



# Mobile Caregiver+



Express Employment Professionals

CFC

# Getting Started



## Mobile Caregiver+

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

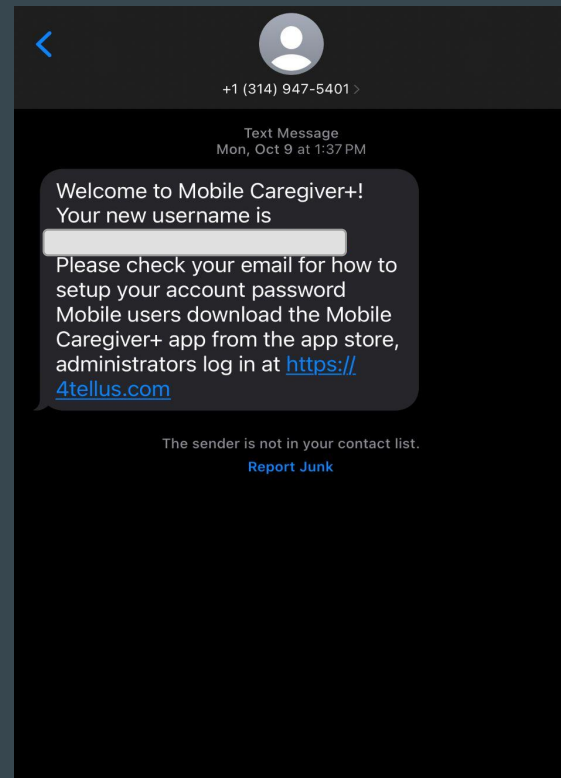
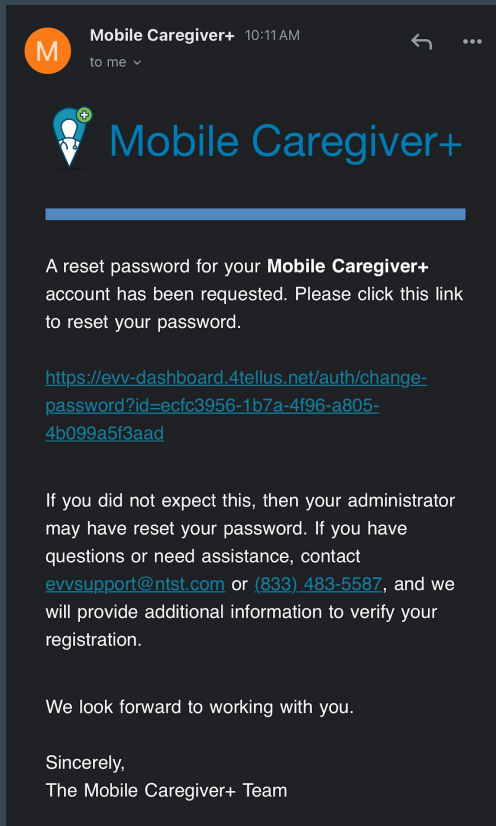
Please follow these easy instructions:

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](mailto: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.

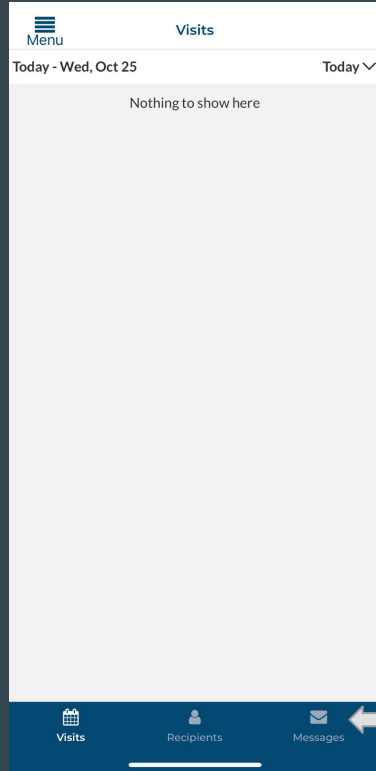
If you are having trouble with signing up call - 833-483-5587 and they can walk you through it.

# Main Dashboard

This is the main dashboard when you login.

