eVero Corporation

## digitalAGENCY™

## **SDS Empower**

# Individual/Family Portal User Guide



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#### OVERVIEW AND GOALS FOR INDIVIDUAL/FAMILY PORTAL USER GUIDE

The Individual/Family Portal is a way for people receiving self-direction services to have complete oversight of their budget in real-time. MyeVeroPortal is a portal to view all budget information, input any potential invoices for reimbursement, view the staff /billable service documentation for self-hired programs, and broker invoices in an electronic fashion. The portal will offer transparency into where your FI agency is with all individual invoices/receipts, opening up communication in a simplified way. You can electronically review documentation and hours worked to better see how your budget is being spent. The FI agency will review settings with you to ensure your comfort, and allow you to move from paper approvals, to electronic approvals, as you become comfortable with the technology.

#### MYEVEROPORTAL ONBOARDING

During the initial set up of your account, the FI agency will be generating an email for you.

	Welcome to the Individual and Family Portal for		Inbox ×
•	noreply@evero.com <u>via</u> evero.net to me <i>*</i> We're so happy you're here! We wanted to create a simple yet powerful way for you to be at	the center of (everything or your planning or your	care)
	Please click on the link below to register (or activate) your account:	https://login.evero.com/Login/Invitation?inviteCc	ide:

Powered by

Once you receive the email, you can click the link, which will prompt you to select to receive either a text or voice call to verify your identity through the use of the matching phone number.

Request Two Factor Code		Request Two Factor Code	
Option		Option	
Voice phone call to 4108**9***	•	Text message to 4108**9***	
Request		Request	

After selecting an option, you will receive either a text or voice call with a code. Enter the 6-digit code in the next window:

This step confirms that you have the phone number associated with the account.



This is an important step which allows us to take your personal information seriously and ensure HIPAA compliance. The process may appear daunting at first, but please be assured it is only to allow us to make sure we have the right person requesting and entering the portal.

Now that you have entered in the code, you will find the Verify Details screen presented next. Please be sure to match the details that the FI used to create the account.

FirstName		
LastName		
DateOfBirth		
Gender		
Female		•
ZipCode		

You can create your own username and password. The screen will walk you through selecting 3 security questions so that you can reset your password if you forget what you've selected. The password must meet some criteria which are spelled out on the screen for you. (Your phone number and email address will not be able to be altered during this process.)

FirstName	Password
eVero	
LastName	Confirm Password
Test	
Phone	Password has no repeating characters
4108299947	Password has atleast one special character
4100200047	Password has atleast one lowercase character
	Password has atleast one uppercase character Password has atleast one numeric digit
	Password has atleast one numeric digit Password has atleast 8 characters and max 16 chars
User Details	Password does not contain your username or first/last name
Email	
demoevero@gmail.com	Submit
Username	
Security Questions	
SecurityQuestionOne What is the name of your most favorite childhood superhero?	•
SecurityQuestionOne What is the name of your most favorite childhood superhero?	
SecurityQuestionOne What is the name of your most favorite childhood superhero? SecurityAnswerOne	
SecurityQuestionOne What is the name of your most favorite childhood superhero? SecurityAnswerOne SecurityQuestionTwo	
SecurityQuestionOne What is the name of your most favorite childhood superhero? SecurityAnswerOne SecurityQuestionTwo What is the name of your most favorite childhood superhero?	
SecurityQuestionOne What is the name of your most favorite childhood superhero? SecurityAnswerOne SecurityQuestionTwo What is the name of your most favorite childhood superhero?	
SecurityQuestionOne What is the name of your most favorite childhood superhero? SecurityAnswerOne SecurityQuestionTwo What is the name of your most favorite childhood superhero?	
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SecurityQuestionOne What is the name of your most favorite childhood superhero? SecurityAnswerOne SecurityQuestionTwo What is the name of your most favorite childhood superhero? SecurityAnswerTwo	
SecurityQuestionOne What is the name of your most favorite childhood superhero? SecurityAnswerOne SecurityQuestionTwo What is the name of your most favorite childhood superhero? SecurityAnswerTwo SecurityQuestionThree	
SecurityQuestionOne What is the name of your most favorite childhood superhero? SecurityQuestionTwo What is the name of your most favorite childhood superhero? SecurityQuestionThree What is the name of your most favorite childhood superhero?	



## LOGGING IN

Congratulations! Your account has been successfully created!

