



Mobile Caregiver+



Express Employment Professionals

Big Sky Waiver / SDMI

Getting Started



Mobile Caregiver+

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

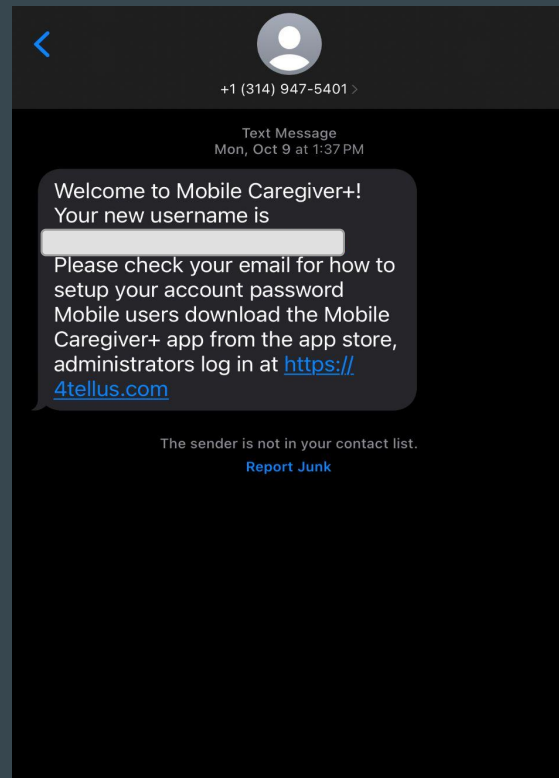
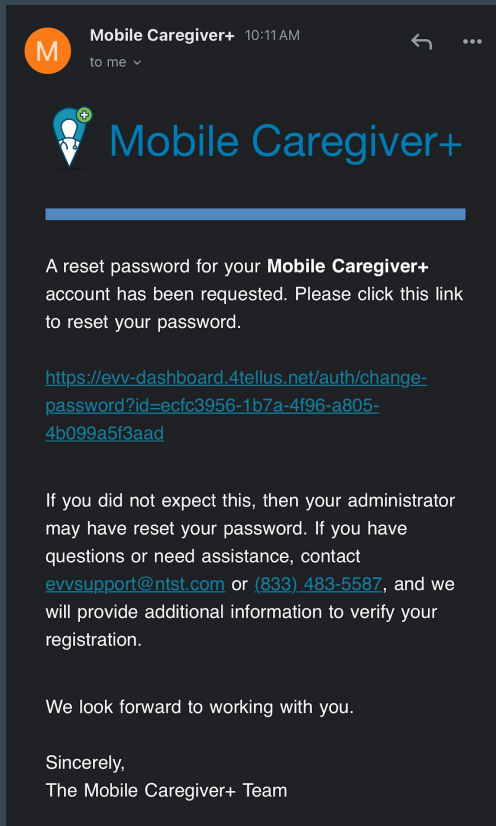
Please follow these easy instructions:

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:
 - o **Username:**
 - o 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@ntst.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



Username is the email on file with Express.

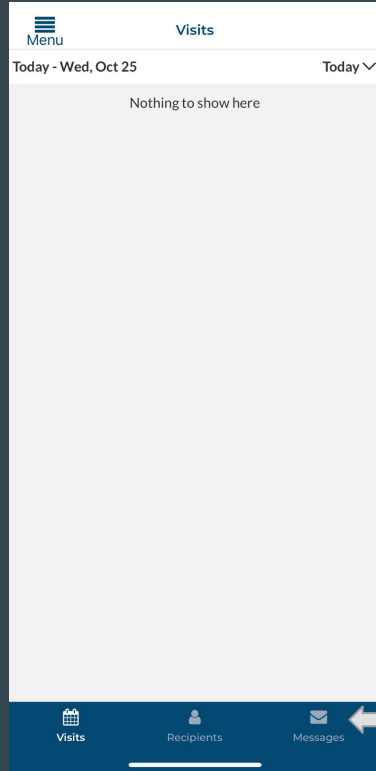
If you are having trouble with signing up call - 833-483-5587 and they can walk you through it.

Main Dashboard

This is the main dashboard when you login.

