



HHA Tip Sheet

Office# 248-643-8900

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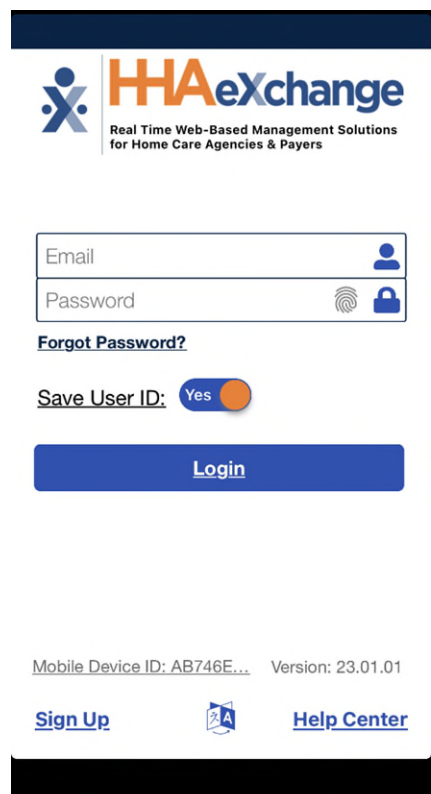
I keep getting [booted off](#).

Need [help after hours](#) or on Weekend.

HHa Overview:

Enter your Email and Password.

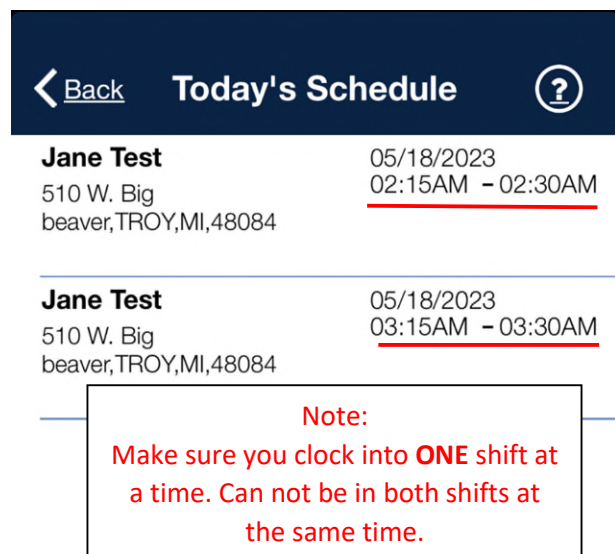
- The default password is **Expert@1**



The login screen for HHaExchange. At the top is the HHaExchange logo with the tagline 'Real Time Web-Based Management Solutions for Home Care Agencies & Payers'. Below the logo are two input fields: 'Email' and 'Password'. To the right of the 'Password' field is a fingerprint icon and a lock icon. Below the input fields is a link for 'Forgot Password?'. Underneath is a 'Save User ID:' section with a 'Yes' button. At the bottom is a large blue 'Login' button. At the very bottom, there is a footer with 'Mobile Device ID: AB746E...' and 'Version: 23.01.01', along with links for 'Sign Up' and 'Help Center'.

Today's Schedule.

- 2AM shift = CLS
- 3AM shift = Respite



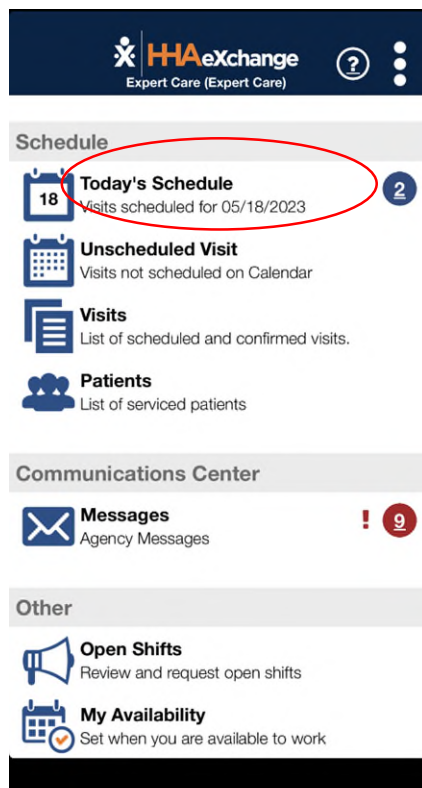
The 'Today's Schedule' table shows two shifts for Jane Test on 05/18/2023. The first shift is from 02:15AM to 02:30AM, and the second is from 03:15AM to 03:30AM. Both shifts are circled in red. A note at the bottom states: 'Note: Make sure you clock into ONE shift at a time. Can not be in both shifts at the same time.'