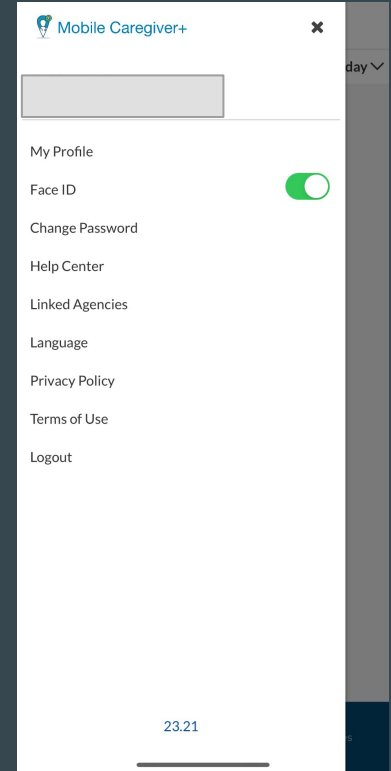
This is where you will see any scheduled visits or current ongoing visits.

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

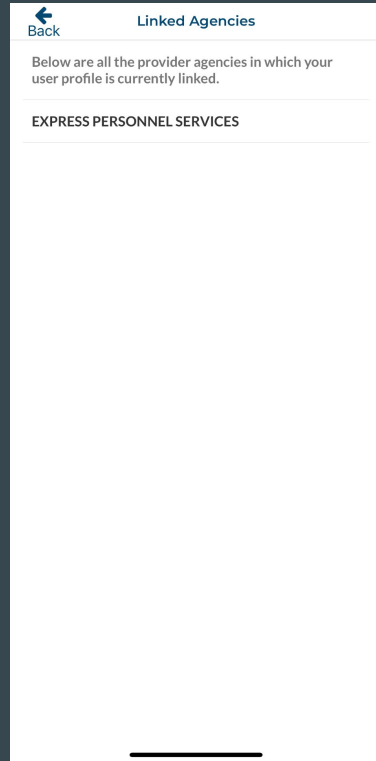
- My Profile
  - Update photo
  - Change phone number
  - Update address
- Face ID
- Linked Agencies
  - If using agencies other than Express
- Logout
- Change Password



# Main Dashboard

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

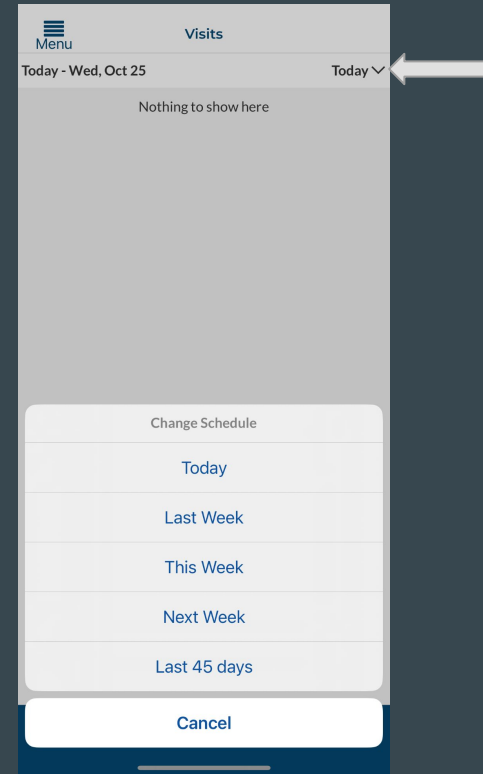
If using other agencies than Express they will also be listed in this page.



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

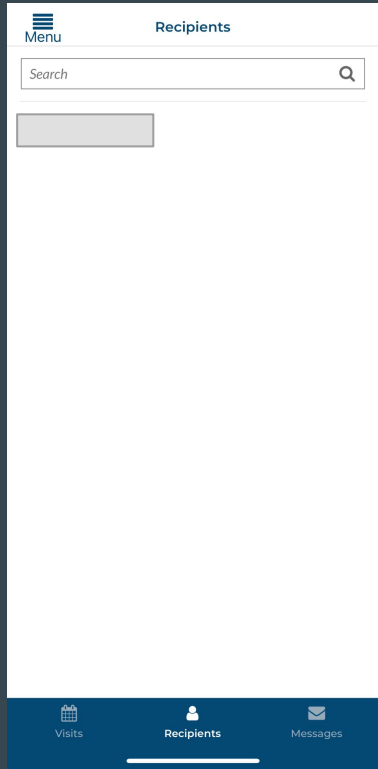
Anything prior to 45 days is not accessible.

