ACTIVE AT HOME
SENIOR SERVICES

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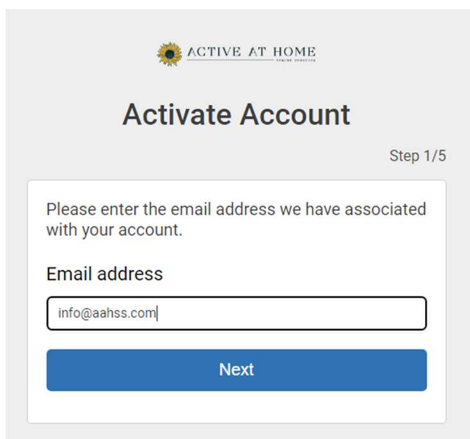
Durham, NC 27707
Phone: 984-837-0991
Web: www.aahss.com

Client Portal

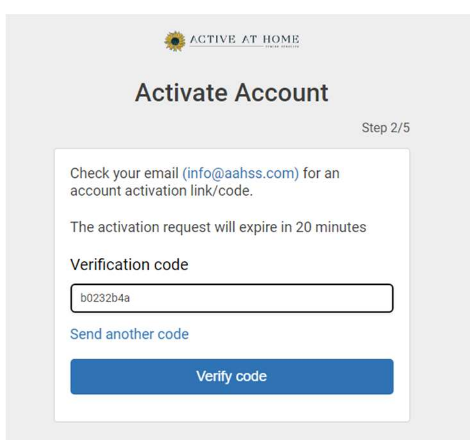
Activation

1. Visit https://aahss.com/clientportal and click the "activate account" link.

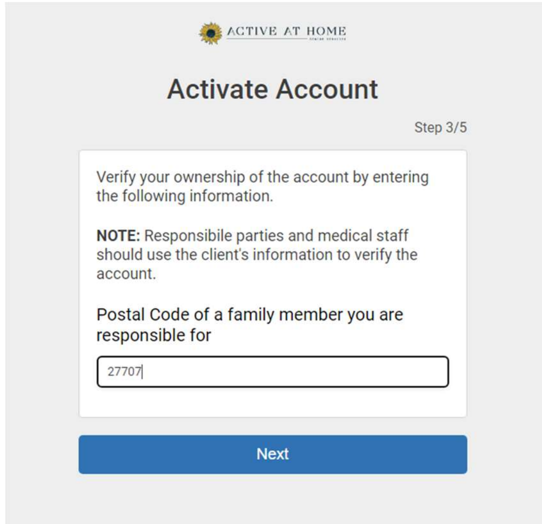
2. Enter the email address you provided to AAHSS and click "Next".



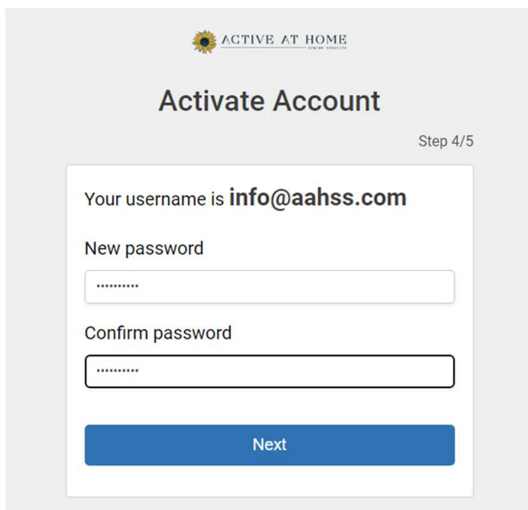
3. Enter the verification code received in your email and then click "Verify Code".