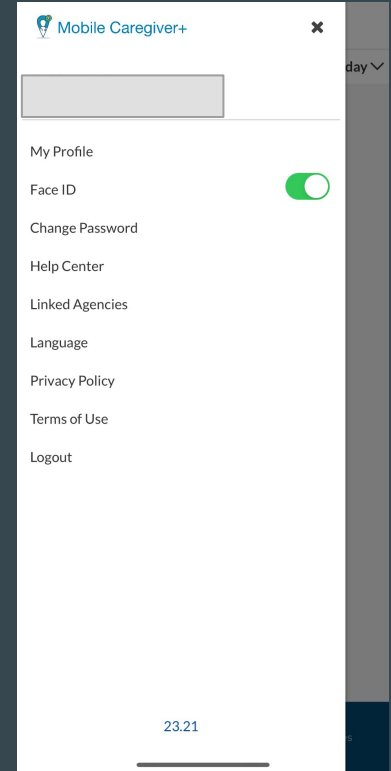
This is where you will see any scheduled visits or current ongoing visits.

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

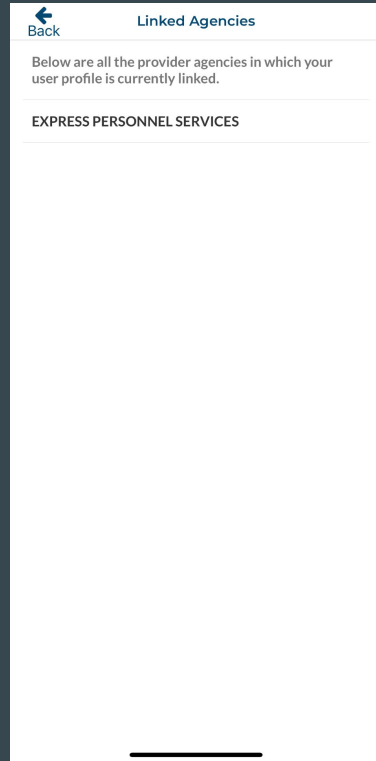
- My Profile
 - Update photo
 - Change phone number
 - Update address
- Face ID
- Linked Agencies
 - If using agencies other than Express
- Logout
- Change Password



Main Dashboard

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

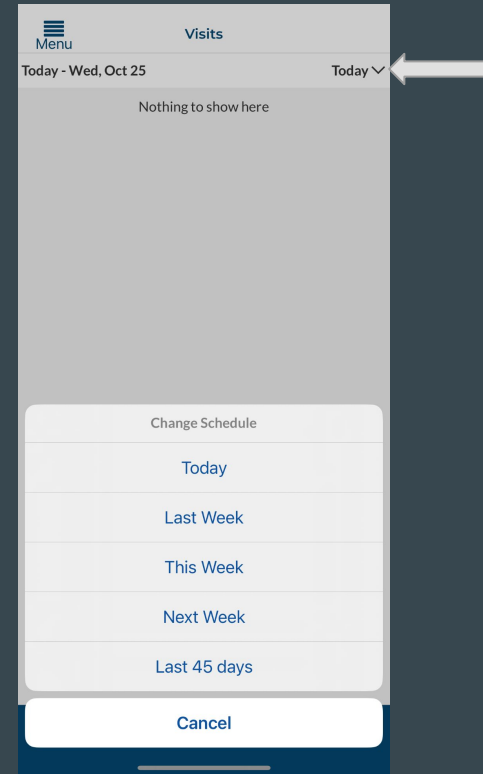
If using other agencies than Express they will also be listed in this page.



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

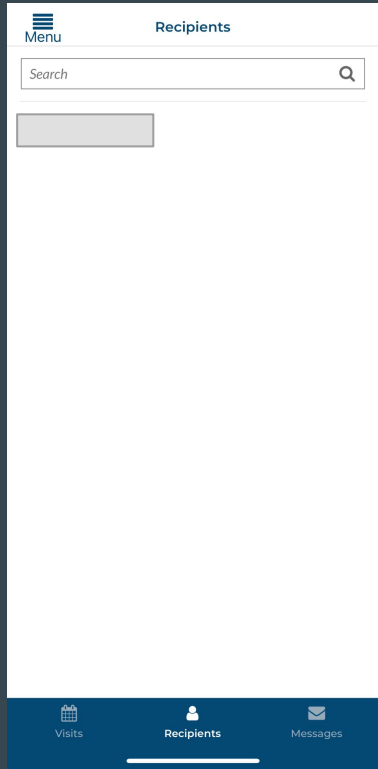
Anything prior to 45 days is not accessible.

