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Electronic Visit Verification (EVV) Mobile Visit Verification (MVV) Enhancement: Swap Caregiver Functionality

The Department of Social Services (DSS) is pleased to announce that the swap caregiver functionality is now available on the MVV app. This enhancement was previously implemented in telephony which allows a replacement caregiver to provide care without creating an exception to the visit in Santrax. This important message will explain the swap caregiver functionality on the MVV app and how it can be used.

How does the Swap Caregiver functionality work?

When a caregiver replaces another caregiver in a scheduled visit, and the schedule has not been updated, the caregiver who checks-in to the visit will replace the caregiver already on the scheduled visit. This will only occur if the replacement caregiver's role is allowed to perform the scheduled service(s). With this enhancement, for example, a home health aide would not be allowed to check-in or check-out of a scheduled skilled nurse visit.

The following provides an example of a valid caregiver swap,
Caregiver A is scheduled for the following visit:
Client A 9:00 am – 10:00 am

Caregiver A has a conflict in their schedule and is unable to perform the visit. Caregiver B is told by their office to replace Caregiver A and go to the client's home before the office staff can swap the caregivers on the schedule. When present in the client's home, Caregiver B checks-in to the visit. Using the MVV app Caregiver B checks-in at 9:00 am, creating an unscheduled visit in Santrax, and checks-out at 10:00 am. The office staff will see that Caregiver B replaces Caregiver A on the schedule when Caregiver B checks-in at 9:00 am and the "No Show" and "Unscheduled Event" exceptions will not set on the scheduled visit. Office staff will also see a warning exception on the unscheduled visit of "Assigned Staff Updated by Caller".

How does a caregiver start an unscheduled visit in MVV?

The steps to start an unscheduled visit in MVV can be found below. The instructions can also be found in the MVV User Guide, found on the Electronic Visit Verification (EVV) Implementation Important Message on the www.ctdssmap.com webpage.

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1. Log in to the MVV app.
2. Select the **Patients** tab.
3. If the client is present in the **Patients** list, select the client's name.
4. Select **Start Visit** and then **Confirm** to start the visit.
5. If the client is not present on the **Patients** list, select the **Search** button and enter the clients name or the client's Santrax ID in the **Search Patients** field. Select **Search**.
6. From the **Patients** list, tap the client's name. The **My Next Visit** popup will open.
7. Select **Start Visit** button.

The Swap Caregiver enhancement in MVV has been enabled for all EVV service providers. Your agency does not need to do anything to enable and make use of this functionality.

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