



# Mobile Caregiver+



Express Employment Professionals

Developmental Disability Program

# Getting Started



## Mobile Caregiver+

You have been registered to use the [Mobile Caregiver+ provider Portal](#) for provider EXPRESS PERSONNEL SERVICES.

Please follow these easy instructions:

1. Download the **Mobile Caregiver+ mobile** app on your smartphone from [Google Play](#) or the [Apple App Store](#)
2. Login to the **Mobile Caregiver+** app using:
  - Username:
  - Your temporary password will be sent in a separate email.
3. You will be asked to reset your password and confirm your contact information on your first log in.

If you did not expect this email, then your home care agency administrator may have registered you. If you have questions or need assistance, contact [evvsupport@nisi.com](mailto:evvsupport@nisi.com) or (833) 483-5587, and we will provide you with additional information to verify your registration.

We look forward to working with you.

Sincerely,  
The **Mobile Caregiver+** Team



## Mobile Caregiver+

You have been registered to use the **Mobile Caregiver+ mobile** app for electronic visit verification as required by the 21st Century Cures Act.

Please follow these easy instructions to become part of the team:

1. Download the **Mobile Caregiver+ mobile** app on your smartphone from [Google Play](#) or [Apple Store](#)
2. Login to the **Mobile Caregiver+** app using:
  - Temporary password: **!Ab175868**
3. Your username was sent in a separate email.

If you did not expect this email, then your home care agency administrator may have registered you. If you have questions or need assistance, contact [evvsupport@nisi.com](mailto:evvsupport@nisi.com) or (833) 483-5587, and we will provide you with additional information to verify your registration.

We look forward to working with you.

Sincerely,  
The **Mobile Caregiver+** Team



+1 (314) 947-5401 >

Text Message  
Mon, Oct 9 at 1:37 PM

Welcome to Mobile Caregiver+!  
Your new username is

Please check your email for how to setup your account password. Mobile users download the Mobile Caregiver+ app from the app store, administrators log in at <https://4tellus.com>

The sender is not in your contact list.

[Report Junk](#)

Username is the email on file with Express.

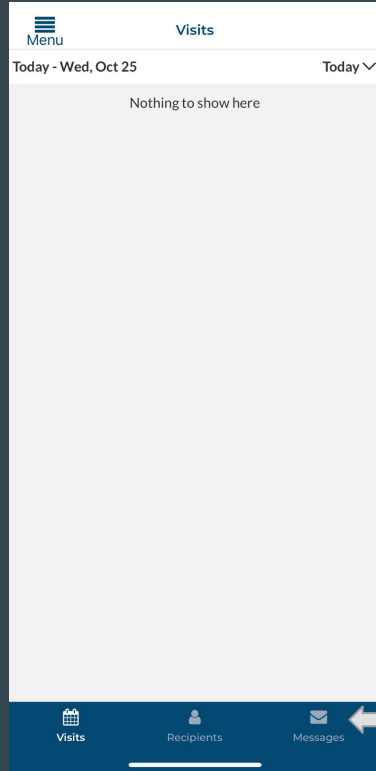
If you are having trouble with signing up call - 833-483-5587 and they can walk you through it.

# Main Dashboard

This is the main dashboard when you login.

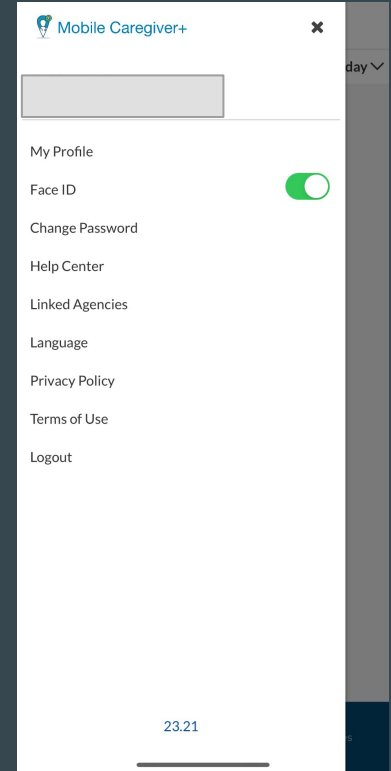
This is where you will see any scheduled visits or current ongoing visits.