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

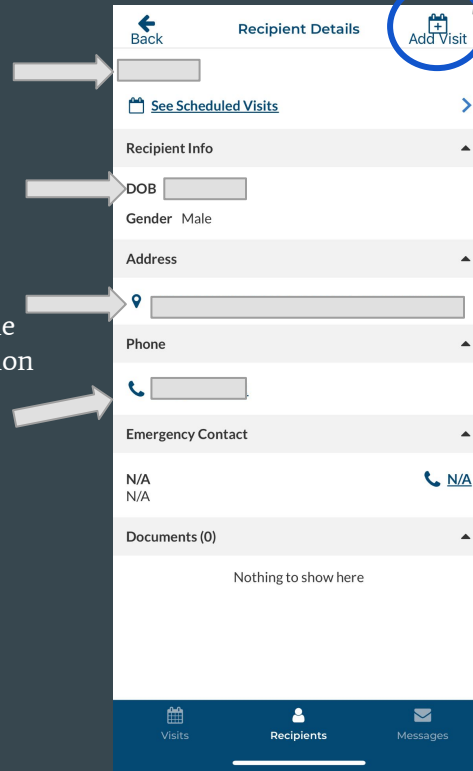


How to start a visit

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



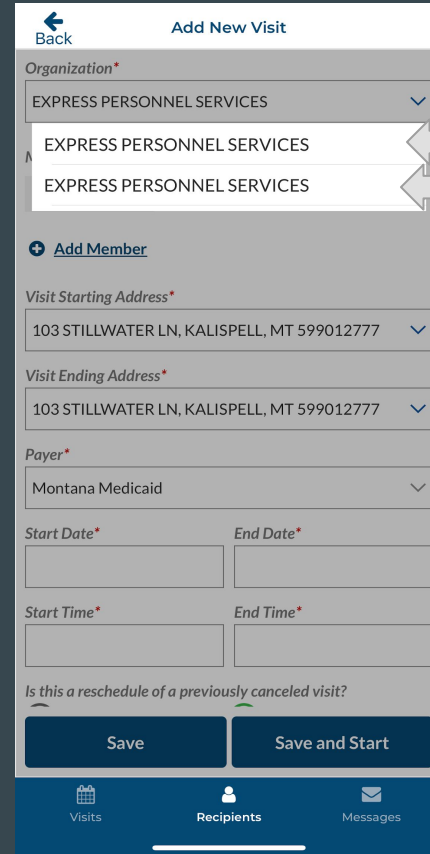
Once selecting the client you intend to work with select add visit

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

Organization Drop Down Menu

If you are working under multiple programs, the drop down for “Organization” will not specify the program you are working.

You will need to select one and determined if the codes listed at the bottom correspond with the visit you are starting.



The screenshot shows a mobile application interface for adding a new visit. At the top, there is a 'Back' button and the title 'Add New Visit'. Below this is a dropdown menu for 'Organization*' which is currently set to 'EXPRESS PERSONNEL SERVICES'. Two white arrows point to the dropdown menu, indicating the selection process. Below the organization dropdown is an 'Add Member' button. The form also includes fields for 'Visit Starting Address*', 'Visit Ending Address*', 'Payer*', 'Start Date*', 'End Date*', 'Start Time*', and 'End Time*'. At the bottom, there are two buttons: 'Save' and 'Save and Start'. A footer bar contains icons for 'Visits', 'Recipients', and 'Messages'.