To log in – please go to **MyEveroPortal.com** 

Once you are here – you will be redirected to a login page. It's very important that you enter through myeveroportal originally, so please bookmark that one!

You will this see a login page where you can enter your new username and password.

LOGIN	
۵	]
Forgot your username?	
<b>a</b>	]
Forgot your password?	
D Login	
Need an account?	

## NAVIGATION WITHIN THE PORTAL

You've logged in, now what? The portal is a way to view all the information about your budget, staff and more from one location.

	ERSON, JOE ( 1 981, 37 yrs, Male	2865)				🚯 Das	hboard	🖨 SDS 👻	🔒 Transporta	tion 📑 Docume	ents 🌲
Individual											
Contact Info Addres	344 LESLIE LN , UNION	DALE, , 11550			Health	Info Aller	gy: Amm	ionia, Stomach	Cramps, pollen, A	icohol	
Contact Nam Phon Ema	e: (745) 122-2258				Diet	Diagno Consister		etes, HyperTen y Chopped	sion, Other		
Care Team		Title		Phone		Email				Programs	
Director, John		Direct Service Profess	Ional	(631) 123-4567		rob@e	vero.net			SDS-Support Brok	erage
Director, John		Direct Service Profess	ional	(631) 123-4567		rob@e	vero.net			SDS-Self-Hired Co Habilitation	ommunity
Director, John		Direct Service Profess	ional	(631) 123-4567		rob@e	vero.net			SDS-Self-Hired SE Extended	MP
Case-Manager, Alex	¢	Direct Service Profess	ional			Eric.M	ayer@eve	ro.com		SDS-Self-Hired Co Habilitation	ommunity
Thomson, Jeny		Direct Service Profess		(730) 223-4784			on@gmai @nmail.co			SEMP COMMUNITY HAP	TATION
Programs					Evalua						
Provider	Program		Start Da	ite	Evaluation	Date	Case Ma	nager		Evaluation St	tatus
EVERO CORPORATION	ADMISSIONS		02/29/2	012							
	SITE BASED PRE-VO		05/01/2								



## MAIN DASHBOARD

The key components of the main dashboard will include basic contact information for the person supported, basic health information, care team information, program enrollment and evaluations.

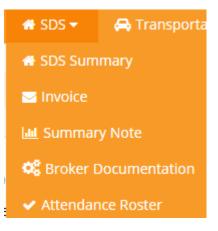
- Care Team information will include all members of the team who are connected to the person (i.e. Self-Hired Staff, FI contact, etc.)
- Programs this will include all programs that have been authorized as part of the person's budget
- Evaluations this will be where DSP Evaluations mandated by the state can be completed for the Self-Hired Staff working with the person supported

## BEYOND THE MAIN DASHBOARD

Navigation around the site can be done by using the menu bar to the right side of the window.



The SDS section will be where all information about the Self-Direction Budget and more will be available.





SDS SUMMARY

The SDS Summary section will be where you can easily find the following:

## BUDGET LIST

You can click into the budget by clicking the ID on the left. You can indicate that you have reviewed it by using the checkbox on the right-side.

Budget List						
Budgets						
BudgetID	Effective Date	Budget Type	Authorized Amount	Calculated Amount	Status	Individual Reviewed
457	01/01/2018	ANNUAL	\$214,870.00	\$210,097.00	Approved	

#### SERVICE PLAN

This is where you can view the Habilitation Plans for Community Hab or Supported Employment (SEMP) – to view click on the effective date on the left.

Service Plan				
Effective Date	Program	End Date	Туре	Status
03/17/2017	SDS-Self-Hired Community Habilitation	03/31/2017	Annual Plan	B

#### **BROKER AGREEMENT**

This is where you can view the Broker Agreement between the person supported and the broker, again to view, click on the date link on the left.

Broker Agreem	ent				
Effective Date	Broker Name	End Date	Rate	Amount	Status
01/01/2018	DIRECTOR, JOHN	11/23/2017	\$40.00	\$1,200.00	•

## MONTHLY EXPENDITURE REPORT

This is where each month; your FI will approve a document that shows what you have spent during the course of that month. Click on the Month/Year Link on the left to view.

Monthly Expenditure Report			
Summary Date	IDGS	Total	Status
Apr 2018		\$0.00	
Total	\$0.00	\$0.00	



## BROKERAGE BILLING SUMMARY

This section will show you the billable services provided by the Broker in a set period of time (timeframes are set by the FI Agency). Click the Billing period on the left to see all documented information. This will be deducted from the budget from the brokerage section.

