

# Mobile Caregiver+

## Provider Portal Report Utilization Guide

Date: September 30, 2024

Version: 1.0



---

[www.ntst.com](http://www.ntst.com)

11100 Nall Avenue  
Overland Park, KS 66211  
800.842.1973

## 1. Reporting

The Mobile Caregiver+ Solution offers the functionality needed to support Electronic Visit Verification (EVV) requirements. This technology enables Netsmart clients to verify Provider visits for personal or home-based services. The data collected during personal and home health services enables care Providers to record details of field visits using a mobile phone or special-purpose device.

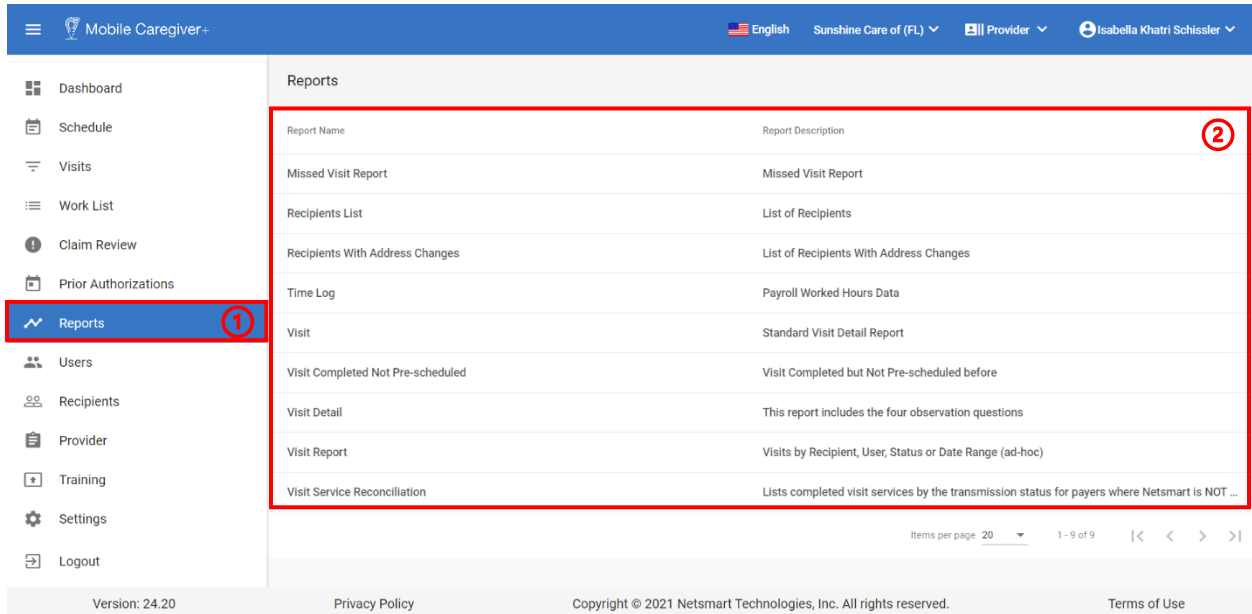
This guide outlines the process for Providers to generate, export and save historical EVV data stored in the Mobile Caregiver+ Solution for use at a future time.



## 1.1. Generating a Report

To generate one of the offered reports:

1. From the Main Menu, click **Reports**.
2. Click on the name of the report you want to generate.



The screenshot displays the Mobile Caregiver+ Provider Portal interface. The top navigation bar includes the logo, language (English), location (Sunshine Care of (FL)), provider selection, and user name (Isabella Khatri Schissler). The left sidebar contains a menu with options: Dashboard, Schedule, Visits, Work List, Claim Review, Prior Authorizations, Reports (highlighted with a red box and a circled '1'), Users, Recipients, Provider, Training, Settings, and Logout. The main content area is titled 'Reports' and contains a table with the following data:

Report Name	Report Description
Missed Visit Report	Missed Visit Report
Recipients List	List of Recipients
Recipients With Address Changes	List of Recipients With Address Changes
Time Log	Payroll Worked Hours Data
Visit	Standard Visit Detail Report
Visit Completed Not Pre-scheduled	Visit Completed but Not Pre-scheduled before
Visit Detail	This report includes the four observation questions
Visit Report	Visits by Recipient, User, Status or Date Range (ad-hoc)
Visit Service Reconciliation	Lists completed visit services by the transmission status for payers where Netsmart is NOT ...