Today's Schedule	
Jane Test 510 W. Big beaver,TROY,MI,48084	05/18/2023 <u>02:15AM - 02:30AM</u>
Jane Test 510 W. Big beaver,TROY,MI,48084	05/18/2023 <u>03:15AM - 03:30AM</u>

Note:
Make sure you clock into **ONE** shift at a time. Can not be in both shifts at the same time.

This is the Home Screen.

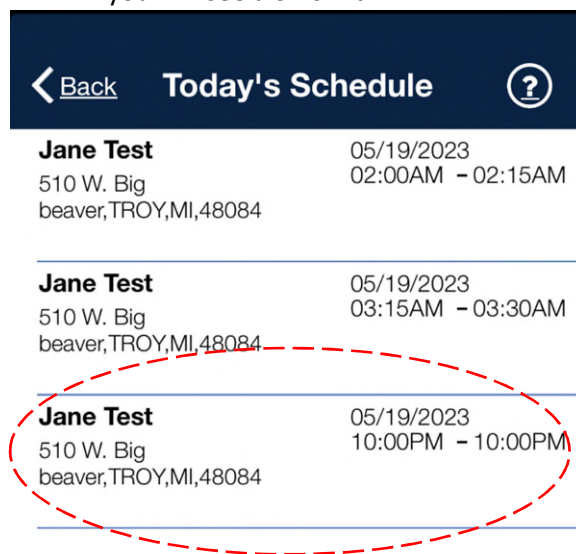
- You will click Today's Schedule



The home screen of the HHaExchange app. At the top is the HHaExchange logo and a 'Schedule' button. Below the logo are three main sections: 'Schedule' (with a calendar icon and a red circle around 'Today's Schedule'), 'Unscheduled Visit' (with a calendar icon), and 'Visits' (with a list icon). Below these are 'Patients' (with a group of people icon) and 'Communications Center' (with a message icon and a red circle around 'Messages'). At the bottom are 'Open Shifts' (with a megaphone icon) and 'My Availability' (with a calendar icon).

Mileage

- If your county reimburses for mileage, you will see a 3rd shift.



The 'Today's Schedule' table shows three shifts for Jane Test on 05/19/2023. The first shift is from 02:00AM to 02:15AM, the second is from 03:15AM to 03:30AM, and the third is from 10:00PM to 10:00PM. The third shift is circled in red.

Today's Schedule	
Jane Test 510 W. Big beaver,TROY,MI,48084	05/19/2023 02:00AM - 02:15AM
Jane Test 510 W. Big beaver,TROY,MI,48084	05/19/2023 03:15AM - 03:30AM
Jane Test 510 W. Big beaver,TROY,MI,48084	05/19/2023 10:00PM - 10:00PM

Select the shift you're working.

- Note the Plan of Care Task to make sure you clicked the correct shift. This is CLS.

< Back Visit Detail Jane Test ? +

Clock In/Out Duties

05/18 at 02:15AM 05/18 at 02:30AM

Clock In Clock Out

Confirmed: --:--

Plan Of Care Tasks:

- 100 - CLS H2015 Social Skills Home
- 101 - CLS H2015 Social Skills Community
- 103 - CLS H2015 Community Integration
- 112 - CLS H2015 Home Safety Skills
- 133 - CLS H2015 In Home Recreational Activities

- Plan of Care shows respite here.

< Back Visit Detail Jane Test ? +

Clock In/Out Duties

05/18 at 03:15AM 05/18 at 03:30AM

Clock In Clock Out

Confirmed: --:--

Plan Of Care Tasks:

- 181 - Respite T1005

Once you are in the correct shift, you will then click **Clock IN**.

NOTE: Click GPS

< Back Visit Detail Jane Test ? +

Clock In/Out Duties

05/19 at 02:00AM 05/19 at 02:15AM

Clock In Clock Out

Confirmed: --:--

Plan Of Care Tasks:

- 100 - CLS H2015 Social Skills Home

GPS

Security Token

Cancel

IMPORTANT:

If device won't let you clock in, clear out of the app, and turn on airplane mode and make sure WiFi is off. You will be in OFFLINE MODE.

Log back in and you will be able to clock in/out.

At the end of your shift, **ALWAYS** Clock Out.

