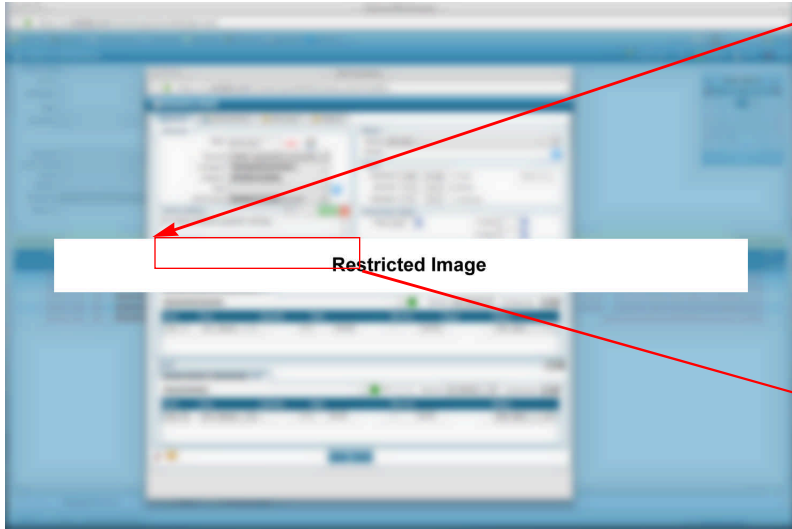


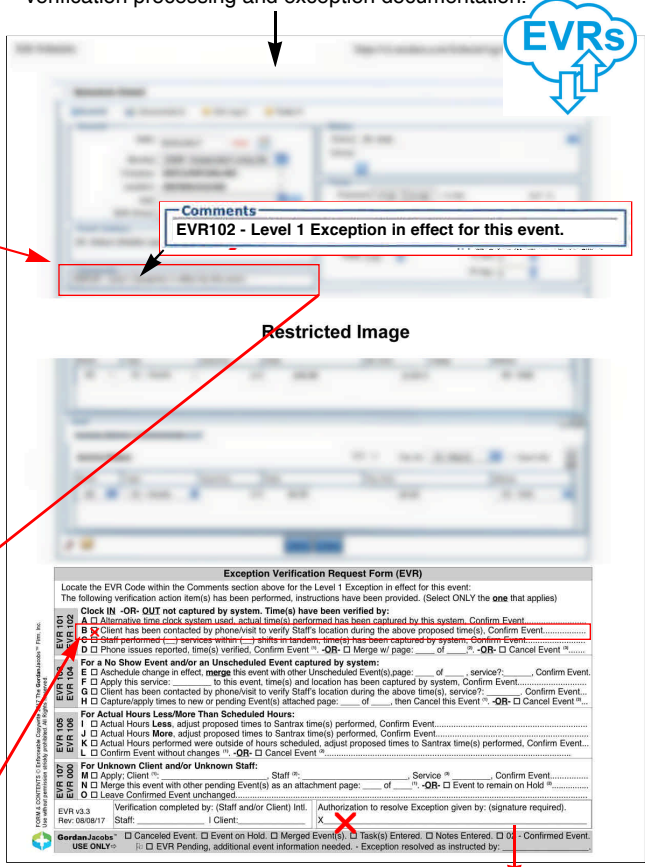
EVV SERVICE BUREAU EVV MAINTENANCE & BILLING SERVICES EXCEPTION VERIFICATION SYSTEM WORKFLOW OVERVIEW

The Exception Verification System was developed for agency clients of the **GordanJacobs™** Firm, EVV Service Bureau (**EVVSB**) 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 Form (EVRs) to your agency via our EVRs 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 v3.2 Revised 05/08/17

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]
	D (2)	CS101.5	MERGE - [Scheduled Event - No In Call Event]
	D (3)	CS101.6	CANCEL - [Scheduled Event - No In Call Event]
EVR102	A	CS102.1	CONFIRM - [Scheduled Event - No Out Call Event]
	B	CS102.2	CONFIRM - [Scheduled Event - No Out Call Event]
	C	CS102.3	CONFIRM - [Scheduled Event - No Out Call Event]
	D (1)	CS102.4	CONFIRM - [Scheduled Event - No Out Call Event]
	D (2)	CS102.5	MERGE - [Scheduled Event - No Out Call Event]

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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)

A Client has been contacted by phone/visit to verify Staff's location during the above proposed time(s). 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; timely has been captured by system. Confirm Event.....

D Phone issues reported; time(s) verified. Confirm Event "....." -OR- Merge w/ page: of -OR- Cancel Event "....."

For a No Show Event and/or an Unscheduled Event captured by system:

E Schedule change in effect; merge this event with other (unscheduled) Event(s) performed. 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 "....." -OR- Cancel Event "....."

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 "....." -OR- Cancel Event "....."

For Unknown Client and/or Unknown Staff:

M Apply Client: Staff #: Service #: Confirm Event.....

N Merge this event with other pending Event(s) as an attachment page: of -OR- Event to remain on Hold "....."

O Leave Confirmed Event unchanged.....

EVR v.3.2 Verification completed by: (Staff and/or Client) Init. Authorization to resolve Exception given by: (signature required)
Rev: 05/08/17 Staff: Client:

Canceled Event. Event on Hold. Merged Event(s). Task(s) Entered. Notes Entered. Confirmed Event.
USE ONLY: EVR Pending, additional event information needed. - Exception resolved as instructed by:

Then; EVRs are authorized by your agency and sent back to **EVVSB** 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 System protects your agency by creating a third party verification tool used to document actions performed during exception maintenance and management.

- Your Agency 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.