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

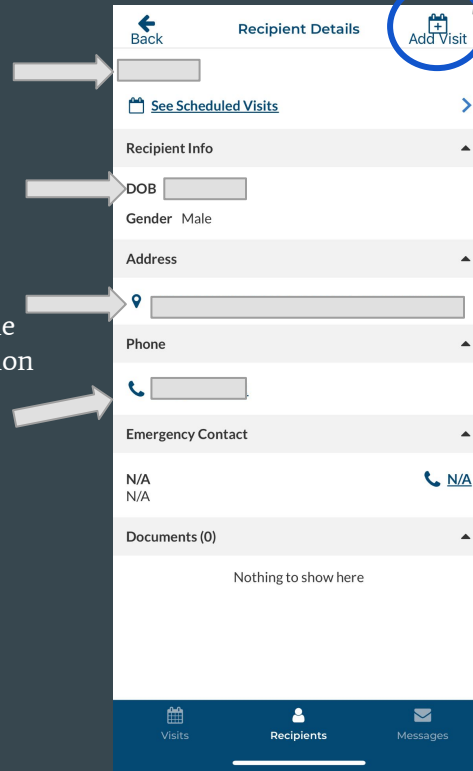


# How to start a visit

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

# 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.

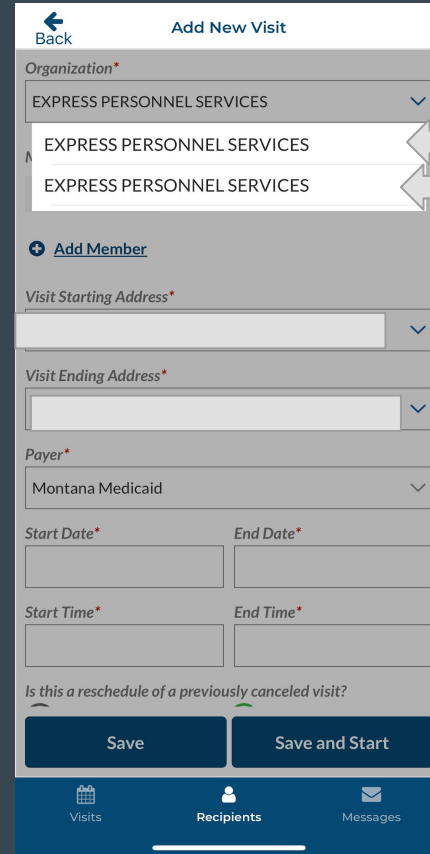
When creating a visit you must fill in the start and end date, and the start and end time. The end time can be an estimate as it will still clock your in and out times.

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.

# Organization Drop Down Menu

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

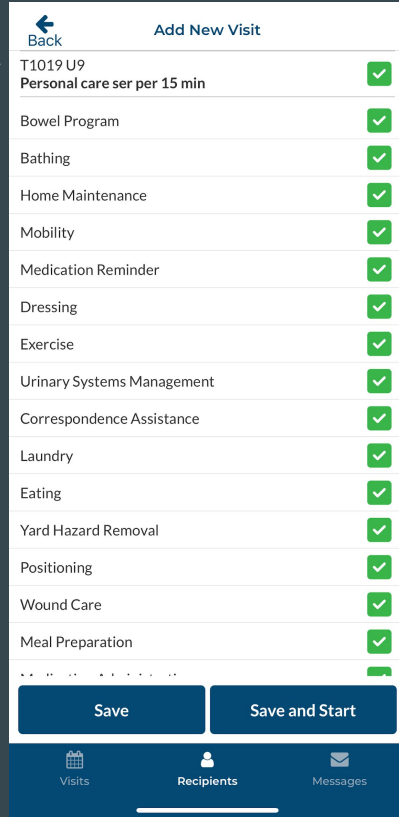
You will need to select one and determined if the codes listed at the bottom correspond with the visit you are starting.