[Back](#) Visit Detail Jane Test ? +

Clock In/Out Duties

05/19 at **02:00AM** 05/19 at **02:15AM**

[Clock In](#) [Clock Out](#)

Confirmed: 01:50PM ✓

Plan Of Care Tasks:

- 100 - CLS H2015 Social Skills Home
- 101 - CLS H2015 Social Skills Community
- 103 - CLS H2015 Community Integration
- 112 - CLS H2015 Home Safety Skills
- 133 - CLS H2015 In Home Recreational Activities

Immediately after clicking clock out, the plan of care will pop up. **DO NOT SKIP**

[Cancel](#) Visit Detail Jane Test [Save](#)

Plan Of Care Tasks:

- 100 - CLS H2015 Social Skills Home
- 101 - CLS H2015 Social Skills Community
- 103 - CLS H2015 Community Integration
- 112 - CLS H2015 Home Safety Skills
- 133 - CLS H2015 In Home Recreational Activities
- 136 - CLS H2015 ADLs Home

Other Tasks:

[Cancel](#) Visit Detail Jane Test [Save](#)

Plan Of Care Tasks:

- 100 - CLS H2015 Social Skills Home
- 101 - CLS H2015 Social Skills Community
- 103 - CLS H2015 Community Integration
- 112 - CLS H2015 Home Safety Skills
- 133 - CLS H2015 In Home Recreational Activities
- 136 - CLS H2015 ADLs Home

Refused Duty Reason: Increased

Refused Duty Reason: Same

You must mark the plan of care with the **"X"**

You will do this for any other service as well, such as Respite.

MILEAGE—choose the check mark (mileage ONLY) and enter number of miles. The number of miles also needs to be entered into the mileage

[Cancel](#) Visit Detail Jane Test [Save](#)

Plan Of Care Tasks:

- 197 - Mileage S0215

"Mileage S0215" Value: 5

After, the Guardian will Sign.

- If Guardian is not available, please click the “SKIP” button.

Visit Detail
Jane Test

Patient Signature

Note:
The app will not show
you if a shift has a
signature attached.

Skip

Clear

Save

12:43 PM 05/19/2023

You have now successfully signed out and will need to add notes.

- Click the + sign.

Visit Detail
Jane Test

Clock In/Out Duties

05/19 at 02:00AM 05/19 at 02:15AM

Clock In Clock Out

Confirmed: 01:50PM ✓ Confirmed: 03:43PM ✓

You have been successfully Clocked Out.

OK

101 - CLS H2015 Social Skills Community

103 - CLS H2015 Community Integration

112 - CLS H2015 Home Safety Skills

Refused Duty Reas... Increased

133 - CLS H2015 In Home

To View Note: The white section where it says, “Clock in/out, Duties” you can scroll to the left for “Notes”.

ADD YOUR TEXT NOTE!

Visit Detail
Jane Test

Visit Text Note

Duties

05/19 at 03:30PM

05/19 at 03:30PM

05/19 at 03:30PM

IMPORTANT:
Your CLS note needs to reflect progress and behaviors of the recipient, not just a list of your activities. For mileage, a note of where the recipient was taken, and number of miles needs to be added.

New Note

Cancel Save

Today: May 19, 2023 by Julia merrell

jane had a hard day today. she had a tantrum because she wanted to eat the playdough and i had to redirect her. after 3 attempts i removed the playdough and she was able to focus on the picture book and express that she was hungry

Text Note has been added successfully.

OK

2:1 SHIFTS:

You will see two Linked shifts.

- You only need to clock in/out in ONE, the first recipient listed.

[< Back](#) **Today's Schedule** [?](#)

Testing HHAX 19800 Hall Rd,CLINTON M DOWNSHIP,MI,48038	05/23/2023 02:00AM - 02:15AM
Testing HHAX2 509 DANTE RANCH LANE,NOLENSVILLE,TN,3...	05/23/2023 02:00AM - 02:15AM

[< Back](#) **Today's Schedule** [?](#)

Testing HHAX 19800 Hall Rd,CLINTON M DOWNSHIP,MI,48038	05/23/2023 02:00AM - 02:15AM 09:17PM -
Testing HHAX2 509 DANTE RANCH LANE,NOLENSVILLE,TN,3...	05/23/2023 02:00AM - 02:15AM 09:17PM -

IMPORTANT:

After you clock out and complete the visit (Plan of Care tasks and notes) for the first recipient, you need to go into the **SECOND** recipient's shift and mark off plan of care tasks and add notes.

