

NE Specific Mobile Caregiver+ Provider Portal Quick Reference Guide

Date: December 18, 2023



www.ntst.com

11100 Nall Avenue Overland Park, KS 66211 800.842.1973



How to Manually Add a Caregiver to an Active Agency

This Quick Reference Guide does not replace solution training. This document is for those in the Provider Administrator role, or those who manage the EVV System and will have unlimited access to all Caregiver and Recipient data. This document will give step by step instructions on 4 separate functions that Provider Administrators are most likely to use in the Mobile Caregiver+ Provider Portal.

If a Caregiver is providing care, the Caregiver must be addded under the User's tab BEFORE Provider Administrators can schedule a visit.

S Deshboard		Usera								Q 0	• •
🗄 Schedule		inca .	Dare over	the first time	Der Las Kow	Inc. Page Scale.	Dor Paul	-			All set a period
± was			Parent-	Pyre	(show)				Canager (A	~ (*) (
= Makue			and the	ten#	Voltain.			Participation			-)-
Official Sector			galephaleing	Tenk	2 days			Pastelan	Corpo (k	-	1
E Herkeberge	U		kawa 2	NK.	Uwrfea			C.m. (rm.		a na	1
✓ kyota		2	brokok	Date:	Vente			(********	(temper) (A		1
R. Aust		0	dorter.	Derivite	Jordan			PROFILE		109794	1
dil. Secreta	0		ayour.	7977	4.18 where \$2			(FREE ARD)		109/10	1
	(1)		mapholene	Michael	Augen			n (residen			1
A house	\mathbf{C}		Populaved	Pogotan	havened			(Carpen	(A		1
			10000	264	line .			Carryon	4		1
in a start			analytic (Adam	Denv			Prefer Admin		100001	1
			edupa.	Vete	2 apro			Presentation		109704	1
		2	distantion of the	hara dia	1 clinear			(FREE ARTS		une .	1
			and t	Unity	Varia			(Personal of the second of the	(anger) (A		1
			shaper0	Dankin	Caper .			Pastalaria			1
			ibardwett VO	David	fault not			Pastriation		-	1

4

1

- Log into the Mobile Caregiver+ Provider Portal and click on the Users tab from the Main Menu.
- 2. Click the **Add user to provider** icon, in the top right corner of the screen.

Invite user to provider Search on full matching email or complete phone number * Example@email.com	3 ×
	Search

- 3. The **Invite user to provider** pop-up will appear. Type in the email address OR phone number of the Caregiver that needs to be added in the provided field and click **Search**.
- 4. The system will scan the entered email or phone number to see if an existing user exists in the system. If no existing user is found, the **Invite user to provider** form will appear.
- 5. Fill out the form with the required fields and click **Invite New User** at the bottom of the form.
- 6. The added user will receive an email or a text message, inviting the User to join the Agency.

Search on full matching email or complete phone number Example@email.com		
($\overline{\mathbf{v}}$	Search
First Name *	Last Name *	
Username *	Mobile Phone Number	
Email	IVR Pin	
Caregiver Type * OTHR	 Date of Birth 	Ē
Rendering Provider ID	SSN	
Roles *	▼ Employee ID	
Email	IVR Pin	
Canadian Tree 8		
OTHR		1
Rendering Provider ID	SSN	
Roles *	 Employee ID 	
Prease select the user's roles Employee Effective Start Date	🗂 Employee Effective End Date	E
Address Line 1	Address Line 2	
City	State	-
Zip Code		



- If an existing User is in the system, the system will display a list of existing Users in the Agency:
- a. Find the User that needs to be added, select a role that the User will be added as.
- b. Select Invite User.





How to Review Prior Authorizations

• Providers are able to review Prior Authorization(s) that are loaded in the Mobile Caregiver+ Provider Portal. Providers must ensure that the data listed in the Prior Authorizations are correct. As an ongoing practice, Providers should review Prior Authorizations before scheduling visits and submitting claims to increase the liklihood of receiving timely remittance.

	↓ Mobile Ustregiver+ Eiglin Sunshine Care of (FL) ◆ Ell Provider ◇ Classifier Care of (FL) ◆ Ell Provider ◇
Image: Select Authorization Image: Select Autho	Authorization Authorization Image: Dashboard Image: Dashboard Image: Dashboard <
Logout Privacy Policy Convinit © 2021 Netsmart Technolonies Inc All rights reserved Terms of Use	Eugout Interce prepage 20 Terms of Use Copyright © 2021 Netsmart Technologies, Inc. All rights reserved. Terms of Use
 Log into the Mobile Caregiver+ Provider Portal and click on the Prior Authorizations in the main menu. 	 Use the filter header to search and locate the Prior Authorization(s) that need to be reviewed and click Search. The system will update to show Prior Authorizations that match the search criteria. Using the From Date and To Date columns, ensure that the Prior Authorization is valid and has not expired. Providers should complete this step BEFORE visits are scheduled. Prior Authorizations should be valid, and Providers must use the Procedure Code attached with the Prior Authorization to schedule visits and submit respective claims.



