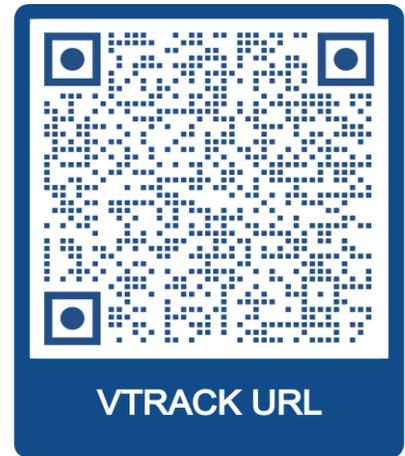


How to Create A Respite Appointment & Check In:

****Must be done in this order or the appointment will not complete****

- 1.) Arrive on Home Page of Vtrack
 - a. In the top right corner, click the 3 horizontal lines
 - b. Click the Provider tab
 - c. A drop down menu will appear, click on the Provider Calendar
- 2.) Press the "Add Calendar Item" Button
 - a. Fill out client, service, start time, end time
****Ensure AM and PM is correct****
 - b. Save Appointment
- 3.) To Clock In
 - a. Scroll in calendar and tap on the appointment you plan to check in for
 - b. Click the grey "Check In" Button
 - c. Screen will show a green EVV Check In time
- 4.) Click Save ****Must be done to properly Check In******



rassbilling.vichra.com

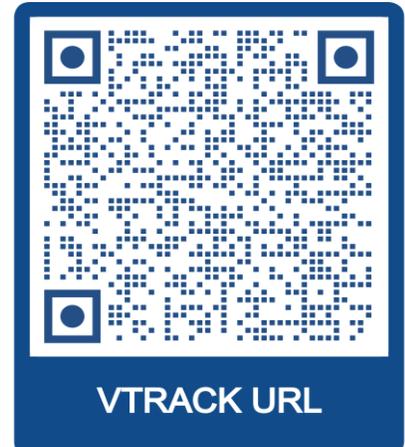
Check Out:

- 1.) Click on polka dotted appointment to open
- 2.) Scroll down to Step 2
- 3.) Click the Step 2: Check Out Box
- 4.) Click the grey "Check Out" Button
- 5.) Your appointment will automatically complete, and your calendar will show vertical lines**

How to Create A Habilitation Appointment & Check In:

****Must be done in this order or the appointment will not complete****

- 1.) Arrive on Home Page of Vtrack
 - a. In the top right corner, click the 3 horizontal lines
 - b. Click the Provider tab
 - c. A drop-down menu will appear, click on the Provider Calendar
- 2.) Press the "Add Calendar Item" Button
 - a. Fill out client, service, start time, end time
****Ensure AM and PM is correct****
 - b. Save Appointment
- 3.) To Clock In
 - a. Scroll in calendar and tap on the appointment you plan to check in for
 - b. Click the grey "Check In" Button
 - c. Screen will show a green EVV Check In time
- 4.) Click Save ****Must be done to properly Check In****



rassbilling.vichra.com

Habilitation Documentation Procedures:

1. Click on polka dotted appointment to open
2. On the middle left of the screen click on the grey Documentation Button
3. Press Add **TWICE**
4. The goals will display
5. You will need to input data for EACH GOAL

****If you did not work on a particular goal, you MUST document in the Daily Progress Summary Notes "Not Run Today"****

6. Select a percentage and Select a Value
7. Complete Your Daily Progress Summary Note
****We recommend using Voice-To-Text, to help speed the process up****
8. Repeat Steps 5-7 for each individual goal
9. **Click Save **Must be done to properly save documentation****

DOCUMENTATION MUST BE COMPLETED WHILE YOU ARE ON THE CLOCK, PRIOR TO CHECK OUT. COMPLETING DOCUMENTATION AFTER CHECK OUT WILL RESULT IN AN EXCEPTION

Check Out:

- 1.) Click on polka dotted appointment to open
- 2.) Scroll down to Step 2
- 3.) Click the Step 2: Check Out Box
- 4.) Click the grey "Check Out" Button
- 5.) **Your appointment will automatically complete, and your calendar will show vertical lines**