On the bottom you will also see two tabs. Recipients will be the client/s you may work with. Messages is where Express may send you a message about the visits.



This is how to access the Menu where you can see

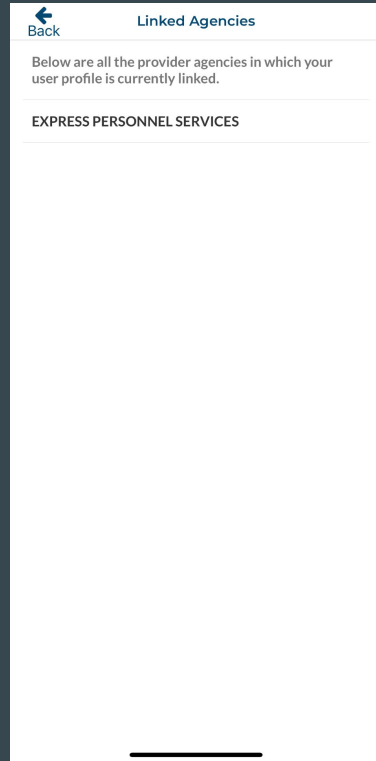
- My Profile
  - Update photo
  - Change phone number
  - Update address
- Face ID
- Linked Agencies
  - If using agencies other than Express
- Logout
- Change Password



# Main Dashboard

Linked Agencies is where you are able to look at all agencies that may currently be used.

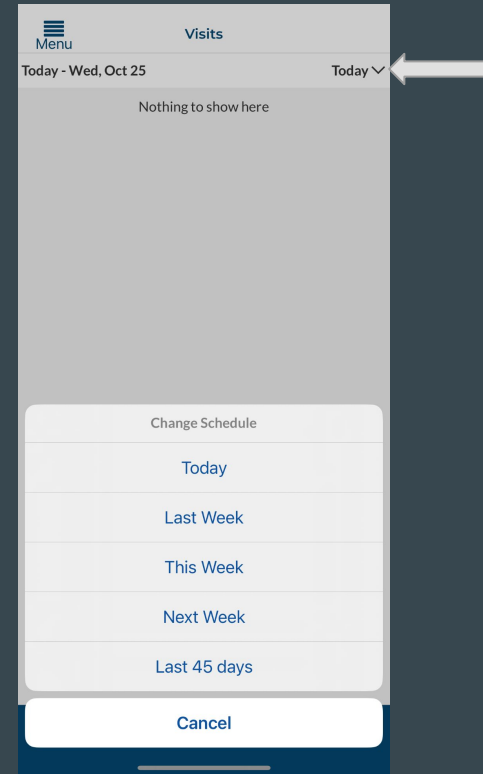
If using other agencies than Express they will also be listed in this page.



If you select the drop down menu next to "Today" you can change the dates to view visits.

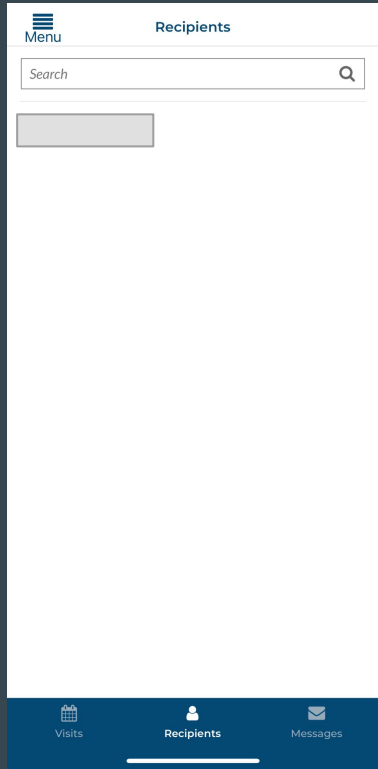
Anything prior to 45 days is not accessible.