[Cancel](#) **Visit Detail**
Testing HHAX [Save](#)

Plan Of Care Tasks:

100 - CLS H2015 Social Skills Home	<input checked="" type="checkbox"/> <input type="checkbox"/>
Refused Duty Reas...	<input type="text" value="Increased"/>
101 - CLS H2015 Social Skills Community	<input checked="" type="checkbox"/> <input type="checkbox"/>
121 - CLS H2015 Money Skills Home	<input checked="" type="checkbox"/> <input type="checkbox"/>
122 - CLS H2015 Money Skills Community	<input checked="" type="checkbox"/> <input type="checkbox"/>
125 - CLS H2015 Self Esteem Community	<input checked="" type="checkbox"/> <input type="checkbox"/>

Other Tasks:

[Cancel](#) **Visit Detail**
Testing HHAX2 [Save](#)

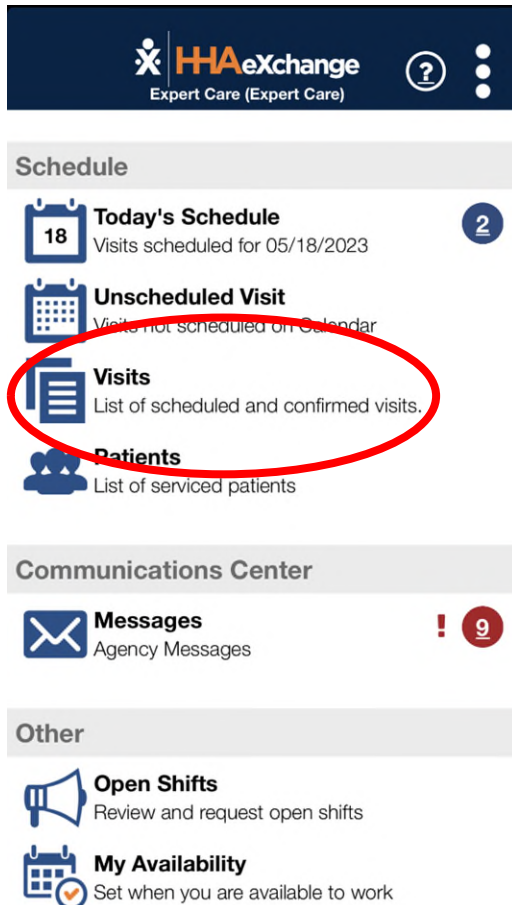
Plan Of Care Tasks:

100 - CLS H2015 Social Skills Home	<input checked="" type="checkbox"/> <input type="checkbox"/>
101 - CLS H2015 Social Skills Community	<input checked="" type="checkbox"/> <input type="checkbox"/>
103 - CLS H2015 Community Integration	<input checked="" type="checkbox"/> <input type="checkbox"/>
112 - CLS H2015 Home Safety Skills	<input checked="" type="checkbox"/> <input type="checkbox"/>
Refused Duty Reas...	<input type="text" value="Increased"/>

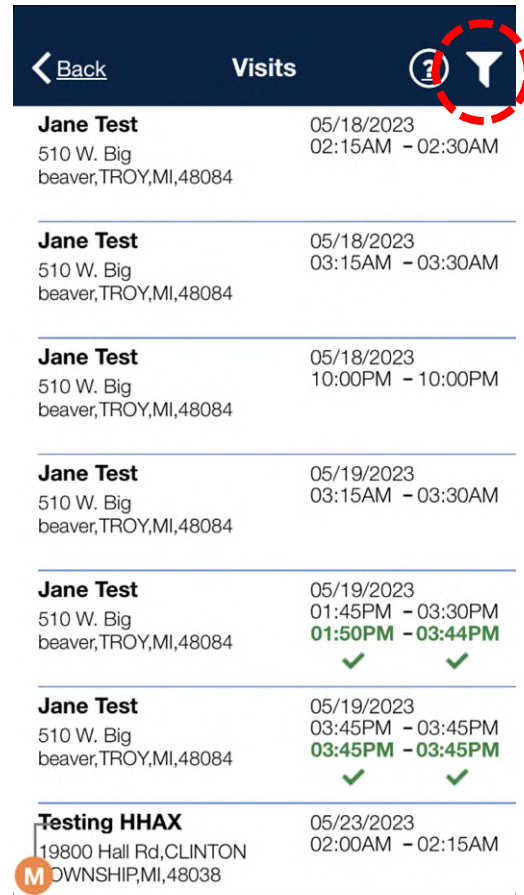
Other Tasks:

How to FIND an old shift.