Brokerage Billing Summary									
Billi	ing Period	Broker Name	Duration	Unit	Amount	Payment Status	Summary Status		
01/2	28/2018- 02/03/2018	DIRECTOR, JOHN	2 hrs 0 mins	8	\$80.00	Exported	Đ		

#### BUDGET DETAILS

This section will show you a year-to-date real-time balance of all allocated money in the budget. You can see the budgeted amount, amount spent and the balance.

DAY HABILITATION			COMMUNITY HABILI	TATION	<b>e</b>	SDS-Indiv	idual Directe	d Goods & Servi.		Ø
Amount: \$14,015.40	Amount Spent:	\$10.00	Amount: \$24,200.00	Amount Spent:	\$0.00	Amount: \$	17,887.00	Amount Spent:	\$939.27	
alance: \$14,005.40			Balance: \$24,200.00			Balance: \$	16,947.73			
SEMP EXTENDED			SDS-Family Reimbur	sed Respite		SDS-FSS				ø
mount: \$11,535.00	Amount Spent:	\$10.00	Amount: \$3,000.00	Amount Spent:	\$2.22	Amount: \$	10,440.00	Amount Spent:	\$0.00	
alance: \$11,525.00			Balance: \$2,997.78			Balance: \$	10,440.00			
SDS-Other Than Perso	nal Service Items		SDS-Agency Supp Co	ommunity Habilita		SDS-Age	icy Supp Res	spite		ø
mount: \$2,900.00	Amount Spent:	\$134.75	Amount: \$24,107.50	Amount Spent:	\$0.00	Amount: \$	6,522.30	Amount Spent:	\$0.00	
Balance: \$2,765.25			Balance: \$24,107.50			Balance: \$	6,522.30			

For programs like IDGS that have multiple categories within, you can click the icon in the top right corner of that box to show a summary of the balance of categories.

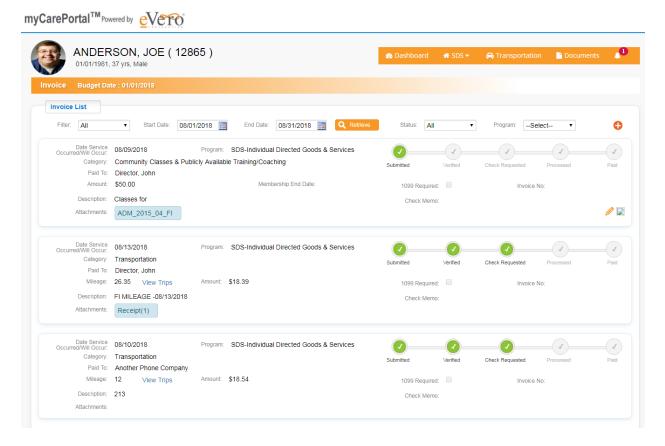
Additional Amount							
Program: SDS-Ind	ividual Directed	I Goods & Se	ervices				
Carry Over Amount: 8.9							
Program/Category	Budget Amount	Amount Paid	Payment Pending	Additional Amount	Reimbursement Amount	Balance Amount	Balance %
Camp	\$3,000.00	\$159.00	\$22.22	\$10.00	\$0.00	\$2,808.78	93.63 %
Community Classes & Publicly Available Training/Coaching	\$13,000.00	\$0.00	\$1.00	\$0.00	\$0.00	\$12,999.00	99.99 %
Health Club/Organizational Memberships/Community Participation	\$1,137.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,137.00	100 %
Transportation	\$750.00	\$500.45	\$246.60	\$0.00	\$0.00	\$2.95	0.39 %
			Total:	\$10.00	\$10.00		





#### INVOICES

The invoice tab will take you to the invoice section where you can view and see all requested reimbursements, etc. against all categories in your budget.



You will notice that the Invoices are entered individually, so that the FI Team can be sure they have all the information necessary to reimburse/pay the appropriate person, and bill efficiently.

#### ENTERING IN A NEW INVOICE

To enter in a brand new invoice request, you will locate the orange + in the right hand corner.