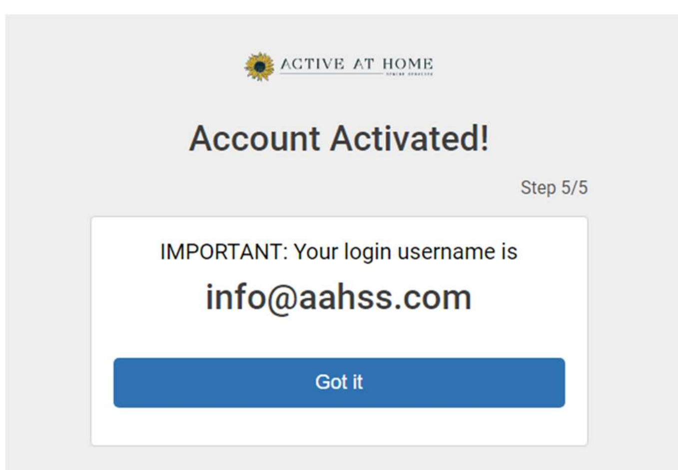
4. Enter the zip code of the **<u>AAHSS client receiving services</u>** and click “Next”.



5. Create a password and click “Next”.



6. You’re now activated! Click “Got It” to then access the portal.

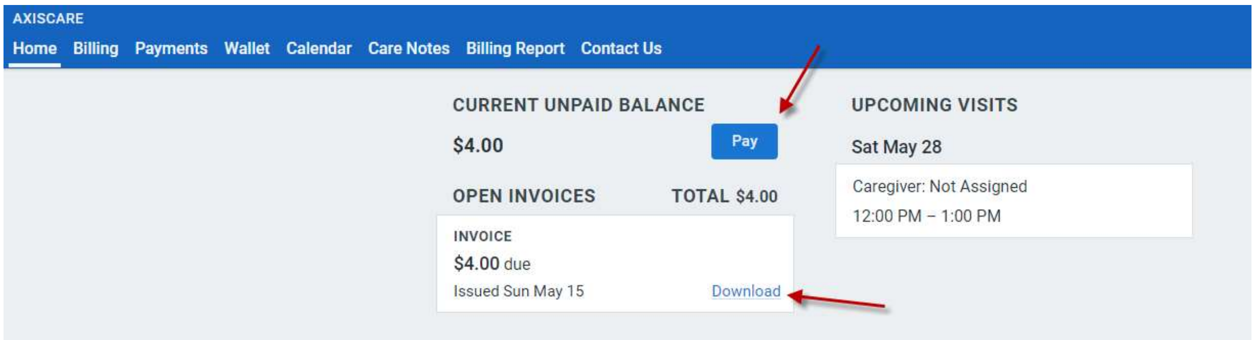


Walkthrough

Home

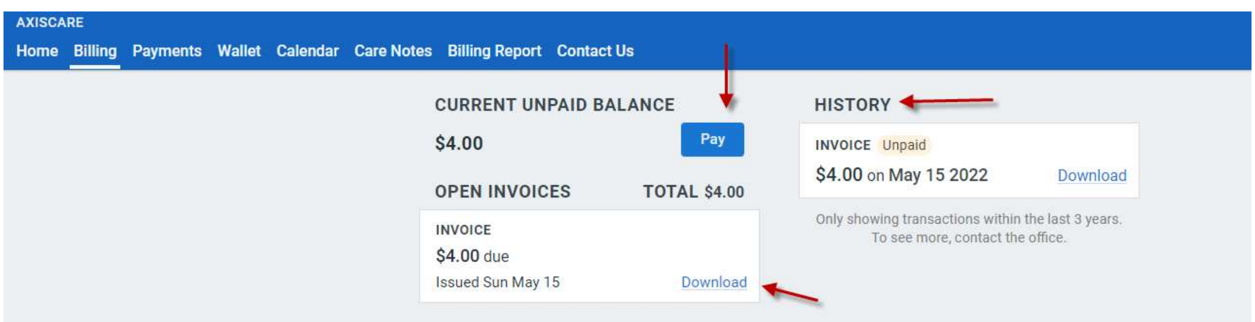
When logged into the client portal, you will be defaulted to the “Home” tab. This screen will show a quick summary of unpaid balances, open invoices, and upcoming visits.

As shown below, you have the option to click the “Pay” button to settle any unpaid balances or the “Download” button to download a copy of the open invoice.