If there are questions about visits prior to this please call Express.

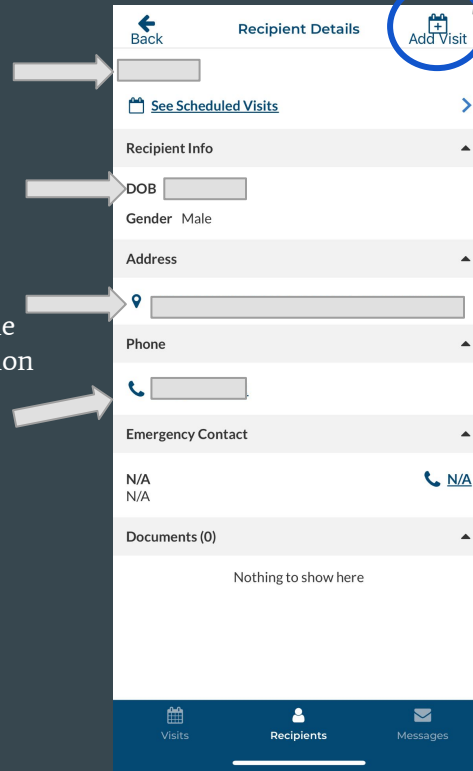


# How to start a visit

Once selecting recipients on the bottom you will get a list of clients you have access to work with.



This is all of the clients information



Once selecting the client you intend to work with select add visit

If you select this it will show you all the visits you may have scheduled with this client

# How to start a visit

The client's name will be under member. Be sure this is the correct client.

The address will automatically fill in with the client's home address. There is no need to change this unless you have another address on file. If you want another address on file reach out to Express.

If you are filling out these fields for a visit in the future you would select save and it will add it to the scheduled visits. You can view these under "See scheduled visits"

The screenshot shows a mobile application interface for adding a new visit. At the top, there is a back arrow and the title "Add New Visit". Below this is a search bar. The form contains several fields: "Member" with a dropdown menu and an "Add Member" button; "Visit Starting Address\*" and "Visit Ending Address\*" dropdown menus; "Payer\*" with a dropdown menu showing "Montana Medicaid" and a checkmark; "Start Date\*" and "End Date\*" date pickers both set to "10/25/2023"; "Start Time\*" and "End Time\*" time pickers both set to "11:15 AM" and "01:15 PM" respectively; a radio button question "Is this a reschedule of a previously canceled visit?" with "No" selected; and "Select Service\*" with the value "92507". At the bottom, there are two buttons: "Save" and "Save and Start". A navigation bar at the very bottom has icons for "Visits", "Recipients", and "Messages".

This will also automatically fill. Please do not change this.

When creating a visit you must fill in the start and end date, and the start and end time. The end time can be an estimate as it will still clock your in and out times.

If you are filling these fields in for a visit in the moment then you would select "Save and Start" and it will start your visit.

# How to start a visit

Respite is S5150  
Companion is S5135

The screenshot shows a list of services with checkboxes. Two arrows point to the following items:

- S5135 Adult companioncare per 15m
- S5150 Unskilled respite care /15m

At the bottom, there are 'Save' and 'Save and Start' buttons.

These are the only two codes you will use to sign in. Please choose **ONE** based on which program you use. If you are unsure reach out to Express.

The screenshot shows the same list of services. A dialog box is overlaid with the text: "Add New Visit", "Would you like to proceed?", "Cancel", and "Start Visit". The "Start Visit" button is highlighted in blue.