Click the button and a new empty box will open up:

Filter: All	Start Date: 08/01/2018      End Date: 08/31/2018	Retrieve Status: All	Program:Select	
Date Service Occurred/Will Occur:	08/29/2018 Program:Select	• Ø		
Category:	Select	▼ Submitted	Verified Check Requested Processed	Pa
Paid To:	Select	T		
Amount	\$0.00	1099 Required:	Invoice No:	
Description:		Check		
		Memo:		



Select the Date the Service Occurred or Will Occur (it could be a future end date, or the date of the receipt, last day of a class/camp, etc.)



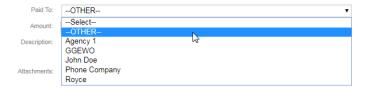
Select the program from the drop down. Please note that only programs authorized in the budget will be available in the drop down.

Program:	Select
	Select
	SDS-Individual Directed Goods & Services
	SDS-Housing Subsidy
	SDS-Family Reimbursed Respite
00	SDS-Other Than Personal Service Items

Select the Category appropriate for the requested invoice. The system will limit your request based on the amount remaining in your budget, so it will be best to be as accurate as possible. Your FI Team can support you or make changes to this if you are unsure. The categories will only reflect those authorized in the budget.

Category:	Select
Paid To:	Select
Faiu IU.	Camp
Amount	Community Classes & Publicly Available Training/Coaching
	Health Club/Organizational Memberships/Community Participation
Description:	Transportation

Select "Paid To" – this is who the check will be made out to, so it could be you, or a specific vendor (only if that vendor has been cleared by your FI Team). If you do not see the vendor in the drop down list, you can pick --OTHER-- and then click the Magnifying glass.





A Payee List will come up where you will click the Plus sign to add a vendor. Your FI will then be able to match the vendor to a list that they have or create a new vendor.

Invoice		
Add Payee		
	Name	
	Name	
	Address	
	City	
	State	Select
	Zip	
	μ	
	🕹 S	ave 🛛 🙁 Cancel

The Amount is going to be validated against the amount of money remaining in the budget for that particular program/category. Please be sure to check this against the receipt.

Amount:	\$0.00
---------	--------

Description is a required field and should be used to indicate more details about the invoice to help the FI understand what is being requested.

Description:	

Attachments: There is a browse button that will allow you to upload an attached PDF or image file. The items attached should provide proof for the invoice to be paid. Please try to be sure the image is as clear as possible.



When you click Browse, be sure to select the location where that file is saved. Note- it's best to save it with a name that makes sense to help you upload to that invoice. If you have multiple pages or receipts, you can continue to select browse to add more until all are uploaded.

The 1099 Required, Invoice No, and Check Memo are all the responsibility of the FI Team and should be left as is.



1099 Required:	Invoice No:
Check	
Memo:	

Once complete, click the Save Button on the bottom right.



#### UNDERSTANDING THE GREEN CHECKBOXES (WORKFLOW)

The green checkboxes next to the invoice will explain the workflow of the invoice, in going from you to the FI Team, to getting the check cut. You can hover over each of the green checks to see the date and time stamp of when it was moved into that category. Hovering over any category will show you the date/time/user who completed the action in the workflow.

Date Service Occurred/Will Occur:		Program:	SDS-Individual Directed Goods & Se	ervices	<b>Ø</b>	-0-			
Category:	Camp				Submitted	Verified	Check Requested	Processed	Paid
Paid To:	John doe								
Amount	\$11.00		Membership End Date: 10/3	31/2018	1099 Required		Invoice	No:	
Description:	11, 15, 21 of Au	igust 2018 Art Classes			Check Memo	c.			
Attachments:	BLankPDF								Ø

#### SUBMITTED

The submitted check mark means that you have saved the invoice and it is queued up and waiting for review from your FI Team. This is the only status that you can continue to make changes to, by clicking the pencil in the bottom right hand corner to edit and then click save.

#### VERIFIED

The verified status indicates that the FI Team has reviewed the invoice and has agreed that everything is valid. At this point they will channel through their internal processes to queue up for payment.

#### CHECK REQUESTED

The check requested status indicates that the FI Team has requested the check be cut and has queued up in their Finance department to do so.

#### PROCESSED



The processed status indicates that the information has been sent to the accounts system for payment to be cut.

#### PAID

The Paid Status indicates that the check has been cut.

### REJECTED

If an invoice is rejected for some reason, the FI Team will let you know why through notes that the write back to you. You will see this as a Red X instead of a green check.

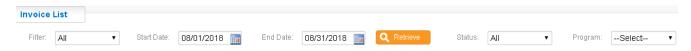


Click on the WORD Rejected to see the comment of why the item could not be paid.

