**Blue Mountain Home Health Care – CareSmartz 360+**

**3 Options for Electronic Visit Verification**

**CareSmartz360+ APP:**

* This APP should be installed on the caregivers cellphone
* Download CareSmartz360+ APP for Android or Apple phone.
* Cell phone GPS location should be ON
* Enter Blue Mountain **Agency ID: 177, Your Username & Password** and login
* **Location:** Allow CareSmartz360+ APP to access cell phone GPS location by selecting “Allow access when the APP is in use”. This will allow you to clock-in and clock-out.
* **Signatures & Attachments:** Allow CareSmartz360+ APP to access photos and videos by selecting “Allow access to photos & videos”. This will allow you to record client signatures and attach any notes to the shift.
* **Voice Recording:** Allow CareSmartz360+ APP to access microphone by selecting “Allow access to Microphone”. This will allow you to record a voice message or note during your shift.
* **Tasks:** Make sure that All tasks are either marked as “Completed” or “Client Refused” and saved. The system will NOT let your clock out if the tasks are left blank.
* **Clock-Out Margin:** The system only allows you a 5 minute margin to clock-out at the end of your shift. If you delay clocking out beyond 5 minutes that you will NOT be able to Clock-Out.

**Web Portal:**

* Use any computer or tablet with internet connection and location setting should be turned ON
* You have to be at the clients home address
* Go to: **https://bluemountainhhc.caresmartz360.com/Login.aspx**
* Log in with you Username & Password
* Use the web portal to Clock-in/ Check TASKs/ Clock-out

**Phone System (IVR):**

* Use **ONLY Clients HOME PHONE or Clients CellPhone** to Clock-in/ Check TASKs/ Clock-out
* Blue Mountain Agency ID: 177
* Phone System Clock-in/Clock-out: **844 372 6749**
* Enter your Employee ID# (Your 5 Digit ID Number)
* Follow Clock-in, Clock-out and TASKs instructions

**Important Instructions**

* + Your electronic device (cellphone, computer, tablet) should have **GPS/location** setting **ON**
	+ You should be within **300 Feet** of the clients home address
	+ You should be there at the **TIME** of your shift. You **CANNOT** clock-in before or after the shift time
	+ You should be **ON THE SCHEDULE** for that day and time in order to clock-in & clock-out
	+ You should complete the **TASKS** before you clock out
	+ If you arrive late or leave early, you still **HAVE** to clock-in & clock-out in order to get paid
	+ **BOTH** times (clock-in **AND** clock-out) should be recorded in the system. If any one time is missing the system will record **ZERO** hours for the shift
	+ Any issues with clock-in & clock-out **MUST** be reported to the office immediately **717-839-5020**
	+ It is YOUR responsibility to ensure your clock-in & clock-out are accurately recorded. Administration is NOT responsible for any time related issues