Click Visit Tab:

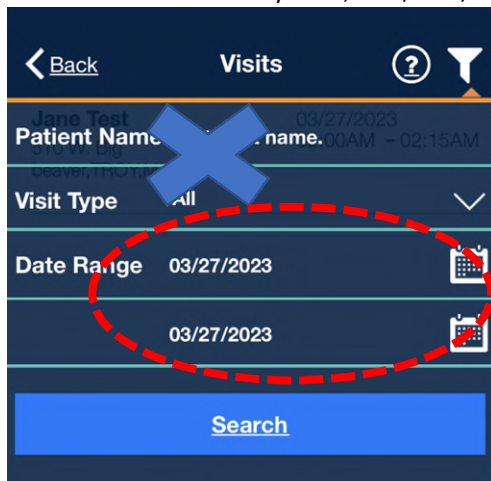


Click the Funnel at the top right.



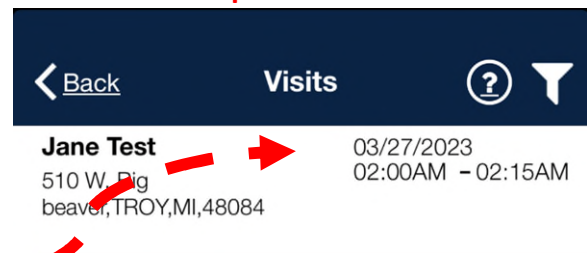
ONLY change the date range.

- If the shift doesn't pull up, try to do a day before and a day after, IE: 3/26-3/28.



Your shift should then be there.

- **Note it will not pull up this way if it's been paid.**



IMPORTANT:
IF YOUR SHIFT HAS BEEN PAID, GO TO THE HOME PAGE, CLICK PATIENTS, THEN SCROLL TO THE DATE.

Adding Notes:

Locate and open the visit and click the + sign at the top.

Back Visit Detail Jane Test ? +

Clock In/Out Duties

05/19 at 01:45PM 05/19 at 03:30PM

Clock In Clock Out

Confirmed: 01:50PM ✓ Confirmed: 03:44PM ✓

Plan Of Care Tasks:

100 - CLS H2015 Social Skills Home

101 - CLS H2015 Social Skills Community

103 - CLS H2015 Community Integration

112 - CLS H2015 Home Safety Skills

Refused Duty Reas... Increased

133 - CLS H2015 In Home

Click Text Note:

Back Visit Detail Jane Test ? +

Visit Text Note/Out Duties

Plan Of Care Tasks:

100 - CLS H2015 Social Skills Home

101 - CLS H2015 Social Skills Community

103 - CLS H2015 Community Integration

112 - CLS H2015 Home Safety Skills

Refused Duty Reas... Increased

133 - CLS H2015 In Home

Cancel New Note Save

Today: May 19, 2023 by Julia merrell

jane had a hard day today. she had a tantrum because she wanted to eat the playdough and i had to redirect her. after 3 attempts i removed the playdough and she was able to focus on the book and express that she was hungry

Text Note has been added successfully.

OK

IMPORTANT:
Your note for CLS needs to reflect progress and behaviors of the recipient, not just a list of your activities.

Plan of Care:

Click the PENCIL at the top to EDIT the plan of care.

Visit Detail Jane Test

Clock In/Out Duties

05/19 at 01:15PM 05/19 at 03:30PM

Clock In **Clock Out**

Confirmed: 01:15PM ✓ Confirmed: 03:44PM ✓

Plan Of Care Tasks:

100 - CLS H2015 Social Skills Home

101 - CLS H2015 Social Skills Community

103 - CLS H2015 Community Integration

112 - CLS H2015 Home Safety Skills X

Refused Duty Reas... Increased

Plan of care needs to be marked off every time you work for all services provided.

- Mark the **"X"** and select increased/decreased or same.

Visit Detail Jane Test

Plan Of Care Tasks:

100 - CLS H2015 Social Skills Home

101 - CLS H2015 Social Skills Community

103 - CLS H2015 Community Integration

112 - CLS H2015 Home Safety Skills

Refused Duty Reas... Increased

133 - CLS H2015 In Home Recreational Activities

136 - CLS H2015 ADLs Home

Refused Duty Reas... Same

Important:
If you submit a correction the pencil will not be there, you need to wait until your correction is approved/rejected.

Visit Detail Jane Test

Clock In/Out Duties

05/19 at 01:15PM 05/19 at 03:30PM

Clock In **Clock Out**

Confirmed: 01:15PM ✓ Confirmed: 03:30PM

Missing Signature:

You must clock out at the end of every shift, even if you don't have a signature.

- If you don't have a signature, you must click the SKIP button.

Visit Detail
Jane Test

Back

12:43 PM 05/19/2023

Skip

Clear

Save

Patient Signature

And then have
Guardian sign.

Time Correction

Back

05/19/2023

Clear

Save

Note:
Not obtain a missing signature, this must be done on a clock OUT.
Not clock in.
Since the app does not show if a signature was obtained, please contact someone at ExpertCare to verify if you are unsure.