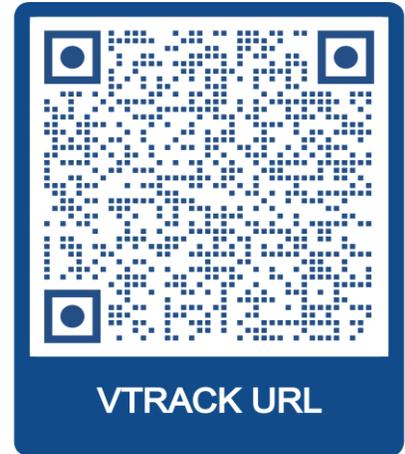
Values Include:

- **B: Barrier** = Obstacle to completing the goal
- **HH: Hand Over Hand** = Provider uses hand to guide clients hand
- **I: Independent** = Only used if client completes the goal with 0 prompting
- **M: Modeling** = Provider Shows client how to complete task
- **P: Physical Prompt** = Provider uses ANY physical touching while completing the goal
- **R: Refused** = If you're unsuccessful in getting your client to complete the goal after 3 attempts, select this option
- **S: Visual (Sight) Prompt** = Charts or finger countdowns. Prompts without words
- **VP: Verbal Prompt** = Provider uses voice to prompt the client

How to Create An Attendant Care Appointment & Check In:

****Must be done in this order or the appointment will not complete****

- 1.) Arrive on Home Page of Vtrack
 - a. In the top right corner, click the 3 horizontal lines
 - b. Click the Provider tab
 - c. A drop down menu will appear, click on the Provider Calendar
- 2.) Press the "Add Calendar Item" Button
 - a. Fill out client, service, start time, end time
****Ensure AM and PM is correct****
 - b. Save Appointment
- 3.) To Clock In
 - a. Scroll in calendar and tap on the appointment you plan to check in for
 - b. Click the grey "Check In" Button
 - c. Screen will show a green EVV Check In time
- 4.) Click Save **Must be done to properly Check In****



rassbilling.vichra.com

Attendant Care Documentation Procedures:

1. Click on polka dotted appointment to open
2. On the middle left of the screen click on the grey Documentation Button
3. Press Add **TWICE**
4. The Attendant Care Tasks will display
5. You will simply need to select the box next to the tasks that you completed during your attendant care appointment. In the "Yes" Column and a blue check mark will appear

****You DO NOT need to select "No" for the tasks you did not complete****
6. **Click Save **Must be done to properly save documentation****

**DOCUMENTATION MUST BE COMPLETED WHILE YOU ARE ON THE CLOCK, PRIOR TO CHECK OUT.
COMPLETING DOCUMENTATION AFTER CHECK OUT WHILE RESULT IN AN EXCEPTION**

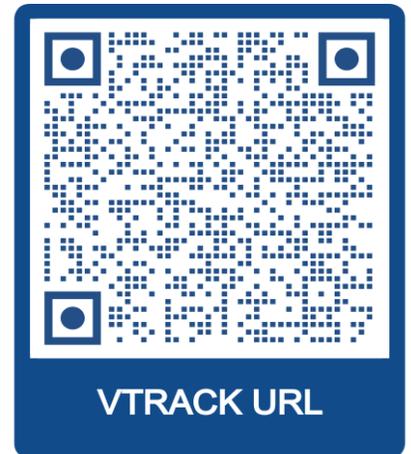
Check Out:

- 1.) Click on polka dotted appointment to open
- 2.) Scroll down to Step 2
- 3.) Click the Step 2: Check Out Box
- 4.) Click the grey "Check Out" Button
- 5.) Your appointment will automatically complete, and your calendar will show vertical lines**

PAID PARENT PROVIDERS ONLY:

How to Create An Appointment & Check In:

1. Arrive on Home Page of Vtrack
 - a. In the top right corner, click the 3 horizontal lines
 - b. Click the Provider tab
 - c. A drop-down menu will appear, click on the Provider Calendar
2. Press the “Add Calendar Item” Button
 - a. Fill out client and service
 - b. Click Open Appointment
 - c. Click the grey “Check In” Button
 - d. Screen will show a green EVV Check In time
3. **Click Save **Must be done to properly checked in****



rassbilling.vichra.com

Required Documentation:

- 1.) Click on polka dotted appointment to open
- 2.) On the middle left of the screen click on the grey Documentation Button
- 3.) Press Add **TWICE**
- 4.) Complete your documentation
- 5.) Scroll to the Bottom
- 6.) **Click Save **Must be done to properly save documentation****

Please see additional page on how to complete documentation per service

**DOCUMENTATION MUST BE COMPLETED WHILE YOU ARE ON THE CLOCK, PRIOR TO CHECK OUT.
COMPLETING DOCUMENTATION AFTER CHECK OUT WHILE RESULT IN AN EXCEPTION**

Check Out:

- 1.) Click on polka dotted appointment to open
- 2.) Scroll down to Step 2
- 3.) Click the Step 2: Check Out Box
- 4.) Click the grey “Check Out” Button
- 5.) An error message will appear, select **“Real Time Punch”**
- 6.) **Your appointment will automatically complete, and your calendar will show vertical lines**

Missed Clock In

****If you missed a clock in and do NOT have a calendar item created already, please revert to Step 1 of Creating an Appointment****

- 1.) Open appointment
- 2.) Complete Documentation (HAB, ATC ONLY)
- 3.) Click the Step 1: Clock In Box
- 4.) An error code will occur, select "Or Reporting Previously Worked Times"
- 5.) Select a 1 of these two Reason Codes
 - a. Mobile Device Issue
 - b. Caregiver Error

****DO NOT USE ANY OTHER REASON CODE****

- 6.) Type in the "Claim Notes" Box the reasoning behind why you missed your Clock In
- 7.) **Click Save**

****Appointment will remain in schedule status until management has approved it. Your appointment will display polka dots on your calendar****

Missed Clock Out

- 1.) Open polka dotted appointment
- 2.) Complete Documentation (HAB, ATC ONLY)
- 3.) Click Step 2: Check Out Box
- 4.) An error code will occur, select "Or Reporting Previously Worked Times"
- 5.) Select a 1 of these two Reason Codes
 - a. Mobile Device Issue
 - b. Caregiver Error

****DO NOT USE ANY OTHER REASON CODE****

- 6.) Type in the "Claim Notes" Box the reasoning behind why you missed your Clock In
- 7.) **Click Save**

****Appointment will remain in schedule status until management has approved it. Your appointment will display polka dots on your calendar****

Cancellation of Appointment:

Here are some examples of why you may need to cancel an appointment:

- Provider is Sick
- Client is Sick
- Family Cancels Your Shift
- Change In Schedule

If you are sick or have an emergency, you MUST call your supervisor

- 1.) Once you have called out, open your appointment on the calendar
- 2.) Go to Step 2 and type in "Claim Notes Box" the reason the appointment was cancelled
- 3.) Change Status in the dropdown menu at the bottom of your appointment to cancelled
- 4.) **Click Save**

****Appointment will display on your calendar with diagonal lines****

Prior to Running A Timesheet, Complete the Following:

1. Prior to running your timesheet, please ensure that there is a checkmark in the box that states, "All Appointments Complete?"
2. If you do not have a checkmark in the box, you will NOT be able to run your timesheet. You will need to go back to your calendar and look for the appointments with polka dots. Click each appointment with a polka dot to determine the reason it is not complete. If you are missing documentation, please complete the documentation, and move your appointment status to complete. Click Save.
3. If your appointment states "Pending Agency Approval" please call your supervisor

****These steps MUST be completed in full prior to running your timesheet****

Running A Timesheet:

1. Arrive on Home Page of Vtrack
 - a. In the top right corner, click the 3 horizontal lines
 - b. Click the plus sign next to the Provider tab
 - c. A drop-down menu will appear, click on the Provider Timesheet
2. Select HCBS as the Type and Select Your Client
3. Click the Blue Submit Button
4. Scroll Down until you see the box that states "Parent/Guardian/Designee Signature"
****if the guardian is present when you run your timesheet, hand your phone to the guardian and have them sign it. They must sign in the grey box and type their full name in the "Printed Name Box" and type the "Date" in the Date Box****
IF THE GUARDIAN IS NOT WITH YOU, DO NOT SIGN FOR THEM. THIS IS ILLEGAL AND A TERMINATABLE OFFENSE. CHECK THE BOX THAT STATES PARENT/GAURDIAN/DESIGNEE WILL SIGN LATER!!!
5. In the box below that states "Provider Signature" Sign your name with your finger in the grey box. Type your full name in the box that states, "Provider Name" and type in the Date in the box to the right
6. **Click Save**