How to Schedule a Visit

			Ford Particular		
= 🖞 Man le Caregour-		tagini, Saukasdasjtty millitender v ⊖lanaskasteat Salasie v Select Recipient	Ober Simone (Medicaid 0:111111111), Date of Birth:2/19/1981)	Save Contraction C	-
Deshitoerd	Vists		Skike Payer *	Referct Date And Terre 5 Droose start data * Droose start free *	
🗑 Salashin	Poper Select Payer Recipients Select Respired	Uter Steel User		04/26/2023 <u>B</u> 335 PM G	
T Webs	Verilition Becer Valit 10 verilitization Science Valit Status	Visit to Claim Belent Visit to Claim Status Plant view	Select Additional Recipients	1 <u>v</u> 30 v	
0 Ormitesev	Stant Date From 10 Brd Cate To	<u> </u>	Neme Member D Medicald D Diagnosis Codes Defening Physician PlanPhogae	Is this a reschedule of a previously canceled visit?	
Disr Auffenierkers	Baardi Vinto Beardi Vinto Cal e Breari		Oliver Simone 1111111111 A00 A113 Cremple Physician (0	Select Visit Recurrence	
A Reports	The Vac D Bar / Despise Despises Provider Carlos Schedule Vac De	Analitation AnalAnthi Kalima Medina Medina Pee ()	Steet Campler *	Report * Report Serge* Weekly * 2 *	
22. Resigners	C : 49896055 Diletar Endingen (\$752) 45254.000 M 45254.000 M	Notaral - RTI		Weekdays:	
Drasida:	2 27/3463 Sachar Isakinges 2712 C020.00.04 C020.00.04 1 10017290 Sachar Isakinges 2012 C020.00.04 V/SAchar	Notional - ATL Select Service	3	Suitaly ☑ Minday □ Tanadan	
Teleing	☐ 4 042523490 SNeSwy SackRepwy (1912) 2,0024,312,00 2,0024,820,000	N NrSkevel - DTT (<u>o modifiers</u> <u>vo modifiers</u>	Wednesday Thursday	
Carlings	1 5 20222219 Sole Car Sack Report (1972) 20774,353 AM 20724,655 AM	N Nethered - mm (Systeme System (unskilled regite care / 15m)	 Finday Saturday 	
2. (1911	6 379336485 Ede Der Endrögen (8122) 12524(2014) 12524(2014)	N Nor2and - ПЛ :	Custom Tesk for Lunch & Leem	Occurrences 30	
	7 544924815 Dak-Carr 5419 10224,33244 20234,532444 20234,532444 20234,53244 </td <td>N Bothand - FLT</td> <td>Transport/Attendance (Social) Planau Surray</td> <td>Datase 04/26/2023 (2</td> <td></td>	N Bothand - FLT	Transport/Attendance (Social) Planau Surray	Datase 04/26/2023 (2	
			99122 (Home health side or certifie)	(4)	
		Recording to a second s	Zaurdy Zersonal Care - General TT,	Land Caned	
Privary P	Thins Cognight 9/1021 National Technologies, Inc. All rights reserved.	Terms of the	Martical Appointments		

- Log into the Mobile Caregiver+ Provider Portal and click on the Visits OR Schedule tab from the Main Menu.
- 5. Click the **Add New Visi**t icon, in the top right corner of the screen.

***Please review the policies and procedures set by Payers BEFORE filling the **Add New Visit** Form. A Provider Administrator should follow the Payer's set guidelines. ***

- 3. Fill out the Add New Visit Form with all necessary data.
 - a. Section 1 Select Recipient(s).
 - b. Section 2 Select Caregiver.
 - c. Section 3 Select Service(s).
 - i. Select a Service Code that matches a Prior Authorization for the selected Recipient.
 - d. Section 4 Select Location(s).
 - e. Section 5 Select Date and Time.
 - ▲ i. If the visit is a one-time visit, Provider
 Administrators can save the visit without filling out Section 6.
 - If the visit being created was previously canceled and is being rescheduled, activate the reschedule switch. The visit will be saved as a 'rescheduled' visit and will be marked with the following icon,
 - f. Section 6 Visit Recurrence Selection.
 - **i**. Section 6 is only for visits that will be **repeating**.