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 the 'Organization\*' field, which is a dropdown menu currently displaying 'EXPRESS PERSONNEL SERVICES'. Two white arrows point to the dropdown menu, indicating the selection process. Below the organization field is an 'Add Member' button with a plus icon. The form continues with 'Visit Starting Address\*', 'Visit Ending Address\*', and 'Payer\*' (currently set to 'Montana Medicaid'). There are also fields for 'Start Date\*', 'End Date\*', 'Start Time\*', and 'End Time\*'. At the bottom of the form, there is a question: 'Is this a reschedule of a previously canceled visit?' with two radio buttons. Finally, there are two buttons: 'Save' and 'Save and Start'. The bottom navigation bar includes icons for 'Visits', 'Recipients', and 'Messages'.

# Tasks for PCA

When claiming Self-Direct hours you will want to select code **T1019 U9**.



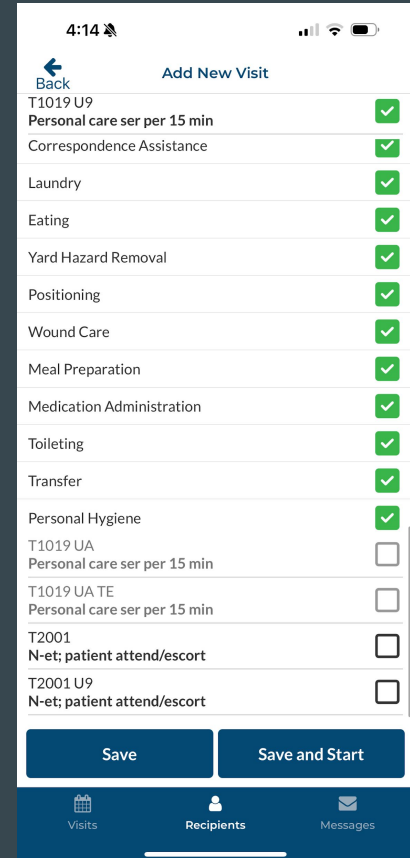
Back Add New Visit

|  |                                     |
|--|-------------------------------------|
| T1019 U9<br>Personal care ser per 15 min | <input checked="" type="checkbox"/> |
| Bowel Program                            | <input checked="" type="checkbox"/> |
| Bathing                                  | <input checked="" type="checkbox"/> |
| Home Maintenance                         | <input checked="" type="checkbox"/> |
| Mobility                                 | <input checked="" type="checkbox"/> |
| Medication Reminder                      | <input checked="" type="checkbox"/> |
| Dressing                                 | <input checked="" type="checkbox"/> |
| Exercise                                 | <input checked="" type="checkbox"/> |
| Urinary Systems Management               | <input checked="" type="checkbox"/> |
| Correspondence Assistance                | <input checked="" type="checkbox"/> |
| Laundry                                  | <input checked="" type="checkbox"/> |
| Eating                                   | <input checked="" type="checkbox"/> |
| Yard Hazard Removal                      | <input checked="" type="checkbox"/> |
| Positioning                              | <input checked="" type="checkbox"/> |
| Wound Care                               | <input checked="" type="checkbox"/> |
| Meal Preparation                         | <input checked="" type="checkbox"/> |
| ...                                      | <input checked="" type="checkbox"/> |

Save Save and Start

Visits Recipients Messages

All tasks under the Self-Direct program will appear. It is **your responsibility** to make sure you are only selecting the tasks authorized on your **clients profile**.



4:14 Back Add New Visit

|   |                                     |
|---|-------------------------------------|
| T1019 U9<br>Personal care ser per 15 min    | <input checked="" type="checkbox"/> |
| Correspondence Assistance                   | <input checked="" type="checkbox"/> |
| Laundry                                     | <input checked="" type="checkbox"/> |
| Eating                                      | <input checked="" type="checkbox"/> |
| Yard Hazard Removal                         | <input checked="" type="checkbox"/> |
| Positioning                                 | <input checked="" type="checkbox"/> |
| Wound Care                                  | <input checked="" type="checkbox"/> |
| Meal Preparation                            | <input checked="" type="checkbox"/> |
| Medication Administration                   | <input checked="" type="checkbox"/> |
| Toileting                                   | <input checked="" type="checkbox"/> |
| Transfer                                    | <input checked="" type="checkbox"/> |
| Personal Hygiene                            | <input checked="" type="checkbox"/> |
| T1019 UA<br>Personal care ser per 15 min    | <input type="checkbox"/>            |
| T1019 UA TE<br>Personal care ser per 15 min | <input type="checkbox"/>            |
| T2001<br>N-et; patient attend/escort        | <input type="checkbox"/>            |
| T2001 U9<br>N-et; patient attend/escort     | <input type="checkbox"/>            |