At the bottom of the table, there is a pagination control showing 'Items per page 20' and '1 - 9 of 9'. The footer of the page contains 'Version: 24.20', 'Privacy Policy', 'Copyright © 2021 Netsmart Technologies, Inc. All rights reserved.', and 'Terms of Use'. A circled '2' is placed in the top right corner of the table area.



**Filter Panel**

**Preview Report – Current Day's EVV Activity**

UAT Netsmart DEMO  
Time Log  
Time Log: September 1, 2024 - September 27, 2024

Caregiver	Employee ID	Recipient Name	Payer ID	Scheduled Visit Start	Scheduled Visit End	Scheduled Visit Duration	Actual Visit Start	Actual Visit End	Actual Visit Duration	Billable Service Start	Bill
Katie Kelley		Bob Sloo	FLT1	09/24/2024 10:08:00 AM	09/24/2024 10:13:00 AM	0:08	09/24/2024 10:03:48 AM	09/24/2024 10:04:00 AM	0:01	09/24/2024 10:03:48 AM	09/2
Katie Kelley		Bob Sloo	FLT1	09/25/2024 10:28:00 AM	09/25/2024 10:30:00 AM	0:08	09/25/2024 10:29:34 AM	09/25/2024 10:27:34 AM	0:03	09/25/2024 10:29:15 AM	09/2
VIRGINIAONE EMPLOYEE		TEST RECIPIENT	ANTV	09/18/2024 2:00:00 PM	09/18/2024 3:00:00 PM	1:00	09/18/2024 9:32:10 PM	09/18/2024 9:34:50 PM	0:06	09/18/2024 9:32:00 PM	09/1
<b>Grand Totals:</b>						1:17			0:08		

Scheduled Visit Times - The date/time that the visit was scheduled to start and end.  
Actual Visit Times - The date/time that the EVV solution captured for visit check-in & check-out.  
Billable Times - The date/time that is to be submitted on the claim, may be adjusted by the billing provider.

Page 1 of 1

Copyright © 2021 Netsmart Technologies, Inc. All rights reserved. Terms of Use

**Note:** The solution will generate the selected report based on the current days EVV activity.

3. Use the filter panel, located on the left side of the report, to customize the report.

- Depending on the report, different filters will display. In the Time Log Report above, filters include: **Start** and **End Date**, **Recipient**, and **Caregiver**.
- Filters like Recipient and Caregiver have tabs labeled **All**, **None**, and **Invert** to further customize the report.



## Reports > Time Log

Preview Mode

Start Date

2024-09-01



End Date

2024-09-27



Recipient

Available: 9

Selected: 0

Search list...



Simba Thepit

Abigail Alice

austintesting Weissnat

Albert Jordan

Bob Smith

TEST RECIPIENT

Aaron Dennis

Bob Slob

Abel Linc

All

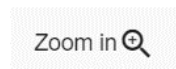






None

Invert

- Click **All** at the bottom of the list to add all data elements that appear on the Available tab.
- Click **None** to clear all selections.
- Click on individual elements on the **Available** tab to select and unselect elements that will be included in the report. The total number of selections will be displayed on the Selected tab.
- Click **Invert** to “flip-flop” between selected and unselected items.



4. Scroll down and click the blue **Apply** command to generate the report.
5. Use the buttons listed below to view the contents of the report.
  - Zoom options appear at the top of the page.
  - Paging options appear at the bottom of the page. You may need to scroll down to see them.
  - You can also [export the report](#).

Button	Description
	Zoom in to enlarge report.
	Zoom out to reduce size of report.
	See the number of the page displayed as well as the total number of pages in the report.
	Return to the first page of the report.
	Move back one page.
	Move forward one page.
	Move to last page of the report.