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

Personal Care - SOC / PAS - T1019 UA
Spec Childcare - T2027 UA
Attendant Care - STA - S5125 UA

Back Add New Visit

Lpn/lvn services up to 15min	<input type="checkbox"/>
T1003 TU Lpn/lvn services up to 15min	<input type="checkbox"/>
T1003 UA Lpn/lvn services up to 15min	<input type="checkbox"/>
T1005 HD Respite care service 15 min	<input type="checkbox"/>
T1005 UA Respite care service 15 min	<input type="checkbox"/>
T1019 Personal care ser per 15 min	<input type="checkbox"/>
T1019 HD Personal care ser per 15 min	<input type="checkbox"/>
T1019 HD TE Personal care ser per 15 min	<input type="checkbox"/>
T1019 U9 Personal care ser per 15 min	<input type="checkbox"/>
T1019 UA Personal care ser per 15 min	<input checked="" type="checkbox"/>
T1019 UA TE Personal care ser per 15 min	<input type="checkbox"/>
T1020 UA Personal care ser per diem	<input type="checkbox"/>
T2027 UA Spec childcare waiver 15 min	<input checked="" type="checkbox"/>
T2033 UA Res, nos waiver per diem	<input type="checkbox"/>

Save Save and Start

Visits Recipients Messages

These are the only three codes you will use to sign in.

If you are unsure reach out to Express.

Back Add New Visit

TX SPEECH LANG VOICE COMMJ &/AUDITORY PROC IND	<input type="checkbox"/>
97110 THERAPEUTIC EXERCISES	<input type="checkbox"/>
97110 UA THERAPEUTIC EXERCISES	<input type="checkbox"/>
97530 Therapeutic Activities	<input type="checkbox"/>
97530 UA Therapeutic Activities	<input type="checkbox"/>
S5125 Attendant care service /15m	<input type="checkbox"/>
S5125 U9 Attendant care service /15m	<input type="checkbox"/>
S5125 UA Attendant care service /15m	<input checked="" type="checkbox"/>
S5126 Attendant care service /diem	<input type="checkbox"/>
S5126 U9 Attendant care service /diem	<input type="checkbox"/>
S5126 UA U9 Attendant care service /diem	<input type="checkbox"/>
S5135 Adult companioncare per 15m	<input type="checkbox"/>
S5135 UA Adult companioncare per 15m	<input type="checkbox"/>
S9470 Nutritional counseling, diet	<input type="checkbox"/>

Save Save and Start

Visits Recipients Messages

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

Back Visit Started Add Note

Visit in Progress - 2s

Friday, January 5, 2024
10:30 AM - 10:45 AM

Actual Start Time: 10:28 AM Undo Start

Help to complete tasks

Add Task

- T2027 UA (Spec childcare waiver 15 min)
- S5125 UA (Attendant care service /15m)
- T1019 UA (Personal care ser per 15 min)

End Visit

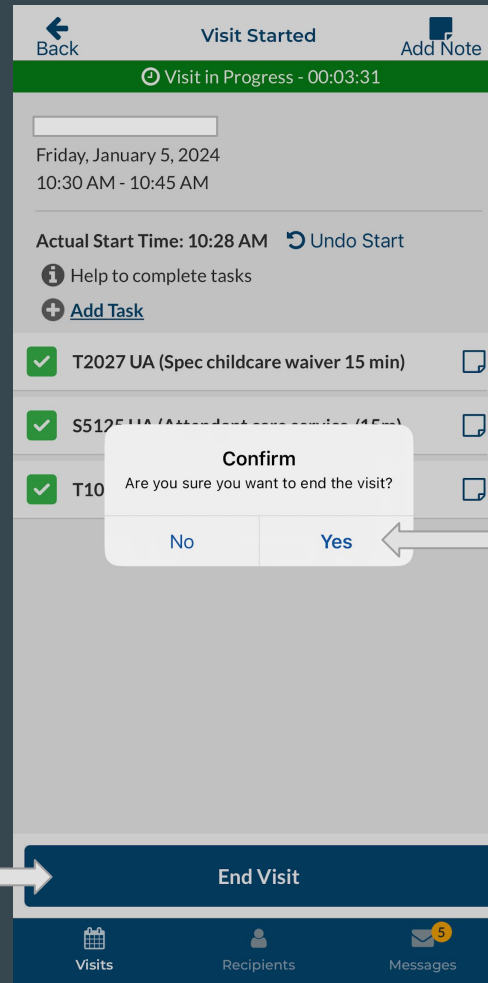
Visits Recipients Messages

You have officially started a visit.