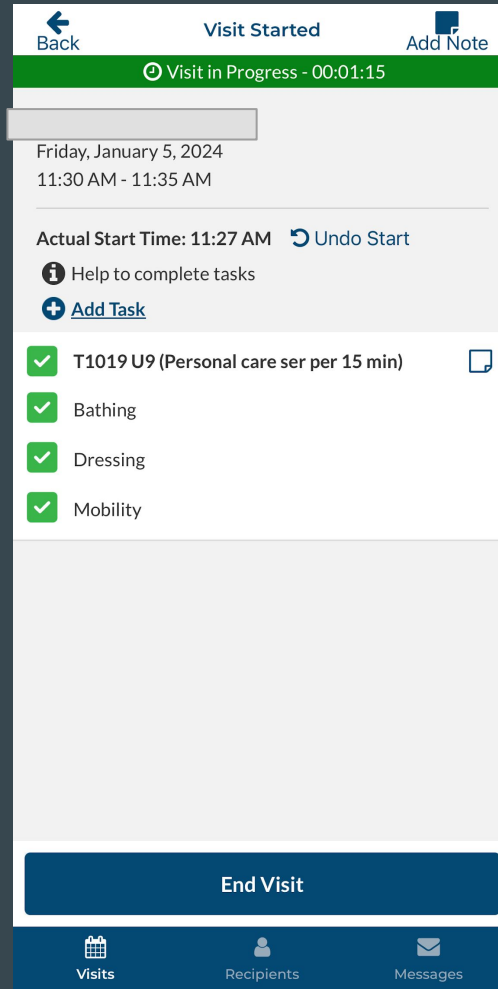
Save Save and Start

Visits Recipients Messages



# Tasks for PCA

Once you have selected your clients specific tasks, and select save and start you will then select the tasks performed during that visit.



Select the checkbox once to show completed prior to ending visit.

# How to claim Shopping and Community Integration

When claiming Shopping and/or Community Integration, you will select **S5126 U9**.

If you are authorized for Shopping and Community Integration and PCA hours you can select both per visit.

4:19

Back Add New Visit

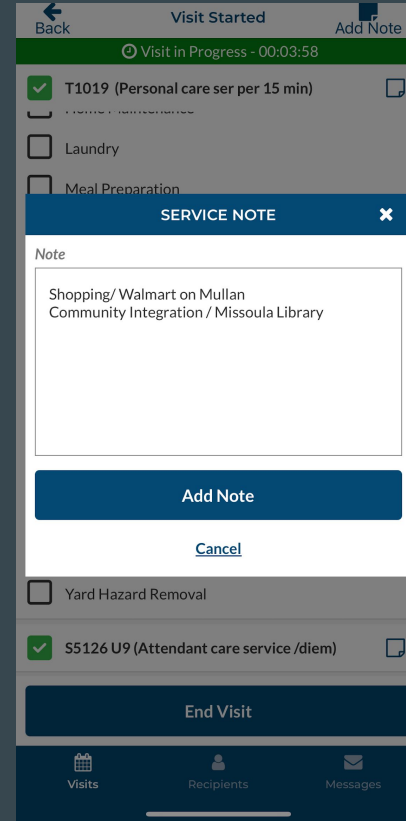
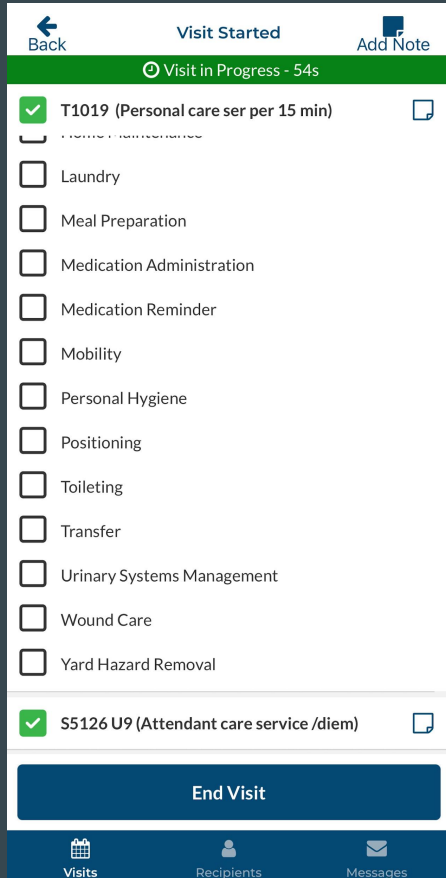
|   |                                     |
|---|-------------------------------------|
| S5126 U9<br>Attendant care service /diem    | <input checked="" type="checkbox"/> |
| S5126 UA U9<br>Attendant care service /diem | <input type="checkbox"/>            |
| T1019<br>Personal care ser per 15 min       | <input checked="" type="checkbox"/> |
| Bowel Program                               | <input checked="" type="checkbox"/> |
| Bathing                                     | <input checked="" type="checkbox"/> |
| Home Maintenance                            | <input checked="" type="checkbox"/> |
| Mobility                                    | <input checked="" type="checkbox"/> |
| Medication Reminder                         | <input checked="" type="checkbox"/> |
| Dressing                                    | <input checked="" type="checkbox"/> |
| Exercise                                    | <input checked="" type="checkbox"/> |
| Urinary Systems Management                  | <input checked="" type="checkbox"/> |
| Correspondence Assistance                   | <input checked="" type="checkbox"/> |
| Laundry                                     | <input checked="" type="checkbox"/> |
| Eating                                      | <input checked="" type="checkbox"/> |
| Yard Hazard Removal                         | <input checked="" type="checkbox"/> |
| Positioning                                 | <input checked="" type="checkbox"/> |