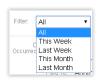


## REVIEWING PREVIOUSLY ENTERED INVOICES

Invoices can be checked on using the filters at the top of the page to locate them easily.



The first filter will allow you to sort by a set time frame:

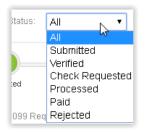


You could also change the date range with the next fields:





Another option would be to sort by the status:



Finally, you can also sort by Program (only those authorized in budget will be shown):



Be sure that after selecting any filter you click on the Retrieve button to refresh the page.





SUMMARY NOTE

The Summary Note section is a place where you can indicate progress or issues with goals, etc. The information is shared with the FI Team.

Summary Note				
Summary Note List				
Start Date 10/01/2018	End Date 10/31/2018	Q Search		0

Click the Plus Sign to enter information:

Summary No	te	
Summary N	ote List	
	V/01/2018 III End Date 10/31/2018 III Q Search	•
D	ate 10/17/2018	
Descript		
		🛃 Save 😵 Cancel

Adjust the date to the appropriate day (it will default to the current date).

Click Save when Complete

#### **BROKER DOCUMENTATION**

The Broker Documentation Section is a place to review all documentation and notes entered by the broker and to get details on the amount remaining in the budget.

Click the calendar icon to switch the month view.

Month	08/2018		
	<	2018	>
Details	January	February	March
Date: 0	April	Мау	June
ours: 3	July	August	September
ount: \$	October	November	December



Click the date you wish to read to review, by clicking the date link on the left side.

Month	h 08/2018 🛅					
Budget Deta	ils					
Budget Date:	01/01/2018					
Annual Hours:	30 hrs 0 mins	Hours Used: 11	hrs 45 mins	Balance Hours:	18 hrs 15 mins	
Budget Amount:	\$1,200.00	Amount Used: \$4	70.00	Balance	\$730.00	
Service Doc	umentation List			Amount:		
	umentation List Service Type		Location			Status
Service Doct				Amount:	ns	Status
late	Service Type		Location	Amount: Duration		

Once you click the date, it will open to the full details of the service provided by the broker.

Broker Documentation				🗹 Review 💽 🚱 Ba
Broker Documentation Date: 08/09/2018	Service Type: Face To Face	Specify Other Location:	Other Description: as(	ff
Services			Duration	
ervices			Start Time	Stop Time
ssist you to develop and maintair	a Circle of Support (also known as a plannin	ng team) and assist in directing planning meetings.	09:18 AM	11:18 AM
nsure that planning meetings occ	cur at least four times per year and are face-to	o-face.	Duration of Service:	2 hrs 0 mins
	nsive Self-Directed Budget that is consistent upport to ensure that all necessary safeguard:	with your Individualized Service Plan (ISP) and to		
Description Of Services				
dfasdfasdfasdfasdfasdf				
Individual Review Status : Pe	ending			
Reviewed By:				
Document Status : Approved				
Approved By: John D	Director, 08/27/2018 09:19 AM			

Click the Review button located either at the top right corner of the screen or the bottom middle of the screen.





A pop up will ask if you are sure you would like to review the documentation. If you are good with the documentation, click yes.

SDS Service Doc	umentation			
Are you sur	e you want to rev	view this service do	ocumentation?	
	🔗 Yes	🙁 No		

After clicking yes, a pop up confirming your approval will appear.

Approve		
	Document Reviewed Successfully	
	Ø Ok	

Click Ok to close. Click Back to return to the previous screen.

ΑΤΤΕ	NDAN	CE I	ROSTER
· · · · <b>-</b>			

The Attendance Roster screen is to review all billable time provided by staff. Click on the category from the SDS Menu at the top of the Portal.



Select the program from the drop down and adjust the date range you wish to review. Please note that you should not extend the date range more than 1 month to avoid slowness in loading the information.





Only programs the person is currently enrolled in will show in the drop down.

Select	▶ *	From D
Select	N2	
SDS-Self-Hired C	Community Hal	bilitation
SDS-Self-Hired F	Respite	
SDS-Self-Hired S	EMP Extende	d
SDS-Self-Hired S	EMP Intensive	e
	Select SDS-Self-Hired C SDS-Self-Hired F SDS-Self-Hired S	

Click the Refresh button to refresh the information, once you make your selections.