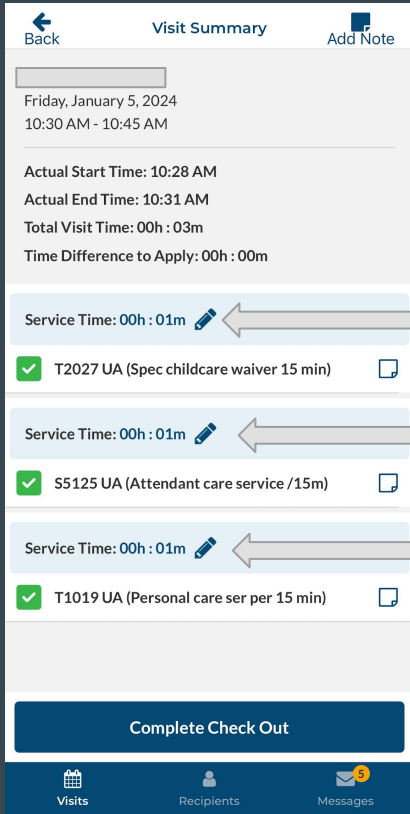
How to complete a visit

Once completing visit,
select the current visit.

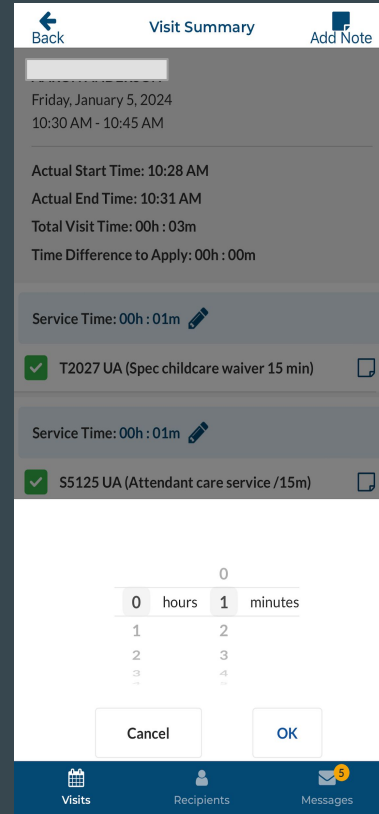
1. Select End Visit
2. Confirm you want to end the visit



How to complete a visit



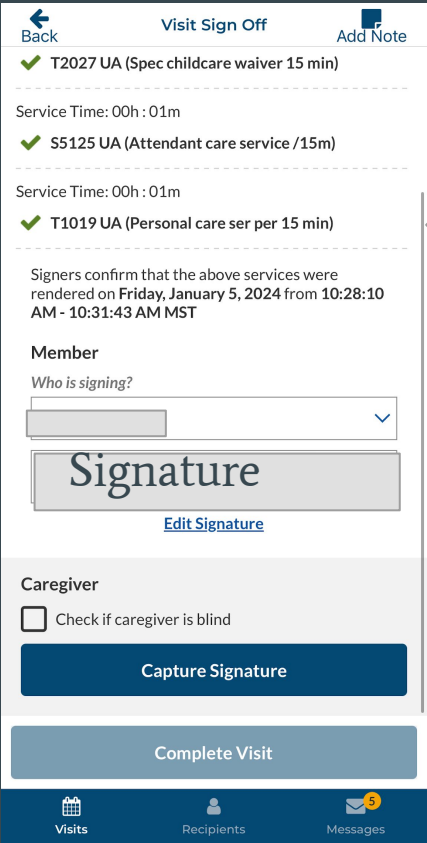
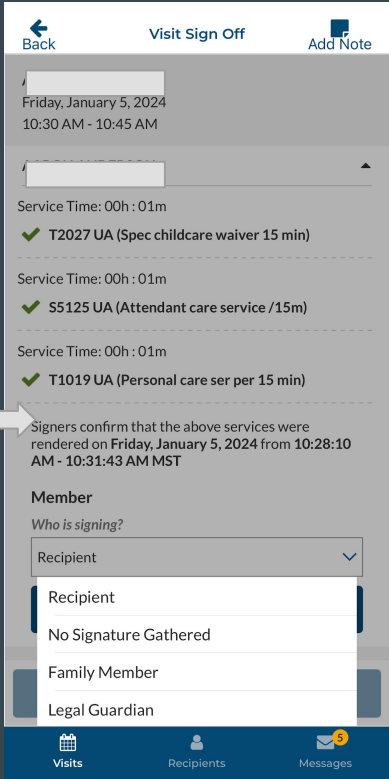
Edit times for individual jobs