Save Save and Start

Visits Recipients Messages

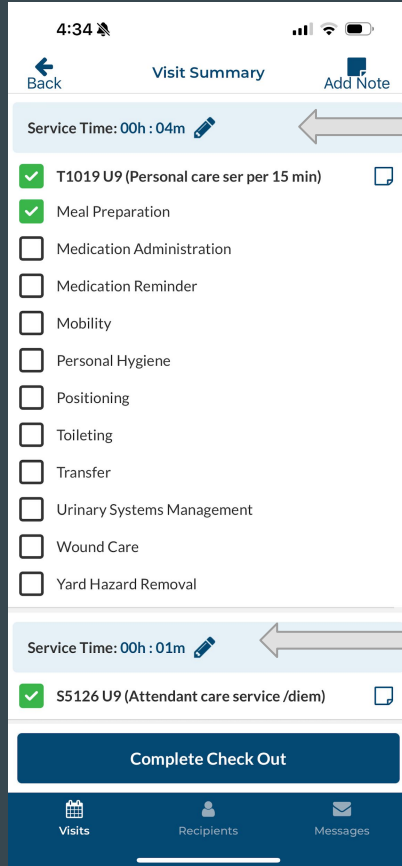
# How to claim Shopping and Community Integration cont.

Press the service note icon under S5126 U9 to add specific locations of where you went with your client.

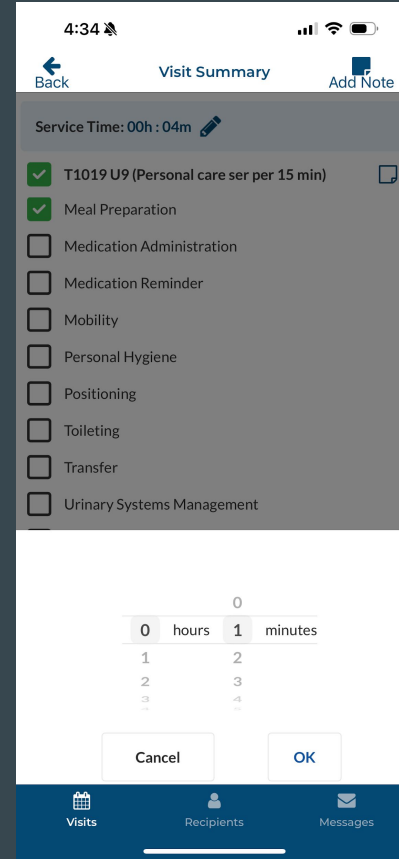


Once locations are listed, select “add note”

# How to complete a visit



Edit times for individual jobs



Choose correct times for each job that were selected.  
Reminder - Look at profile to confirm allotted time for shopping/ CI