	Program SD	S-Self-Hired Communit  From Date 10/01/2018	To Date 10	/17/2018 🔢	Filter All		C Re	fresh	
lo.	Date	Staff Name	Start	Stop	Duration	Actual Duration	Units	Service Count	Individua Review
	10/08/2018	Director, John	03:44:43 AM	04:45:09 AM	01:00:00	01:00:26	4	2/2	٢
	10/09/2018	Director, John	03:01:00 AM	05:01:00 AM	02:00:00	02:00:00	8	1/2	0

The information indicated includes:

- Date of Service
- Staff who provided the service
- Start Time
- Stop Time
- Duration (real time)
- Billable Duration
- Number of Units
- Services you can click the link to view comments and responses
- Individual Review Column check the box if you agree with services provided

Once you check the boxes for the dates you agree with, click the Review button to confirm.

## C Review

If you have questions about services provided, or disagree with them in any way, please contact your FI Team to let them know.



#### TRANSPORTATION/MILEAGE

The transportation tab will take you to the Trips section where you can view and see all requested reimbursements for travel expenses. This will include travel from IDGS and OTPS, pending what is authorized in the budget.

	RAGE, JO 995, 23 yrs, Male	E (1289)	8)		🚳 Dashboard	🛠 SDS 🔻	🚗 Transportation	Documents	<b>,</b> 0
Trip									
Trips									c
Date	Miles	Amount	Toll/Parking Fee	Individuals	Comments				
09/26/2018	25	\$13.63	\$0.00	AVERAGE, JOE	Community Class				0
09/26/2018	15	\$8.18	\$0.00	AVERAGE, JOE	Travel Training				8
09/26/2018	27.52	\$15.00	\$0.00	AVERAGE, JOE	Health and wellness- (	∋ym			0
								1 / 1	

#### ENTERING IN TRASPORTATION REIMBURSEMENT

Transportation cost for Individual Directed Goods and Services (IDGS) and Other Than Personal Services (OTPS) will be entered through the "Transportation" tab on your main screen. You can then

select the <sup>O</sup> in the upper right hand side to begin entering in your transportation costs.

Transportation Entry						
Transportation						
Transportation 09/26/2018	Paid To	Designe test		Q	Program	IDGS 🔻
🖲 Miles 🔘 Amount	Miles	0	Amount	\$0.00	Toll/Parking	
					Fee	

Begin by entering in the date that the service has occurred. The date will default to the current date, but can be changed by manually entering the date, or clicking the calendar and navigating to the date. The "Paid To" section will be defaulted to the identified person in the budget, but can include the individual's Designee(s) as well. Additional designee's will be set up by your FI team.



To change the "Paid To" section, click the  $\$  icon. This will open up the current Designee list. Select the name to make the change and return back to the trip screen.

Name	Address	City	State	Zip
Designe test	Adress 1	10		12345

Select the program to be billed to by selecting the drop down arrow. You can enter only what has been authorized in the budget. Do not worry if you are unsure which program transportation is billed against. Your FI team can fix this change without delaying the process.

Program	IDGS	۲					
	IDGS						
	OTPS						
L			1				
Miles O Amount	Miles	0		) ,	Amount	\$0.00	Toll/Parking
							Fee

You have the ability to enter the cost based on amount of miles driven, or amount paid for transportation costs (Taxi, Uber, Train Bus, etc...). Whichever category you select will limit what you can enter in the following fields. For Miles, you enter the total amount of miles traveled, and it will automatically calculate the amount based on the FI's reimbursement rate. If amount is selected, you will entered the total dollars spent on transportation. Either option will allow you to enter Toll/Parking fees if applicable.

An additional requirement when claiming Amount reimbursement is the receipt.

Attachments: Browse...

When you click Browse, be sure to select the location where that file is saved. Note- it's best to save it with a name that makes sense to help you upload to that invoice. If you have multiple pages or receipts, you can continue to select browse to add more until all are uploaded.



Leaves From		Goes To	
Leaves From		Goes To	
Start Time	100: 250 AM	Stop Time	C : C AM
Street		Street	
City		City	
State	NEW YORK	State	NEW YORK
Zip		Zip	

The following section will be your From and To destinations. These sections are free type, and you can enter the address of both locations accordingly.

Purpose Of Visit	

The purpose of visit is a required element that helps identify why the travel occurs, and ties back to an individual's goals. This can also help identify which billing category (IDGS or OTPS) the travel falls under. Again, if misidentified, your FI team can make the change while reviewing the travel.