4. Click Save once the form has been completed. Once saved, the system will use the designated Payer's business rule to screen the scheduling entries to ensure that the visit adheres to the Payer's policies and procedures. The system will return one of the three outcomes:

- a. **No Error**: The visit being scheduled has no reported error; the system will automatically save the visit.
- b. Critical Error: A Critical Error indicates that the visit being scheduled has at least one major error and cannot be saved. Users will only be given the option to MAKE CORRECTIONS for the displayed error(s).
- c. Warning Error: A Warning Error indicates that the visit being scheduled has at least one error, but the User can save the visit without making corrections.



- 5. Once the recently created visit(s) are saved, they will display in the Visits List and Schedule of the Provider Portal as well as the Caregiver's Vists List in the mobile application.
- Scheduling a visit will link the Caregiver with the Recipient. Once linked, the Recipient's PHI will display in the Caregiver's mobile application.

How to Add a Diagnosis Code to a Recipient's Profile									
• Every Recipient must have a diagnosis code listed in his/her EVV profile before visits are scheduled.									
😑 🖉 Mobile Caregiver-	⊒ Erglish Sundhre Cere (R.) ∨ ⊞ll Ponder ∨ θ	Inabella Khatri Schinsler 🗸 🗮 👖 Mobile Caregiver i	💶 Baglah Sundare Care (FL) 🗸 🖪 Provider 🗸 👌 Budella Gludri Schünder V	≡ 🖞 Mobile Caregiver+		💻 English Sunshine Care (R.) Y 🛛 Ell Provider Y 🕒 Isabella Kharri Schissler V			
Dashboard	Recipients	🗅 + 🔛 Destboard	Recipients > Edit Recipient	Destitionerd	Eligibility End Date: Unit Carposition	<u>ل</u>			
	Percipient Provide X Recipient Recipient Percipient Name Medicaal D SSN	⇒ Solitoire	Recipient Intole Ross General Advisos Payer Subconfisions Notes Documens Refering Physician		Primay Biling Dagross.				
Claim Review	003 <u>Nenter ID</u> Institue	Olaim Review	Paper Junio Konser Paper	Work List Glaim Review	Dagresis (6) Creer 2) 40105				
Prior Authorizations Reports	Registrified Nove Registrical Nove Genor Responsibilities Cooper1331 Page November C Cole of Bills Set	Prior Authorizations	General Barn Of Costs	 Prior Authorizations Reports 	Biognosis (Bill Order 3) Enter Disprosis Code				
25. Recipients	Droke FDALE H2550 2/1/9 Image: project 2	Detailu	Figer Saterick Middael (Klam Saparo)	🐰 Users 🕮 Recipients	additional tillion Thionnage Enter Disgnosis Code	Viev Voded Codes			
 Provider Training 	3	Edit Deactivate Recipient Training	Paut Page Industrial I	Provider Training	No Simon or Presson	Silect No Signature Reason Code 🔷 👻			
후 Settings 군 Logout		Settings	Care Humber Core Nomer	Settings Joacut	(8)	Result Close			
Drianere Daliny Hypotee subsected date data ery exteriogie sostatele	Copyright © 2021 Neternart Technologies, Inc. All rights reserved. Term	ms of Use Privary Dollars	Aller and Angel An	Privacy Policy	Dopyright @ 2321 Netsmart Technologies,	nc. All rights reserved. Terms of Use			

- 1. Log into the Mobile Caregiver+ Provider Portal and click on the Recipients tab from 5. Locate and click on the record for the Payer the Main Menu.
- 2. Locate the Recipient that needs a diagnosis code added and click on the action's icon. 6. Scroll to the bottom of the page.
- 3. In the submenu, select Edit.

- 4. Click on the Payer Subscriptions tab.
 - subscription for which you want to add the Recipient's Diagnosis Code.

- 7. In the Primary Billing Diagnosis, Diagnosis (Bill Order 2), Diagnosis (Bill Order 3), Diagnosis (Bill Order 4), Additional Billing Diagnosis fields, add the necessary diagnosis codes.
- 8. Click Save.
- 9. A pop-up will appear, asking if the added diagnosis code(s) should be added to unreleased claims. Select the applicable





- If Yes is selected, the system will add the recently listed diagnosis code(s) to all the selected Recipient's unreleased claim(s).
- If **No** is selected, the system will save the listed diagnosis code(s) and will include the recently added diagnosis code(s) to all future claims for the selected Recipient.