After selecting the appropriate code select start visit to immediately, or select save to have it scheduled for future

The screenshot shows the 'Visit Started' screen with the following information:

- Wednesday, October 25, 2023
- 11:15 AM - 1:15 PM
- Actual Start Time: 11:13 AM
- Help to complete tasks
- Add Task
- S5150 (Unskilled respite care /15m)

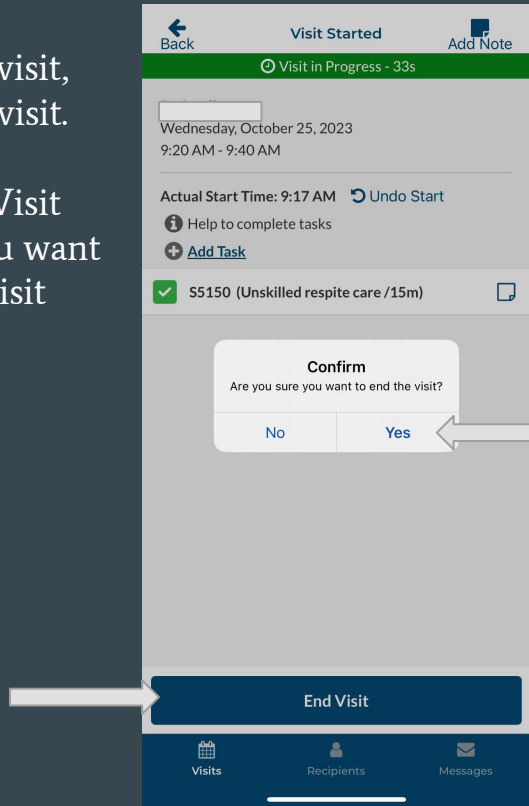
At the bottom, there is an 'End Visit' button and a navigation bar with 'Visits', 'Recipients', and 'Messages' icons.

You have officially started a visit.

# How to complete a visit

Once completing visit, select the current visit.

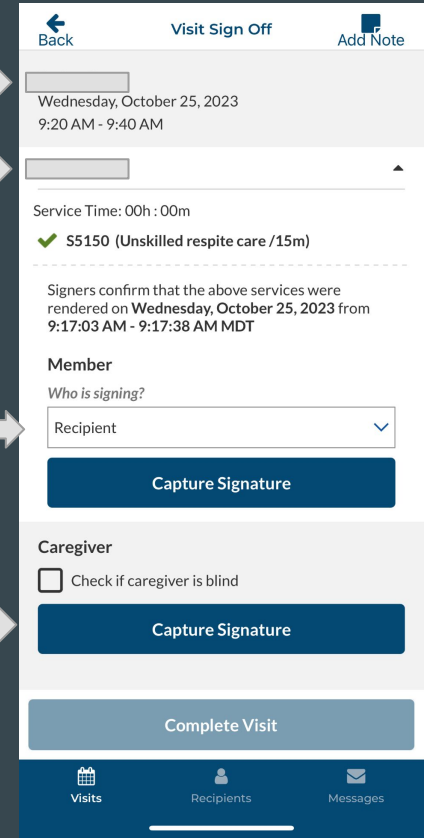
1. Select End Visit
2. Confirm you want to end the visit



This is where your client's name will be located.

Client Signature or Guardian

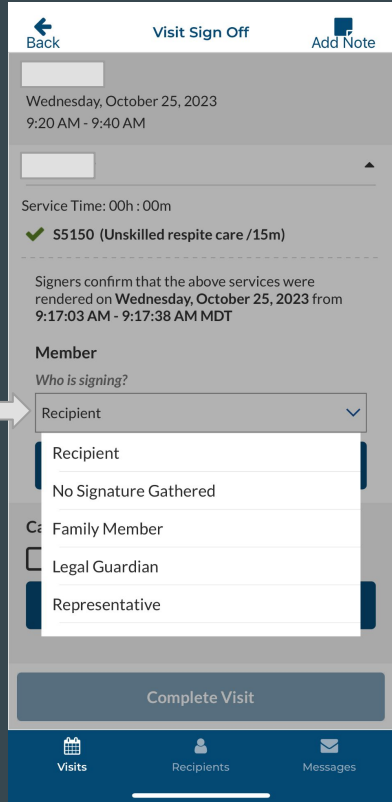
Caregiver Signature



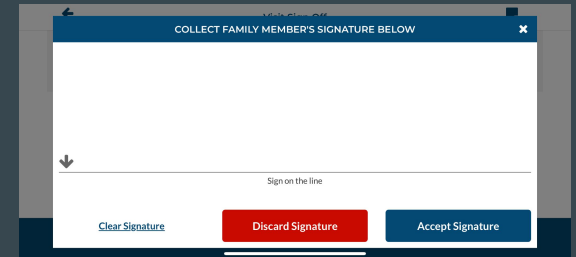


# Member Signature

This is where you will select who is signing off on each visit.