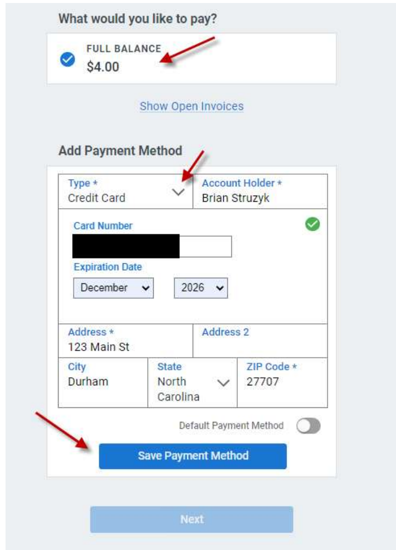
Billing

This tab is very similar to the home screen. It has the same options to “Pay” the current balance and “Download” your invoice. The difference on this screen is the “HISTORY” option to the right that has the ability to download the invoice. This will show invoices from the last three years.

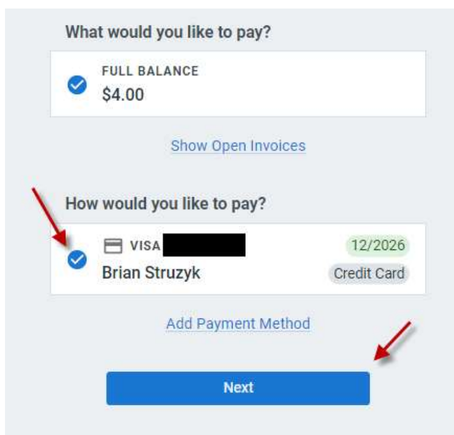


Payments

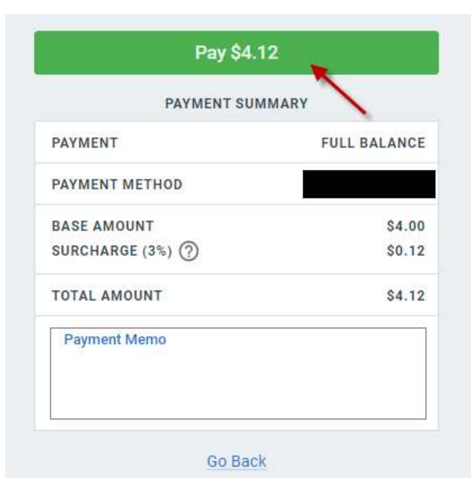
The first time you use the "Payment" tab, you will be presented with the screen below. At the top, you have the option to select the amount you would like to pay. Then, select your payment type (debit, credit, ach). In the example below, I chose to use a credit card. Once the information is filled in, click "Save Payment Method"



Once you save your payment method, you will be presented with this screen to choose your method of payment for this transaction. If you have multiple payment methods saved, they will all be listed here. Place a check mark next to the one you would like to use and hit "Next".

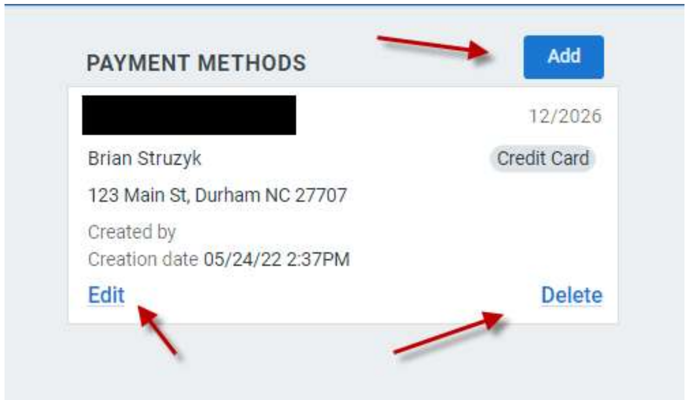


The last screen is shown below. Here you will see the total amount to be processed. Please note that credit card transactions will have a 3% processing fee added, ACH payments will have no processing fee. Next click "Pay" at the top and process your transaction.