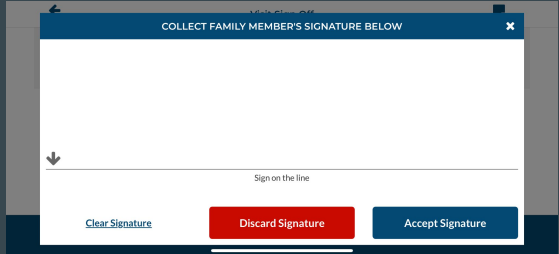
Choose correct times for each job that were selected

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

✓ T2027 UA (Spec childcare waiver 15 min)

Service Time: 00h : 01m

✓ S5125 UA (Attendant care service /15m)

Service Time: 00h : 01m


✓ T1019 UA (Personal care ser per 15 min)

Signers confirm that the above services were rendered on Friday, January 5, 2024 from 10:28:10 AM - 10:31:43 AM MST

Member

Who is signing?

Recipient



[Edit Signature](#)

Caregiver

Check if caregiver is blind

Capture Signature

Complete Visit

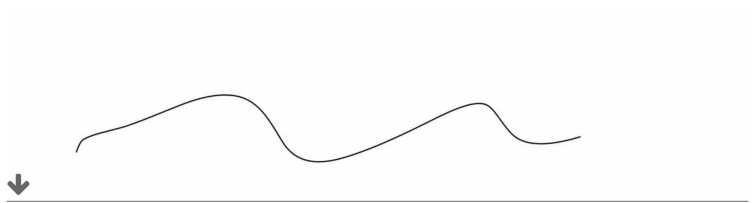
Visits Recipients Messages

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 are three service entries, each with a green checkmark and a service time of 00h:01m. The services are: T2027 UA (Spec childcare waiver 15 min), S5125 UA (Attendant care service /15m), and T1019 UA (Personal care ser per 15 min). A 'Signers' section shows a name and time (AM - 10:28:10). A 'Memb' section has a 'Who is' dropdown menu. A 'Recipi' section has a dropdown menu. A signature line is visible with an 'Edit Signature' link. At the bottom, there is a 'Caregiver' section with a checkbox 'Check if caregiver is blind' and a large blue 'Complete Visit' button. A white dialog box is overlaid on the screen with the text: 'Warning! You are not at the scheduled location to end this visit. Would you like to proceed?'. The dialog has 'Complete Visit' and 'Cancel' buttons. An arrow points from the 'Complete Visit' button in the dialog to the 'Complete Visit' button at the bottom of the screen.

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

The screenshot shows the 'Visits' screen. At the top, there are 'Menu' and 'Visits' buttons. Below is a date filter 'Today - Fri, Jan 5'. A list of visits is shown for 'Fri, Jan 5'. One visit is listed with a location pin icon, a name, and a time range '10:30 AM - 10:45 AM'. The visit details are 'Spec childcare waiver 15 min' and 'Attendant care service /15m + 1'. A green checkmark and the word 'Completed' are next to the visit. A white dialog box is overlaid on the screen with the text: 'Visit complete and successfully verified.' and an 'OK' button. An arrow points from the 'OK' button in the dialog to the 'Complete Visit' button in the previous screenshot.

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

The screenshot shows the 'Visits' screen. At the top, there are 'Menu' and 'Visits' buttons. Below is a date filter 'Today - Fri, Jan 5'. A list of visits is shown for 'Fri, Jan 5'. One visit is listed with a location pin icon, a name, and a time range '10:30 AM - 10:45 AM'. The visit details are 'Spec childcare waiver 15 min' and 'Attendant care service /15m + 1'. A green checkmark and the word 'Completed' are next to the visit.

Important Information

- If you are having difficulties signing up for the app the support team is very friendly and incredibly helpful.
- When clocking in and out be sure to clock in and out per 15 minutes.
- These changes are made on a state level; this transition is not the decision of Express Employment.
- The person signing will remain as the person who signed on paper time cards.
- Paper time cards will not be accepted beyond 1/22/2024.
- If there are any questions on which code to use call Allyssa D. 406-317-7320
- Please keep in mind if you also claim Homemaker hours and ALL Mileage will continue to be submitted on paper.