## 1.2. Exporting a Report

To generate and export one of the standardized reports:

1. From the Main Menu click **Reports**.

Version: 24.20      Privacy Policy      Copyright © 2021 Netsmart Technologies, Inc. All rights reserved.      Terms of Use

2. Click on the name of the report you want to generate and export to save.

3. Use the filters to select the data you want included in your report, and then click **Apply**.

UAT Netsmart DEMO  
Time Log: September 1, 2024 - September 27, 2024

Caregiver	Employee ID	Recipient Name	Payer ID	Scheduled Visit Start	Scheduled Visit End	Scheduled Visit Duration	Actual Visit Start	Actual Visit End	Actual Visit Duration	Billable Service Start	Bill
Katie Kelley		Bob Slob	FLT1	09/24/2024 10:00:00 AM	09/24/2024 10:13:00 AM	0:08	09/24/2024 10:03:48 AM	09/24/2024 10:04:48 AM	0:01	09/24/2024 10:03:48 AM	09/2
Katie Kelley		Bob Slob	FLT1	09/25/2024 10:28:00 AM	09/25/2024 10:30:00 AM	0:08	09/25/2024 10:29:54 AM	09/25/2024 10:27:54 AM	0:03	09/25/2024 10:29:15 AM	09/2
VIRGINIAONE EMPLOYEE		TEST RECIPIENT	ANTV	09/18/2024 2:00:00 PM	09/18/2024 3:00:00 PM	1:00	09/18/2024 9:32:10 PM	09/18/2024 9:32:50 PM	0:06	09/18/2024 9:32:00 PM	09/1
<b>Grand Totals:</b>						1.17			0.08		

Scheduled Visit Times - The date/time that the visit was scheduled to start and end.  
Actual Visit Times - The date/time that the EVV solution captured for visit check-in & check-out.  
Billable Times - The date/time that is to be submitted on the claim, may be adjusted by the billing provider.

Page 1 of 1

Version: 24.21      Privacy Policy      Copyright © 2021 Netsmart Technologies, Inc. All rights reserved.      Terms of Use



4. For data extract, we recommend extracting no more than 1 year of data at a time for efficiency.
  - i. Based on business requirements and best practice, set date filters to monthly or quarterly data and export in smaller segments.
5. Click the **Export** drop-down arrow and select the format for your report.

Reports > Time Log

Preview Mode

Start Date: 2024-09-01

End Date: 2024-09-27

Recipient: Available: 9 Selected: 0

Search list... [Q]

Simba Thepit  
Abigail Alice  
austintesting Weissnat  
Albert Jordan  
Bob Smith  
TEST RECIPIENT  
Aaron Dennis  
Bob Slob  
Abel Linc

All  None  Invert

Caregiver: Available: 5 Selected: 0

Search list... [Q]

Export **5** Zoom in [Q] Zoom out [Q]

PDF  
Excel (Paginated)  
XLSX (Paginated)

UAT Netsmart DEMO  
Time Log  
Time Log: September 1, 2024 - September 27, 2024

Employee ID	Recipient Name	Payer ID	Scheduled Visit Start	Scheduled Visit End	Scheduled Visit Duration	Actual Visit Start	Actual Visit End	Actual Vi Duration
	Bob Slob	FLT1	09/24/2024 10:05:00 AM	09/24/2024 10:10:00 AM	0:08	09/24/2024 10:03:48 AM	09/24/2024 10:04:08 AM	0:01
	Bob Slob	FLT1	09/25/2024 10:25:00 AM	09/25/2024 10:30:00 AM	0:08	09/25/2024 10:25:15 AM	09/25/2024 10:27:14 AM	0:03
VIRGINIAONE EMPLOYEE	TEST RECIPIENT	ANTV	09/18/2024 2:00:00 PM	09/18/2024 3:00:00 PM	1:00	09/18/2024 9:32:10 PM	09/18/2024 9:34:56 PM	0:05
<b>Grand Totals:</b>					1:17			0:08

Scheduled Visit Times - The date/time that the visit was scheduled to start and end.  
Actual Visit Times - The date/time that the EVV solution captured for visit check-in & check-out.  
Billable Times - The date/time that is to be submitted on the claim, may be adjusted by the billing provider.