Once you can get a signature you will do a clock out correction.

- Click the clock/pencil under the clock out.

Visit Detail
Jane Test

Back

Clock In/Out

Duties

05/19 at 01:15PM

05/19 at 03:30PM

Clock In

Clock Out

Confirmed: 01:15PM ✓

Confirmed: 03:44PM ✓

Input the same time as confirmed clock out and Reason drop down is "obtaining signature".

Visit Detail
Jane Test

Back

Time Correction: 05/19/2023

All fields marked with an asterisk (*) are required.

Visit: START END

Schedule: 01:15PM 03:30PM

Confirmed: 03:44PM

Corrected: 03:44PM

* Reason: Needed to Obtain Signature

Additional Info

Next





Why can't I clock In/Out:

IMPORTANT:

**If your app is searching for service,
put your phone in airplane mode
and make sure WiFi is off. You will
then be in OFFLINE MODE.**

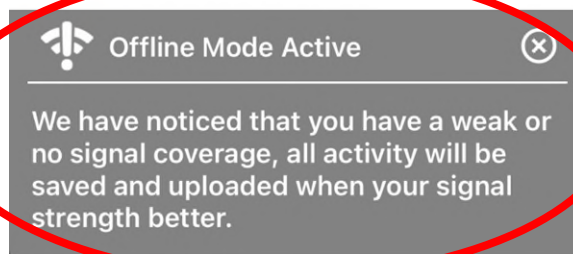


Schedule

-  **Today's Schedule** 3
Visits scheduled for 05/24/2023
-  **Unscheduled Visit**
Visits not scheduled on Calendar
-  **Visits**
List of scheduled and confirmed visits.
-  **Patients**
List of serviced patients

Communications Center

-  **Messages**
Agency Messages



Note:

You may need to get out of the app and back in it for it to work. But this will allow you to clock in and out without an issue.

Note:

You will not be able to add notes offline. But you can clock in/out, do your Plan of Care and Signature.

How to Correct my Time:

If your times are incorrect, you may fix them by submitting a correction.

- You will click the clock/pencil under the time you want to correct.

IMPORTANT:
You must have Guardian Signature
for a correction.
You won't be able to redo your
correction or add Plan of Care until
your time is green.

Your time will change to an
ORANGE/BROWN color.

Then fix the time to the correct time.

- Pay attention to the AM/PM.

All fields marked with an asterisk (*) are required.

You can view your approval/rejections in
the Message tab.

- Your time will go back to green.

I clocked into the Wrong shift:

If you clocked into Respite and meant CLS, or vice versa, you need to contact someone in payroll, or send a HHA message to have them fix that.

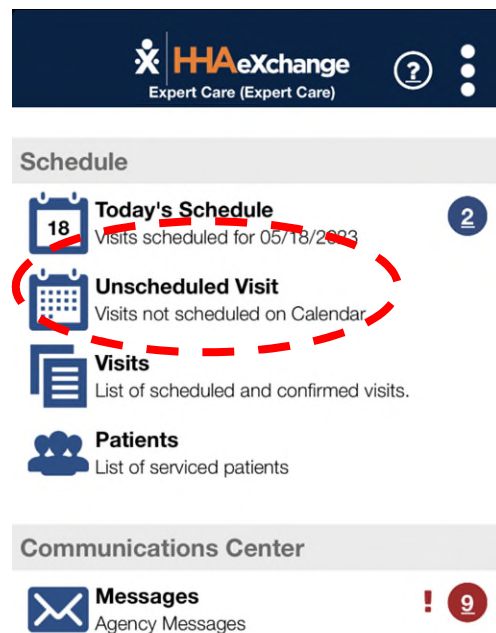
➤ **You are not able to change/delete shifts.**

I need to add another shift:

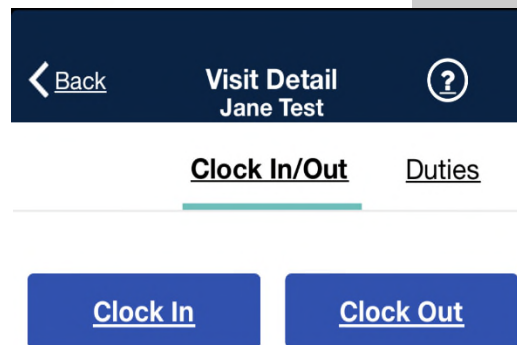
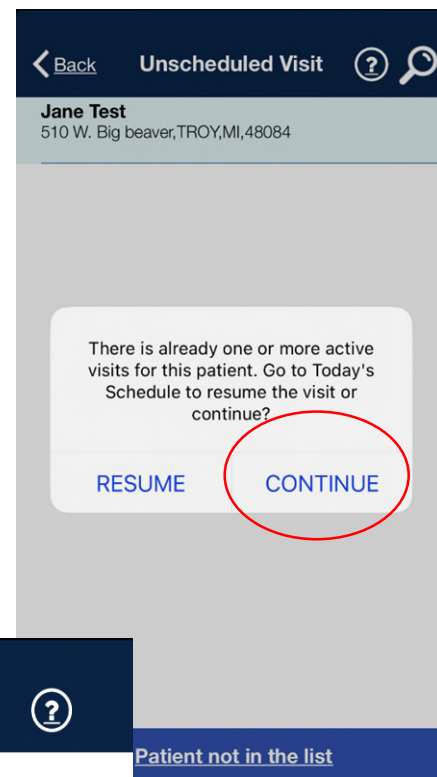
If Recipient is having another service provided, you must clock out.

- Two things you can do to add an additional shift.
 - Contact the office.
 - Clock in Unscheduled Visit.

Unscheduled Visit:



Click the patient and then continue.



IMPORTANT:

You will not be able to do your Plan of Care until the shift has been added by ExpertCare.

You will need to go back in after its approved to add your Plan of Care.

— Plan Of Care Tasks:

No Plan Of Care(POC) tasks associated with this visit. If this is an error contact your agency.

Different Color Times and Meaning:

Your times can be, Green, Red,
Orange/Brown or Grey.

Green:



Jane Test
510 W. Big
beaver, TROY, MI, 48084

05/19/2023
02:00AM - 02:15AM
01:50PM - 03:44PM

Jane Test
510 W. Big
beaver, TROY, MI, 48084

Jane Test
510 W. Big
beaver, TROY, MI, 48084

Your times are approved.

- This does not mean shift is complete.
- It is your responsibility to make sure all shifts have Plan of Care, Notes and Signature.

Orange/Brown:



Jane Test
510 W. Big
beaver, TROY, MI, 48084

05/18/2023
02:15AM - 02:30AM
11:15AM - 04:30PM

Jane Test
510 W. Big
beaver, TROY, MI, 48084

You submitted a correction.

- It must be reviewed and approved by ExpertCare to change to Green.
- Check message if any is rejected, as time will turn back to original green time.
- Can not add plan of care while this color.

Red:



Testing HHAX
19800 Hall Rd, CLINTON
TOWNSHIP, MI, 48038

05/23/2023
02:00AM - 02:15AM
09:17PM - 09:17PM

Testing HHAX2

509 DANTE RANCH
LANE, NOLENSVILLE, TN, 37057

05/23/2023
02:00AM - 02:15AM
09:17PM - 09:17PM

Your visit is not Synced yet.

- If you clocked in/out somewhere other than the recipient's approved address, your times will be red.
- It must be reviewed and approved by ExpertCare to change to Green.
- We will be able to see where you clocked in/out at.
- Make sure to notate the reason of not punching in/out at Recipients address.

Note: it could also be red because it hasn't synced, if you clocked in/out at the right address.

Grey:



Smith
troit, MI, 48234

05/18/2023
08:00AM - 06:00PM
08:00AM - 06:00PM

Smith
troit, MI, 48234

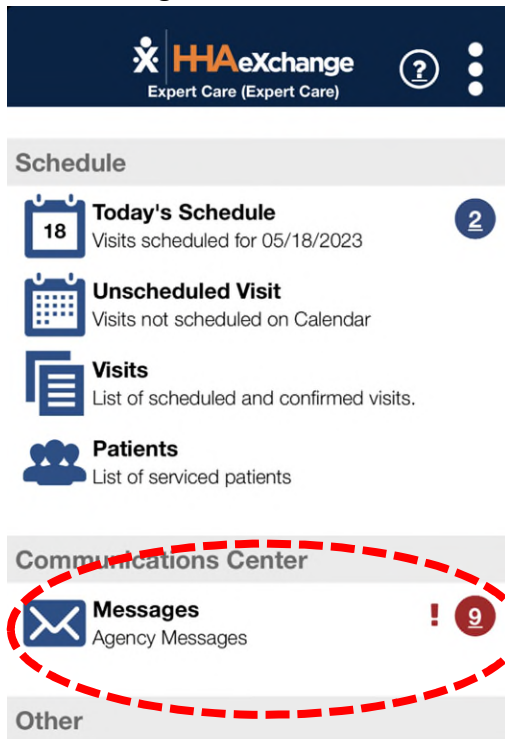
05/19/2023
08:00AM - 10:00AM
08:00AM - 10:00AM

Shift has been paid.

