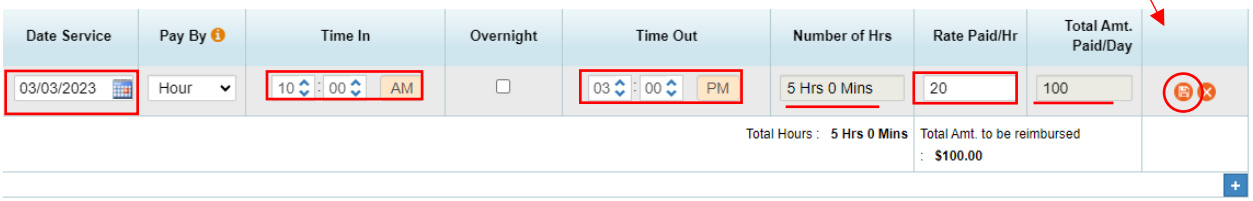
HOUR:



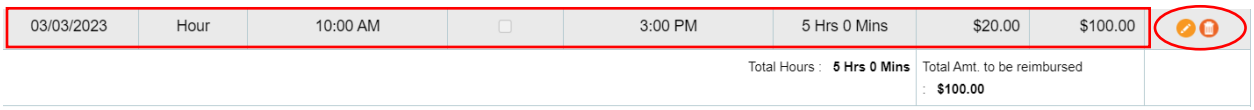

DAY:



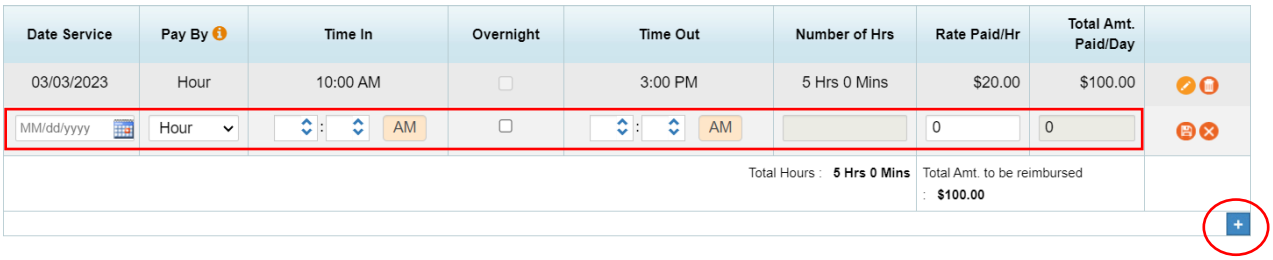

11. Once all fields are entered with the required information select the orange 'Save' button (right-hand side of screen)



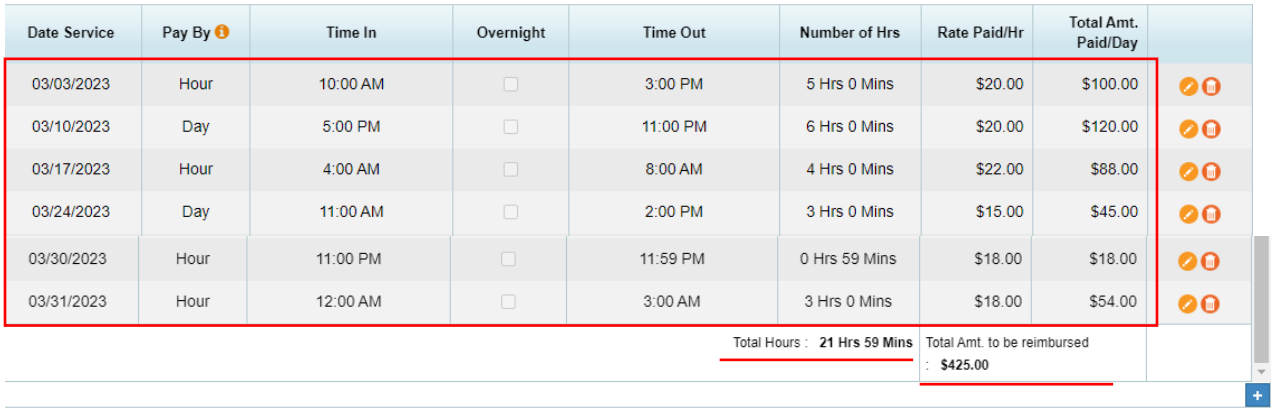

12. Once saved the information will populate as an entered date of service (in grey)
    - To edit: select orange pencil
    - To delete: select orange trashcan



13. To enter multiple dates, select the blue 'Plus Sign' (bottom right-hand side of screen) and a new window will open with empty fields




14. Enter as many dates needed up to the last date of service

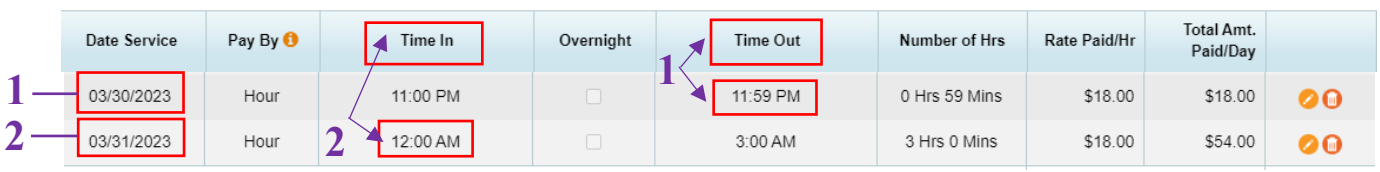



Budget Funding Note:

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- If there is an overlap with FRR dates of service and staff services this will prevent FRR entry for that date of service

Overnight FRR:

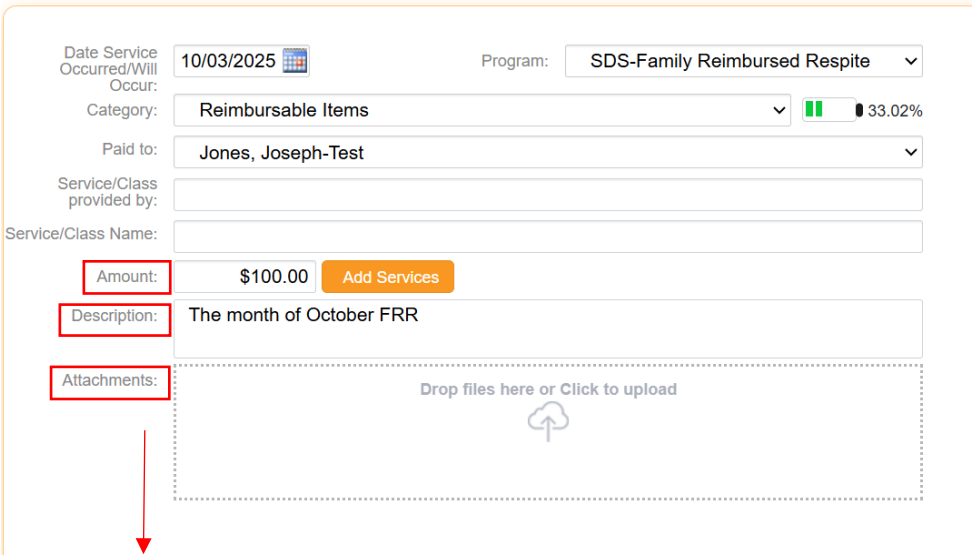
- Relief provided at night and into the next day
  - 1- enter date of service initially provided with 'Time In'; 'Time Out' field must indicate 11:59pm
  - 2- enter end date of service provided; 'Time In' field must indicate 12:00am and 'Time Out' field will be the final end time of the overnight relief provided



10. Once all entries are completed and saved, select the orange 'Close' button at the bottom of the 'Service List' screen



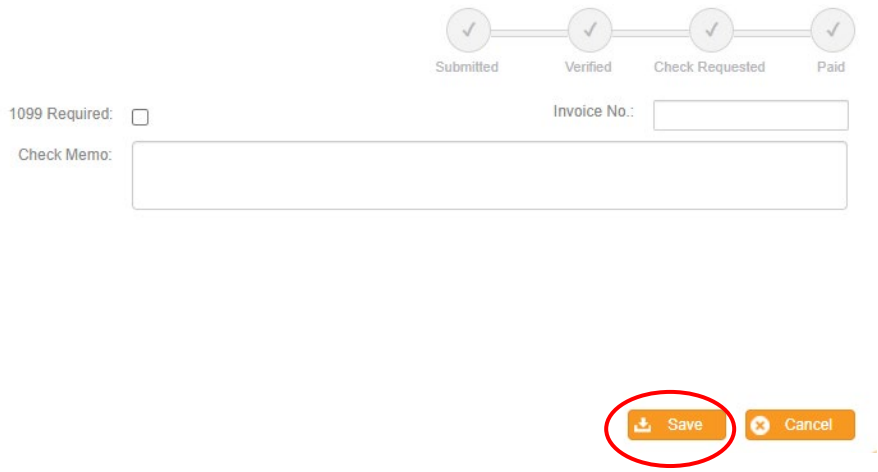

11. Amount will auto-populate once all FRR entries are completed and saved
12. Enter a description of the FRR submission



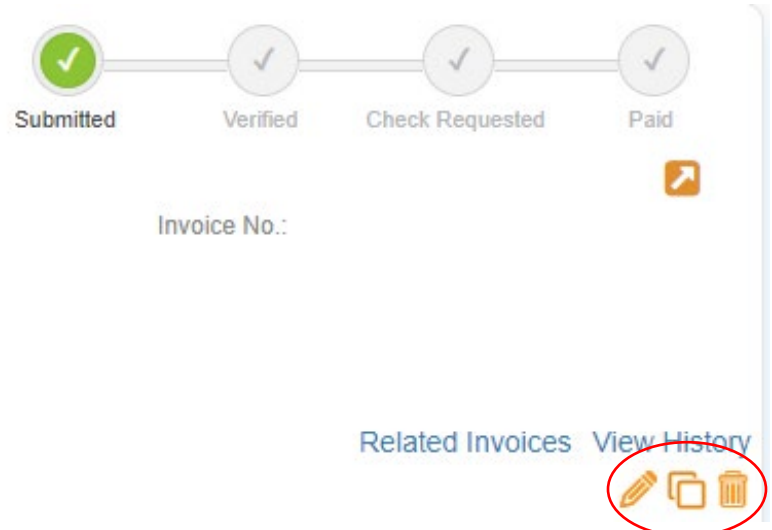

Note for FRR Attachments:

- Attachments can be entered in the 'Attachments' field but is not a requirement to submit for reimbursement request when using the eVeroPortal
- If using AIM FRR Log then the Invoice/Log sheet must specify the date, AM/PM times, hours and cost for the FRR utilization

13. Once all fields are entered select the orange 'Save' button (bottom right-hand corner of window)



14. Saved invoices will populate as ‘Submitted’




- To edit select orange pencil
- To copy invoice, select copy icon
- To delete select orange trashcan