Page 1 of 1 [<] [>]

Privacy Policy Copyright © 2021 Netsmart Technologies, Inc. All rights reserved. Terms of Use





6. Click on the download indicator to open the report.

UAT Netsmart DEMO  
Time Log  
Time Log: September 1, 2024 - Sept

Caregiver	Employee ID	Recipient Name	Payer ID	Scheduled Visit Start	Scheduled Visit End	Scheduled Visit Duration	Actual Visit Start	Actual Visit End
Daniela Gomez		Bob Smith	AETN	09/11/2024 2:45:00 PM	09/11/2024 2:50:00 PM	0.08	09/11/2024 2:42:05 PM	09/11/2024 2:07 PM
Katie Kelley		Bob Slob	FLT1	09/24/2024 10:05:00 AM	09/24/2024 10:10:00 AM	0.08	09/24/2024 10:03:48 AM	09/24/2024 10:08 AM
Katie Kelley		Bob Slob	FLT1	09/25/2024 10:25:00 AM	09/25/2024 10:30:00 AM	0.08	09/25/2024 10:25:15 AM	09/25/2024 10:14 AM
Maria BOJKO	Tellus124	Abel Linc	FLT1	09/25/2024 4:00:00 PM	09/25/2024 4:15:00 PM	0.25	09/25/2024 4:00:00 PM	09/25/2024 4:00 PM
<b>Grand Totals:</b>						0.50		

Scheduled Visit Times - The datatime that the visit was scheduled to start and end.  
Actual Visit Times - The datatime that the EVV solution captured for visit check-in & check-out.  
Billable Times - The date/time that is to be submitted on the claim, may be adjusted by the billing provider.

7. Open the downloaded report and save the report to the used device.

UAT Netsmart DEMO  
Time Log  
Time Log: September 1, 2024 - September 27, 2024

Caregiver	Employee ID	Recipient Name	Payer ID	Scheduled Visit Start	Scheduled Visit End	Scheduled Visit Duration	Actual Visit Start	Actual Visit End	Actual Visit Duration	Billable Service Start	Billable Service End	Billable Service Duration	Billable-Actual Service Duration
Daniela Gomez		Bob Smith	AETN	09/11/2024 2:45:00 PM	09/11/2024 2:50:00 PM	0.08	09/11/2024 2:42:05 PM	09/11/2024 2:42:07 PM	0.00	09/11/2024 2:42:05 PM	09/11/2024 2:42:07 PM	0.00	0.00
Katie Kelley		Bob Slob	FLT1	09/24/2024 10:05:00 AM	09/24/2024 10:10:00 AM	0.08	09/24/2024 10:03:48 AM	09/24/2024 10:04:08 AM	0.01	09/24/2024 10:03:48 AM	09/24/2024 10:04:08 AM	0.01	0.00
Katie Kelley		Bob Slob	FLT1	09/25/2024 10:25:00 AM	09/25/2024 10:30:00 AM	0.08	09/25/2024 10:25:15 AM	09/25/2024 10:27:14 AM	0.03	09/25/2024 10:25:15 AM	09/25/2024 10:27:14 AM	0.03	0.00
Maria BOJKO	Tellus124	Abel Linc	FLT1	09/25/2024 4:00:00 PM	09/25/2024 4:15:00 PM	0.25	09/25/2024 4:00:00 PM	09/25/2024 4:15:00 PM	0.25	09/25/2024 4:00:00 PM	09/25/2024 4:15:00 PM	0.25	0.00
<b>Grand Totals:</b>						0.50			0.29			0.29	0.00

Scheduled Visit Times - The datatime that the visit was scheduled to start and end.  
Actual Visit Times - The datatime that the EVV solution captured for visit check-in & check-out.  
Billable Times - The date/time that is to be submitted on the claim, may be adjusted by the billing provider.