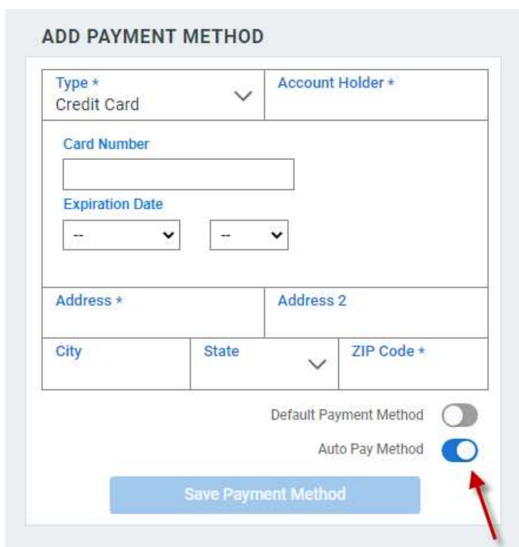
Wallet

This tab will allow you to control your payment methods on file. In the example below, there is only one payment method listed. From here, you have the option to add an additional method of payment, edit the information on file, or delete the payment method completely.



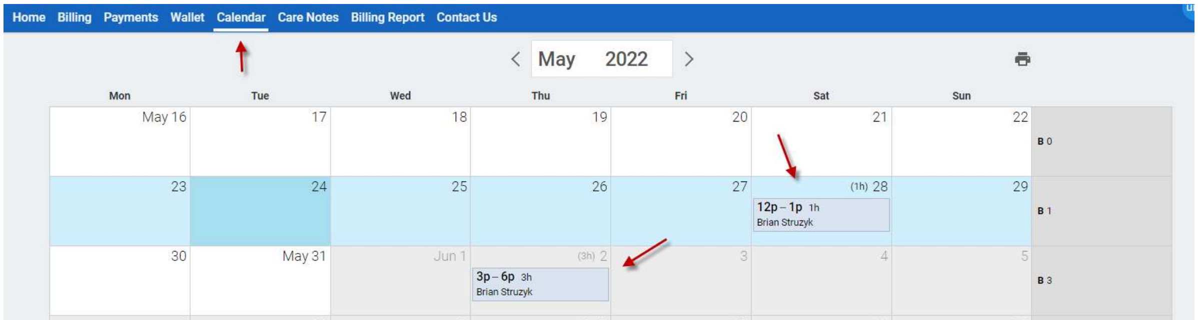
When adding a payment method through the “Wallet” tab, you will notice an option for an “Auto Pay Method”. If you are currently enrolled in auto pay, then you could change your payment method here.

******How does auto pay work**? When enrolled in auto pay, you will receive an invoice via email three days prior to the payment processing. The three-day buffer is in place to allow time to discuss any questions/concerns regarding the invoice. After three days your auto pay method of payment will be processed.

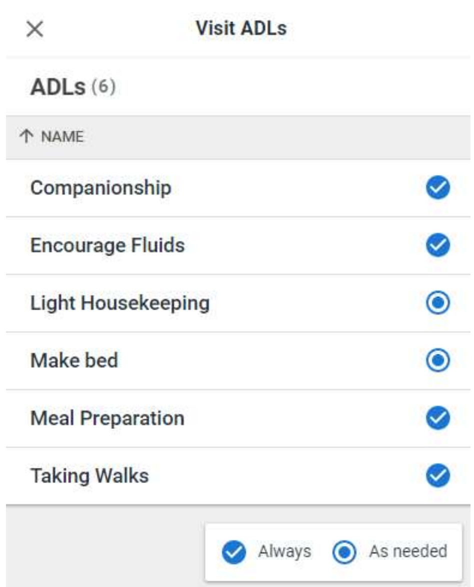


Calender

On this tab, you will be able to find information regarding upcoming visits. As shown below, there are two upcoming appointments scheduled - May 28th from 12-1pm and June 2nd 3-6pm with caregiver "Brian Struzyk".