# How to claim Medical Escort

When claiming Medical Escort, you will select code T2001 U9 (N-et; patient attend/escort) and then select “save and start”

12:24

Back Add New Visit

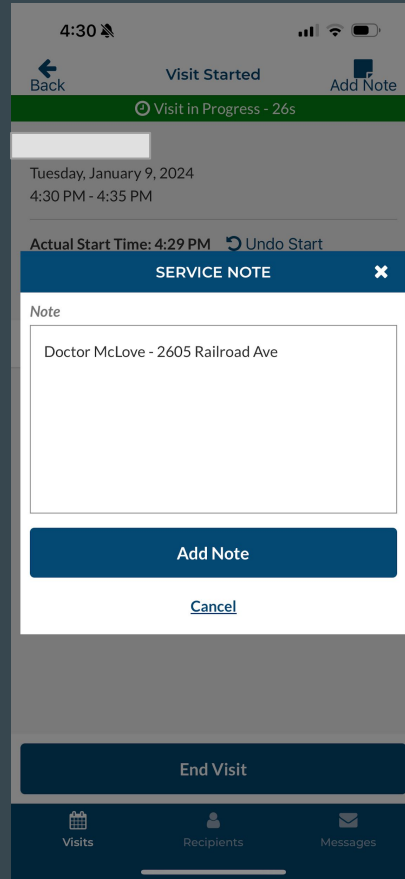
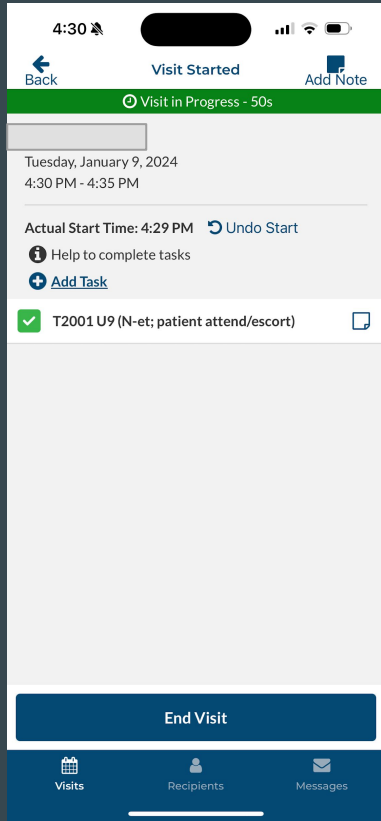
|   |                                     |
|---|-------------------------------------|
| T1019 U9<br>Personal care ser per 15 min    | <input type="checkbox"/>            |
| Correspondence Assistance                   | <input type="checkbox"/>            |
| Laundry                                     | <input type="checkbox"/>            |
| Eating                                      | <input type="checkbox"/>            |
| Yard Hazard Removal                         | <input type="checkbox"/>            |
| Positioning                                 | <input type="checkbox"/>            |
| Wound Care                                  | <input type="checkbox"/>            |
| Meal Preparation                            | <input type="checkbox"/>            |
| Medication Administration                   | <input type="checkbox"/>            |
| Toileting                                   | <input type="checkbox"/>            |
| Transfer                                    | <input type="checkbox"/>            |
| Personal Hygiene                            | <input type="checkbox"/>            |
| T1019 UA<br>Personal care ser per 15 min    | <input type="checkbox"/>            |
| T1019 UA TE<br>Personal care ser per 15 min | <input type="checkbox"/>            |
| T2001<br>N-et; patient attend/escort        | <input type="checkbox"/>            |
| T2001 U9<br>N-et; patient attend/escort     | <input checked="" type="checkbox"/> |

Save Save and Start

Visits Recipients Messages

# How to claim Medical Escort cont.

Once these are selected, you will need to press the “service note” icon and add specific location of medical appointment.