****If you have multiple clients, you will need to repeat these steps for each individual client****

How to Run Your Monthly HAB Progress Report:

****MUST BE RUN USING GOOGLE CHROME OR A DESKTOP ONLY****

Step 1: Access Your HAB Report

1. In the top right corner, press the 3 horizontal lines
2. Click the Client Tab
3. A drop down will appear, click on the Progress Report
4. Select Client
5. Click the Report Mode Drop Down and Select HAH Progress Report
6. Select the Start Date and End Date (Example: 01/01/2024 – 01/31/2024)
7. Click the Discipline Drop Down and Select Habilitation
8. Click Submit
9. Two tabs should open (Goal List, Habilitation Progress Report)

Client: Agency Test Client
Goals/Progress Date Range 02/01/2024 - 02/29/2024
Dates of Service:

Discipline: Habilitation

IF YOU SEE THIS SCREEN, FOLLOW THE STEPS IN THE BOXES BELOW →

If the Habilitation Progress Report does not pop up, and you are using a

DESKTOP FOLLOW THESE INSTRUCTIONS:

1. Press the back arrow, to revert back to the previous screen
2. In the top right corner, there will be a pop up that you will need to right click on
3. Press the "Allow Pop Ups"
4. Press Submit on your Progress Report again

If the Habilitation Progress Report does not pop up, and you are using a

PHONE AND GOOGLE CHROME FOLLOW THESE INSTRUCTIONS:

1. Press the back arrow in the bottom left corner
2. It will return you to the Progress Report Page
3. Press Submit again

Step 2: Run Your HAB Report

ONCE YOU SEE THIS SCREEN, FOLLOW THE STEPS BELOW →

Fill out the form using the template below:

- Reporting Frequency Requirement → Select Monthly
- Select the Qualified Vendor Box
- Check "No" for the BTP Box Plan
- For the type of habilitation, you will type in "HCBS"
- On the left side, for all outcomes, select ISP
- Scroll to the bottom to sign your signature and enter today's date
- Click Save

DEED1786A1087 (12/16)

ARIZONA DEPARTMENT OF ECONOMIC SECURITY
Division of Developmental Disabilities

HABILITATION PROGRESS REPORT
Report Date Range 02/01/2024 - 02/29/2024
Reporting Frequency Requirement: Monthly Quarterly Semi Annual

Member Name: Agency Test Client Member ID: Agency 00002 DOB: 20/01/2000
 Qualified Vendor Name: Flow Above Support Services (LLC) Vendor ID: 85385791 Independent Provider Name: _____
 Support Coordinator Name: _____ District: Central West East South North
 BTP Plan: Yes No Type of Habilitation: _____

Outcome ID/ID from the IEP	What are your desired results/activities including current and future services	Outcome status
<input type="checkbox"/> ISP <input type="checkbox"/> ISP	<small>To increase independence, Dr will work her skills with minimal prompting.</small> Note: Employees... We are excited that you will be participating in the Health Caregiver course and of course for the Habilitation... We are the first state to have this for the first... Total Average: 18% Completed: 0%	
<input type="checkbox"/> ISP <input type="checkbox"/> ISP	<small>To increase self-care skills, Dr will work with... skills needed for the street.</small>	Total Average: 100% Completed: 1%
<input type="checkbox"/> ISP <input type="checkbox"/> ISP	<small>To increase independence, Dr will complete 3 household chores a day.</small>	
<input type="checkbox"/> ISP <input type="checkbox"/> ISP	<small>To increase independence, Dr will use and maintain appropriate items for the street.</small>	

SP Action Being Applied: _____
 Comments / Other Special Agreements, Terms, etc.: _____
 SIGNATURE (PLEASE PRINT NAME)

 Date Completed: _____

Save Cancel