After selecting who will sign select capture signature and have them sign



Once selecting capture signature, they will sign on the line. If satisfied with signature select accept signature.

# Caregiver Signature

Back Visit Sign Off Add Note

Wednesday, October 25, 2023  
9:20 AM - 9:40 AM

Service Time: 00h : 00m

✓ S5150 (Unskilled respite care /15m)

Signers confirm that the above services were rendered on Wednesday, October 25, 2023 from 9:17:03 AM - 9:17:38 AM MDT

**Member**  
Who is signing?  
Recipient

Capture Signature

**Caregiver**  
 Check if caregiver is blind

Capture Signature

Complete Visit

Visits Recipients Messages

If wanting to let Express know something about this visit, leave a note here.

If the caregiver is blind, select this box

Otherwise select capture signature

COLLECT CAREGIVER'S SIGNATURE BELOW

Sign on the line

Clear Signature Discard Signature Accept Signature

Once selecting capture signature, you will sign on the line. If you do not want to use that signature select discard. If satisfied with signature select accept signature.

# Completing a Visit Sign Off

Once you select complete Visit after obtaining signatures it will prompt you to ensure you want to complete visit.

The screenshot shows the 'Visit Sign Off' screen. At the top, there are 'Back' and 'Add Note' buttons. Below is a service time field showing '00h : 00m' and a status 'S5150 (Unskilled respite care /15m)'. A confirmation message states: 'Signers confirm that the above services were rendered on Wednesday, October 25, 2023 from 9:17:03 AM - 9:17:38 AM MDT'. There are sections for 'Member' (Who is signing?) and 'Reason' (Other). A 'Caregiver' section has a checkbox 'Check if caregiver is blind' and a signature line with an 'Edit Signature' link. A large blue 'Complete Visit' button is at the bottom. A white dialog box is overlaid in the center with the title 'End Visit', the question 'Would you like to proceed?', and three buttons: 'Complete Visit' (highlighted with a blue arrow from the text on the left), 'Cancel', and 'OK'.

This screen will show that you have successfully completed the visit.

The screenshot shows the 'Visits' screen. At the top, there is a 'Menu' button. Below is a date filter 'Today - Wed, Oct 25' and a dropdown 'Today'. A list item for 'Wed, Oct 25' shows a location pin, a service name 'Unskilled respite care /15m', a time range '9:20 AM - 9:40 AM', and a green checkmark with the word 'Completed'. A white dialog box is overlaid in the center with the text 'Visit complete and successfully verified.' and an 'OK' button, with a blue arrow pointing to it from the text above.

This screen will show that it was completed and is on your visit list.

The screenshot shows the 'Visits' screen. At the top, there is a 'Menu' button. Below is a date filter 'Today - Wed, Oct 25' and a dropdown 'Today'. A list item for 'Wed, Oct 25' shows a location pin, a service name 'Unskilled respite care /15m', a time range '9:20 AM - 9:40 AM', and a green checkmark with the word 'Completed'. The bottom navigation bar has three icons: 'Visits', 'Recipients', and 'Messages'.

# Important Information

- If you are having difficulties signing up for the app the support team is very friendly and incredibly helpful.
- These changes are made on a state level; this transition is not the decision of Express Employment.
- When clocking in and out for the Developmental Disability program be sure to be clocking in and out at full hours, just as done on the paper timecards. (example 3:06pm - 5:06pm)
- The person signing will remain as the person who signed on paper time cards.
- The 15 minute increments are inaccurate and are only for Express.
- If there are any questions on which code to use call Katie Kohler - 406.317.7310