

# EVR Form Guide

Use this quick guide when preparing your response to the EVR request:

Start with the EVR Code located within the Comments area displayed within the Schedule Detail on your EVR form.

EVR 107  
EVR 000

EVR 105  
EVR 106

EVR 103  
EVR 104

EVR 101  
EVR 102

Based on the EVR Code displayed, complete ONLY the corresponding section of response options listed below. Please, only select ONE of the options listed as your response to the exception.

Why select only ONE response option? Our approach is simple, **If This, Then That**. Each response represents an operational path to clear an event exception into a proper billable event. If two or more options are selected as your response to an EVR, that would represent on our end as if this, then these. This would create confusion and questions from our end on how to proceed when resolving the event exception.

Choose the response that best fits the event exception. There are times when two or more response options may better explain your response however, selecting more than one response may cause confusion when resolving the exception. Only choose the ONE response that best fits the event exception as your response. If you need to express more detail when selecting your ONE response, please write on the EVR form any particular details you wish to share. Please print clearly, thank you.

For additional guidance on selecting an EVR response, refer to the EVV EXCEPTION IDENTIFICATION GUIDE for when and why to use a particular response. This guide was given to your company during your EVR Training.

## Exception Verification Request Form (EVR)

Locate the EVR Code within the Comments section above for the Level 1 Exception in effect for this event:  
The following verification action item(s) has been performed, instructions have been provided. (Select ONLY the **one** that applies)

### EVR 101 EVR 102 Clock IN -OR- OUT not captured by system. Time(s) have been verified by:

- A  Alternative time clock system used, actual time(s) performed has been captured by this system, Confirm Event.....
- B  Client has been contacted by phone/visit to verify Staff's location during the above proposed time(s), Confirm Event.....
- C  Staff performed ( ) services within ( ) shifts in tandem, time(s) has been captured by system, Confirm Event.....
- D  Phone issues reported, time(s) verified, Confirm Event <sup>(1)</sup>. -OR-  Merge w/ page: \_\_\_ of \_\_\_, <sup>(2)</sup>. -OR-  Cancel Event <sup>(3)</sup>.....

### EVR 103 EVR 104 For a No Show Event and/or an Unscheduled Event captured by system:

- E  Aschedule change in effect, **merge** this event with other Unscheduled Event(s),page: \_\_\_ of \_\_\_, service?: \_\_\_, Confirm Event.....
- F  Apply this service: \_\_\_\_\_ to this event, time(s) and location has been captured by system, Confirm Event.....
- G  Client has been contacted by phone/visit to verify Staff's location during the above time(s), service?: \_\_\_\_\_. Confirm Event...
- H  Capture/apply times to new or pending Event(s) attached page: \_\_\_ of \_\_\_, then Cancel this Event <sup>(1)</sup>. -OR-  Cancel Event <sup>(2)</sup>.....

### EVR 105 EVR 106 For Actual Hours Less/More Than Scheduled Hours:

- I  Actual Hours **Less**, adjust proposed times to Santrax time(s) performed, Confirm Event.....
- J  Actual Hours **More**, adjust proposed times to Santrax time(s) performed, Confirm Event.....
- K  Actual Hours performed were outside of hours scheduled, adjust proposed times to Santrax time(s) performed, Confirm Event...
- L  Confirm Event without changes <sup>(1)</sup>. -OR-  Cancel Event <sup>(2)</sup>.....

### EVR 107 EVR 000 For Unknown Client and/or Unknown Staff:

- M  Apply; Client <sup>(1)</sup>: \_\_\_\_\_, Staff <sup>(2)</sup>: \_\_\_\_\_, Service <sup>(3)</sup> \_\_\_\_\_, Confirm Event.....
- N  Merge this event with other pending Event(s) as an attachment page: \_\_\_ of \_\_\_. -OR-  Event to remain on Hold <sup>(2)</sup>.....
- O  Leave Confirmed Event unchanged.....

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Verification completed by: (Staff and/or Client) Intl.  
Staff: \_\_\_\_\_ | Client: \_\_\_\_\_

Authorization to resolve Exception given by: (signature required).  
X \_\_\_\_\_