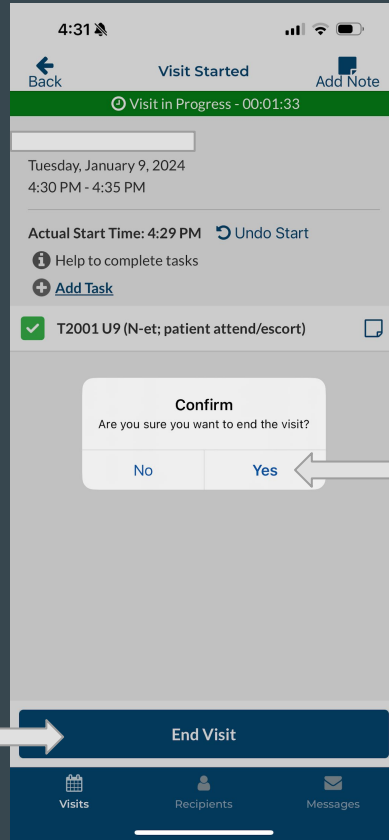
Once locations are listed, select “add note”

# How to complete a visit

Once completing visit,  
select the current visit.

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

In addition to the mobile app it is also required for paper time cards to be turned in for mileage and signatures.



# Member / Client / Personal Rep Signature.

Client signatures are required for each visit or they are unpayable.

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

The screenshot shows the 'Visit Sign Off' screen with a dropdown menu open for 'Who is signing?'. The dropdown options are: Recipient, No Signature Gathered, Family Member, Legal Guardian, and Representative. The 'Complete Visit' button is visible at the bottom.

The screenshot shows the 'Visit Sign Off' screen with service details: Service Time: 00h : 00m, S5126 U9 (Attendant care service /diem). It includes a confirmation message: 'Signers confirm that the above services were rendered on Tuesday, January 9, 2024 from 4:33:57 PM - 4:34:08 PM MST'. Below this, there are sections for 'Member' and 'Caregiver', each with a 'Capture Signature' button. A 'Complete Visit' button is at the bottom.

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

The screenshot shows the signature capture screen with the title 'COLLECT FAMILY MEMBER'S SIGNATURE BELOW'. It features a signature line with a downward arrow and the text 'Sign on the line'. At the bottom, there are three buttons: 'Clear Signature', 'Discard Signature', and 'Accept Signature'.

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

- Toileting
- Transfer
- Urinary Systems Management
- Wound Care
- Yard Hazard Removal

Service Time: 00h : 00m

✓ S5126 U9 (Attendant care service /diem)

Signers confirm that the above services were rendered on Tuesday, January 9, 2024 from 4:33:57 PM - 4:34:08 PM MST

**Member**  
Who is signing?  
Recipient

**Caregiver**  
 Check if caregiver is blind

Visits Recipients Messages

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

select capture signature

COLLECT CAREGIVER'S SIGNATURE BELOW

Sign on the line

[Clear 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.

Caregiver signatures are required for each visit or they are unpayable.

# 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 list of services: Toileting, Transfer, Urinary Systems Management, Wound Care, and Yard Hazard Removal. The 'Service Time' is 00h : 00m. A green checkmark indicates 'S5126 U9 (Attendant care service /diem)'. The 'Signers' section shows a name and a time 'PM - 4:33:57'. A white dialog box is overlaid with the text 'End Visit' and 'Would you like to proceed?'. It has two buttons: 'Complete Visit' and 'Cancel'. An arrow points from the 'Complete Visit' button 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 list of visits for 'Today - Tue, Jan 9'. The first visit is 'Personal care ser per 15 min Attendant care service /diem' with a green checkmark and 'Completed' status. The second visit is 'N-et; patient attend/escort' with a green checkmark and 'Completed' status. The third visit is 'Personal care ser per 15 min Attendant care service /diem' with a clock icon and 'In Progress' status. A white dialog box is overlaid with the text 'Visit complete and successfully verified.' and an 'OK' button. An arrow points from the 'OK' button to the 'OK' button at the bottom of the screen.

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 list of visits for 'Today - Tue, Jan 9'. The first visit is 'Personal care ser per 15 min Attendant care service /diem' with a green checkmark and 'Completed' status. The second visit is 'N-et; patient attend/escort' with a green checkmark and 'Completed' status. The third visit is 'Personal care ser per 15 min Attendant care service /diem' with a clock icon and 'In Progress' status.

# Important Information

- If you are having difficulties signing up for the app the support team is very friendly and incredibly helpful. 833-483-5587
- 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 required to sign in this system is the current person signing paper time sheets.
- Paper time cards will not be accepted beyond 2/5/2024.
- If there are any questions on which code to use call Katie R. 406-317-7318
- Please keep in mind if you also claim ANY mileage it will continue to be submitted on paper, as well as Doctor Signatures for Medical Escort.