

# GPS Location Exception

Hello!

I have attached how it looks when EVV records your location when visits are not clocked in and out at the client's home.

DHS has merged with Sandata EVV and are now monitoring and auditing the EVV app. As of November 1st, the Sandata Mobile App will not work if the location is not turned on from your device. EVV collects your pinned location through GPS **ONLY** when you **start** and **end a visit**.

DHS only gave agencies 2 days' notice for this change with the location. They will soon be doing the same thing for the exception the app is giving when the GPS location is not matching. I am trying to get everyone prepared for the switch. **You will not be able to clock-in or out for a visit if you are not in CLOSE vicinity of the client's home!** Visits not recorded in EVV **cannot be billed for or paid out**.

We will be sending out EVV Cards for you and your client to have a copy in their home. If your client has a mobile device(smart phone or tablet), download the app on their device. Please let us know if anyone needs training, we can meet at the clients home for a demonstration or send pdf or video instructions.

## **Live-in workers**

If you are a live-in worker with your client, please submit an ID showing your matching address or two forms of identification by way of mailed correspondence ( cannot be online screenshots, must be the actual statement). A statement can be downloaded from the site and you can submit the following documents to get approved for a live-in worker and not use the EVV app.

### **Option A (Choose One)**

- Current and valid State of Wisconsin driver's license or state ID card
- Other official ID card or license issued by a Wisconsin governmental body or unit
- Real estate tax bill or receipt for the current year
- Residential lease for current year
- Check or other document issued by a unit of government within the last three months

### **Option B (Choose Two)**

- Current or previous month's gas, electric, or phone service statement
- Current or previous month's bank statement
- Current or previous month's paycheck or paystub

GENERAL

CLIENT

EMPLOYEE

CALL LOG

TASKS

EXCEPTIONS

GPS

MEMO

CLAIMS

HISTORY

Map Satellite

+

-

Client

No GPS Exception

GPS Exception

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