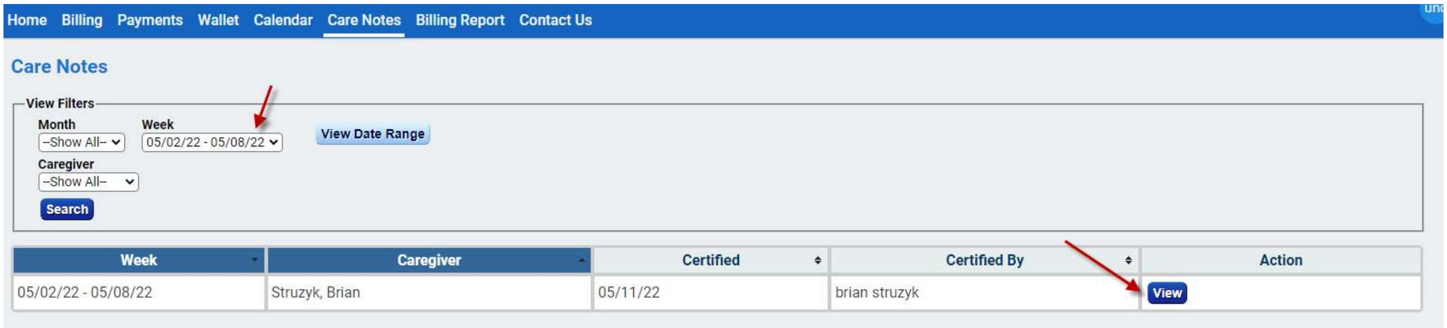


If you click on the grey box around the visit, you will be presented with the screen below. This will show a list of services that the caregiver could potentially be completing at the visit. If there is something in particular you would like a companion to do during that day/time, please let us know.

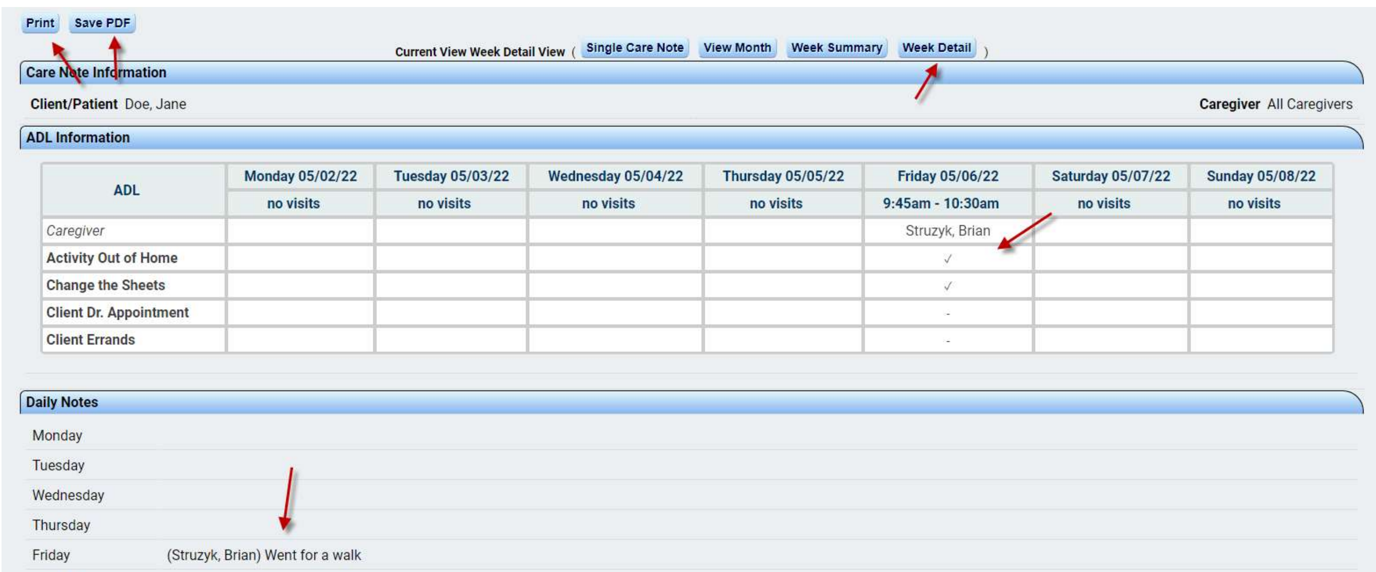


Care Notes

This tab will allow you to see caregiver notes from past service dates. At the top, you have the option to filter specific dates. Once you find the visit you are looking for, click "View".

