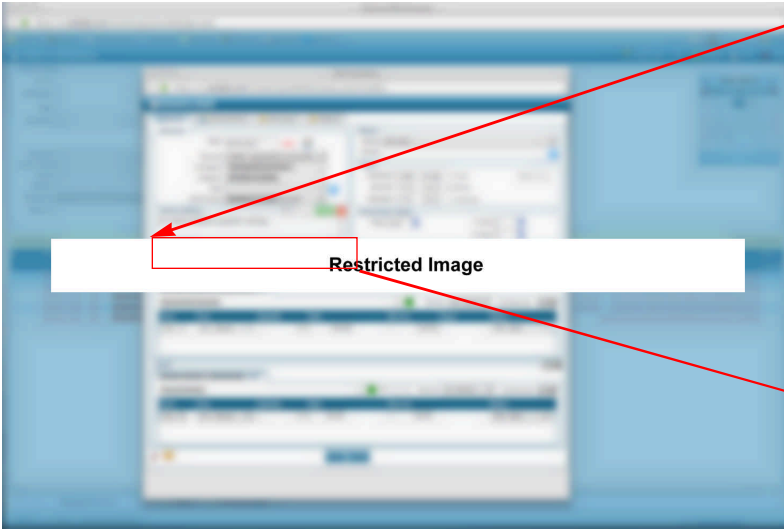


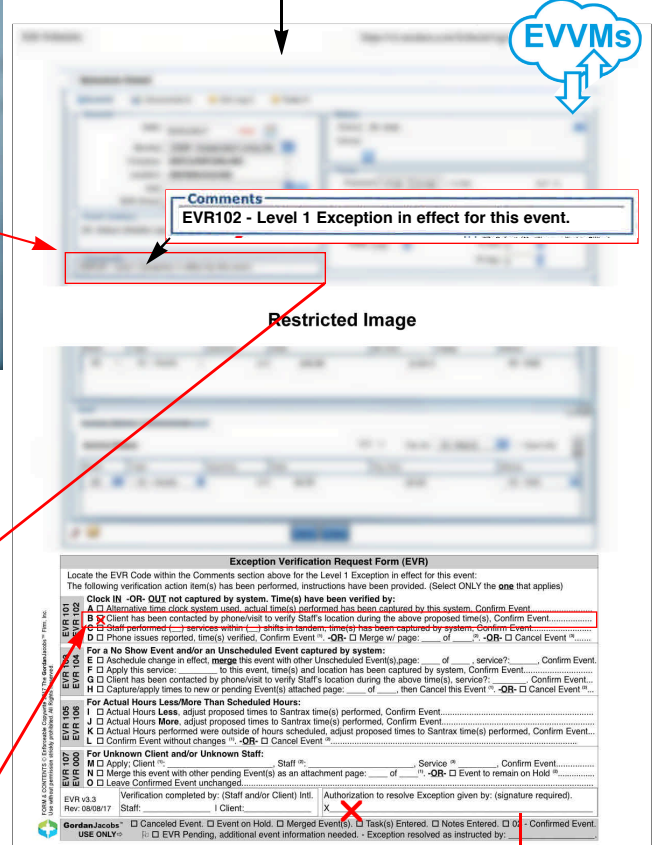
# EVV SERVICE BUREAU EVV MANAGEMENT SERVICE EXCEPTION MANAGEMENT MODULE - WORKFLOW OVERVIEW

Our Exception Management Service Module was developed for agency clients of the **GordanJacobs™** Firm, EVV Service Bureau division. This example shows the exception workflow process for each event exception a typical evv system creates, daily.



First: we identify and code the active exception in the comments field within the Schedule Detail window of your EVV system.

Second: we create and send an Exception Verification Request form (EVRs) to your agency via our EVMs Cloud system for verification processing and exception documentation.



Third: using our Exception Maintenance Quick Reference Guide your agency is instructed on what is required to properly clear the pending exception based on the EVR code entered while creating exception documentation.

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EVV SERVICE BUREAU (EVVSB)  
EVR EXCEPTION IDENTIFICATION GUIDE - CLIENT

When completing an EVR form, find the EVR code listed within the Comments field on the Schedule Detail then find the matching EVR Code below and select the following **ONE** EVR response that best applies to resolve exception. For a complete definition of an EVR Response, refer to the Exception Maintenance Detail sections listed after the Quick Reference Guide below.

CDN v3.0 Revised 05/09/17

EVR CODE	ROW	CSN ID	EVR Response:
EVR101	A	CS101.1	CONFIRM - [Scheduled Event - No In Call Event]
	B	CS101.2	CONFIRM - [Scheduled Event - No In Call Event]
	C	CS101.3	CONFIRM - [Scheduled Event - No In Call Event]
	D (1)	CS101.4	CONFIRM - [Scheduled Event - No In Call Event]
EVR102	D (2)	CS101.5	MERGE - [Scheduled Event - No In Call Event]
	D (3)	CS101.6	CANCEL - [Scheduled Event - No In Call Event]
	D (4)	CS101.7	MERGE - [Scheduled Event - No In Call Event]

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Then, EVRs are authorized by your agency and sent back to us for event processing confirmation, clearing the exception to a proper billable event. Completed EVRs received are then scanned and stored as part of your Agency's Documentation Profile.

Our Exception Verification Management Services protects your agency by creating a third party verification tool used to document actions performed during exception maintenance and management.

Your Documentation Profile contains the following:

- Daily Event Call Reports
- Daily Exception Reports
- Daily Exception Verification Requests, EVRs Created & Sent
- EVRs Completed & Received
- Exception Management Memo Notes of actions performed.

This documentation will prove essential in protecting your operation from adjudication efforts brought forward against your agency.

Contact an Account Representative today for complete details.



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