- You will not have access to this shift anymore as it has already been paid out.
- If you have an issue with a paid shift, you must contact ExpertCare payroll.

Send a Message in HHA:

Click Messages



Click the pad/pen at the top.



Hey! No Messages.

If this is an error, contact your agency for more information.

Fill out the message and send.

Cancel

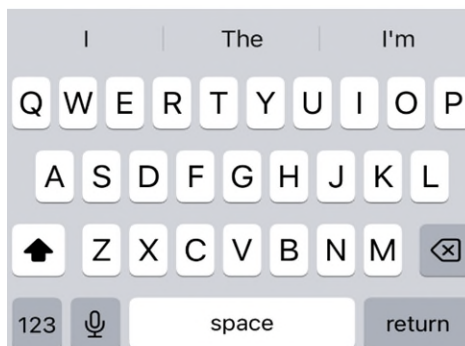
New Message

Send

To:

Subject: Agency Message

Priority: Low



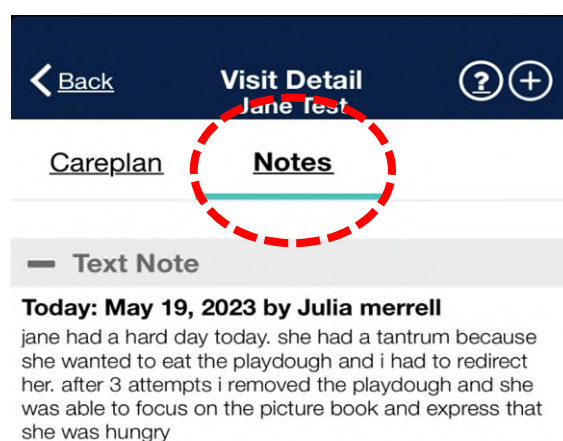
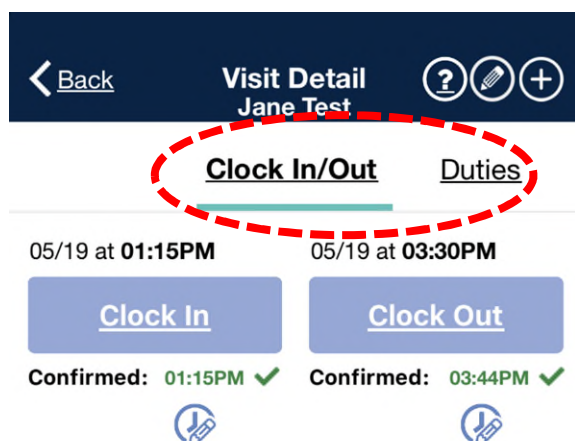
Common Questions:

How do I know how many hours I worked?

- The app does not calculate your hours, you will need to manually keep track.
 - Suggestion: keep a consistent schedule and set alarms.
- You **cannot** work over **40 hours** a week. Or **16 hours** in one day.
 - Ex: A recipient may have 52 hours approved for CLS, but you still cannot work over 40 hours a week, including any training.

My check was short.

- Review your visits for any **GREEN** shifts.
 - Open the shift and check if you have any notes.
 - In the white section where it says, "Clock in/out Duties" you can scroll to the left for "Notes".



- Make sure the note was added by Sunday night to ensure it made it for payroll.
 - All visits must be completed by 8am Monday, in order to be processed for that week's payroll.
 - Anything submitted after this time is not guaranteed to be processed that week. The pay week runs Sunday to Saturday.

What is the difference between CLS and Respite.

- CLS (Community Living Support) - CLS is used to work on goals/activities that are specific to each Recipient's skills and ability. These specific goals are found in their (IPOS) Individual Plan of Service.
 - Recipient must be awake and actively working on goals.
- Respite- The main goal for respite is to provide a temporary or short-term relief for the main guardian.
 - Can be provided while Recipient is Sleeping.

The APP keeps kicking me out while I am writing notes.

- Unfortunately, this can happen. If you use the delete button it will kick you out, or if the note is too long, or if you wait and go back to all your shifts to add notes.
 - The best way to avoid this issue is to add your notes immediately after each shift.
 - You can also write your note in a text/notepad on the phone and copy and paste.
 - DO NOT copy and paste the same note in more than one shift. Each shift should have a new note with specifics to progress and behaviors that day, regardless of you having the same routine.

I need HELP but the office is closed.

- You can call the emergency Number **248-229-3088**.