Rise Above Support Services Provider vTrack Training Video

Introduction to Rise Above Support Services

Welcome to Rise Above Support Services V-Track Provider Training. This training includes multiple videos covering clocking in and out for all services, completing documentation, and running a timesheet. It is a state requirement that all employees clock in and out for each service at the beginning and end of their shift, as well as complete any required documentation, maintaining an 85% success rate or higher. Please have your phone and V-Track packet ready to follow along with the videos.

Enabling Location Services

Your location services must be enabled to clock in and out. For iPhone users, go to the settings app, navigate to privacy and security, click on location services, scroll to the browser you'll use to access the website, and select "while using the app." For Android users, open the Chrome Internet browser, click the three dots in the top right corner, select "Settings," then "Site Settings" and "Location." Change "Blocked" to "Allow" for the preferred site, return to the V-Track site, and refresh the page to enable location services.

Initial Sign-In and Password Setup

Your initial sign-in requires creating a new password. Use your first and last name with no spaces as your username and the temporary password 12345678. After logging in, enter the temporary password again (1 through 8), create a new password, and enter it twice. Scroll to the left and click submit. This new password will be used for all future sign-ins.

Navigating the Calendar

Once signed in, navigate to the calendar by scrolling up, clicking the three horizontal lines in the top right, selecting "provider," and then "provider calendar." This opens the main area for creating appointments.

Creating a Respite Appointment

To create a respite appointment, click "add calendar item" above your calendar, select the client, choose "respite hourly" from the service drop-down, and ensure the date and times are correct by typing or selecting from the calendar. Adjust AM or PM as needed, then click "save appointment" on the bottom left. The appointment will appear as a green box on your calendar. To clock in, click the green box, select "check in" on step one, allow location access, and click "save" on the bottom left. If you don't save, changes won't be recorded. The appointment will show polka dots, indicating it's pending documentation or clock-out. To clock out, click the polka-dotted appointment, go to step two (no documentation needed for respite), select "check out," allow location access, and return to the calendar. The appointment will show vertical lines, indicating completion.

Creating a Habilitation Appointment

To create a habilitation appointment, click "add calendar item," select the client, choose "habilitation" as the service, and set the correct date, start time, and end time by typing or clicking. Click "save appointment" on the bottom left. The appointment will appear as a red box. To clock in, click the red appointment, select "check in" on step one, and save. The appointment will show polka dots, indicating it's pending. For clocking out, complete documentation first by clicking the appointment, selecting "documentation," and clicking "add." This displays the client's goals, each requiring a percentage (0% for not worked on, 100% for attempted) and a value describing how the goal was attempted. Enter daily progress summary notes at the bottom of each goal, whether completed or not. Not all goals need to be worked on per appointment, but each should be addressed weekly. After filling out goals, scroll to the bottom, save, then go to step two, click "checkout," and the appointment will show vertical lines. If polka dots remain, check-in, check-out, or documentation is missing. To edit documentation, click "documentation," select "view," make changes, and update. Save or cancel to exit.

Creating an Attendant Care Appointment

To create an Attendant Care appointment, click "add calendar item," select the client, choose "Attendant Care" as the service, set the date, start time, and end time, and click "save appointment." The appointment will appear as a blue box. To clock in, click the blue square, select "check in," and save. The appointment will show polka dots, indicating it's pending. Before checking out, complete documentation by clicking the appointment, selecting "documentation," and clicking "add." Select "Yes" for completed tasks (no need to select "No" or leave notes). Save, then go to step two, click "checkout," and the appointment will show vertical lines.

Handling Exceptions

Missing a clock-in or clock-out creates an exception, which is not EVV compliant and lowers your percentage score. For a missed clock-in, open the appointment, select "check in," and an error will prompt you to press "OK" for manual times. Adjust check-in and check-out times if needed, select a reason code (caregiver error or mobile device error; others won't be approved), go to step two, enter a claim note explaining the missed clock-in, and save. The appointment will remain polka-dotted until approved by the agency admin, then show vertical lines. For a missed clock-out, go to step two, select "check out," and if more than seven minutes past the scheduled time, choose between "real-time punch" (adjusts the schedule for real-time clock-out, ensuring sufficient hours) or "reporting previous time" for manual entry. Select a reason code (caregiver error or mobile device issue), enter a claim note, and save. The appointment will stay polka-dotted until approved.

Cancelling an Appointment

To cancel an appointment, click it, go to step two, change the status from "Scheduled" to "Cancelled," and enter a claim note explaining why (e.g., provider error for wrong times, service error for wrong service, or family/provider illness). If sick, notify your supervisor by phone. Save, and the appointment will show diagonal lines. You can schedule over it by creating a new appointment.

Running a Timesheet

After two weeks, reminders will prompt you to submit timesheets. Click the three horizontal lines, select "provider," then "provider timesheet." Your provider name will self-generate. Select "HCBS" from the drop-down, choose the client (run separate timesheets for multiple clients), and click "submit." The timesheet will display hours for the pay period, a breakdown of services and hours, and listed appointments. Sign in the gray box, type your name, and save. The guardian must also sign for completion. Access timesheets anytime in the provider timesheet tab.