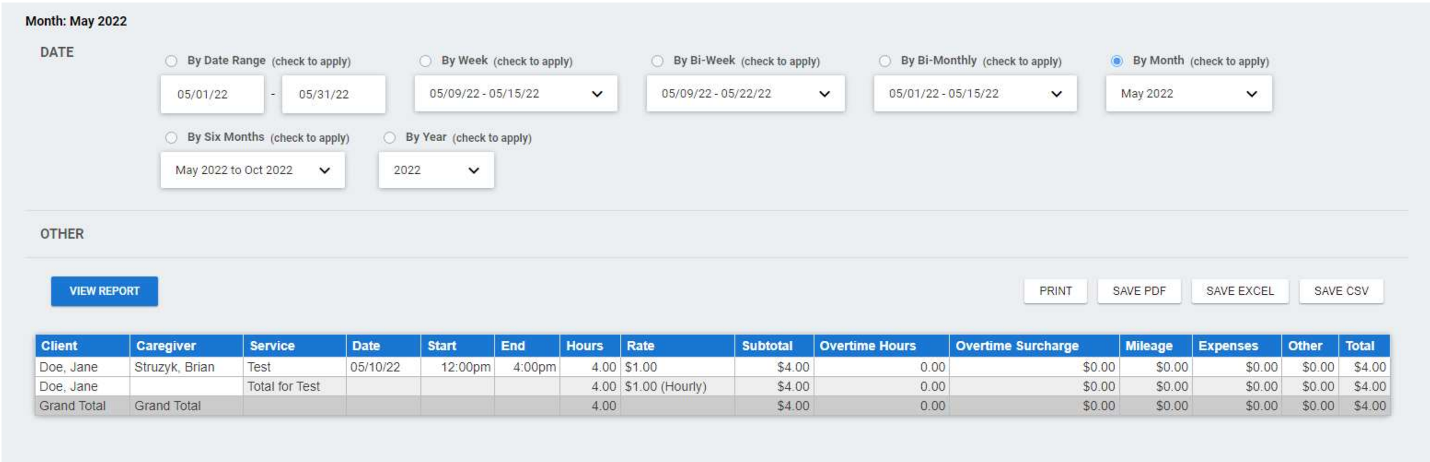


Next, you will be presented with the screen below. In this example, I clicked the "Week Detail" view. From here, you can see there was a visit on Friday 5/6 from 9:45am – 10:30am. At this visit, there was activity out of the home and the sheets were changed. Additionally, you will see any notes from the caregiver who provided service. In this example, the caregiver and client "Went for a walk". You also have the option to Print or Save these notes as a PDF if needed.



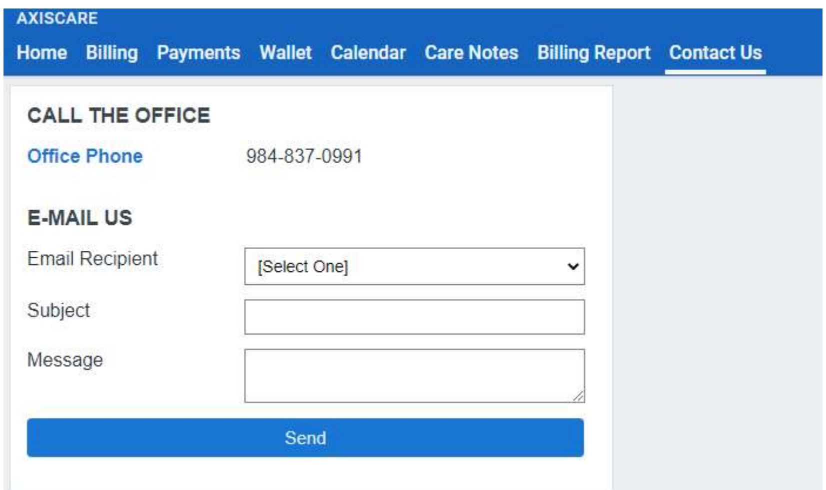
Billing Report

On this tab, the user will have the ability to generate multiple billing reports based on their desired dates. First you will want to select the dates needed, and then click "View Report". Once the report is available, the user has the option to print or save as a pdf/excel/csv file.



Contact Us

In this tab, you will find the main office number along with the option to e-mail questions/concerns to the office.



We hope you enjoy using the portal! If you have any questions/issues, please do not hesitate to reach out to Brian Struzyk.

Office – 984-837-0991

Cell – 716-228-8937 (call/text)

Email – brian@aahss.com