

INSTRUCTIONS FOR MISSED VISITS PROGRAM

(you may wish to print these instructions before proceeding)

The MISSED VISITS program is a web-based electronic entry program to report missed services. In order to set up the system you must provide AAA7 with the user name and password you wish to use.

SET-UP PROCESS:

1. When deciding which email to use, remember that anyone in your agency who will be responsible for reporting the information should have access to it. All correspondence re: missed visits will be sent to this email address and it should be accessible by all those whose duties require them to report the information.
2. **All email correspondence re: missed visits will be sent to this email address so make sure someone in your agency checks the email daily at a minimum.**
3. Create a user name (no more than 25 characters) and password (no more than 25 characters) and write it down on paper.
4. Logon to the email that you plan to use for reporting the missed service.
5. Start a NEW MESSAGE and address it to smerry@aaa7.org . In the body of the message type the following:

I would like to be added to the Provider Missed Visit Program.

My chosen username is (25 characters or less): _____

My chosen password is (25 characters or less): _____

6. Click SEND to send the message.
7. You will receive an email from Susy Merry that verifies your username and password for the records. Once you receive this message you may begin using the program.

WEBSITE FOR MISSED VISITS PROGRAM:

Go to the internet browser page and on the internet address window (usually at the very top of the page) insert the following:

[<http://156.63.13.56/missedvisits/>](http://156.63.13.56/missedvisits/)

It is suggested that you save this in your Favorites for future access.

HOW TO SAVE IN YOUR FAVORITES:

1. Enter the URL listed above into your web browser then click *ENTER*.
2. After you receive the logon page click on your browser's *FAVORITES* tab and click to *ADD*. Be sure to rename it as **AAA7 Missed Visits**.
(Ask your computer department personnel to do this if you are unsure how to do it.)

As of October 1, 2009, the Area Agency on Aging, District #7 (aka PAA#7) instituted a program whereby you, the provider, will enter **ALL** missed services electronically.

Goals:

1. To provide immediate notification of services to the case manager's email
2. To give the service provider a verification that the AAA7 was notified of missed service
3. Verification information is available to assist service provider with creating reports and records.

IMPORTANT INFORMATION

Providers will be required to make immediate phone calls when there are time-sensitive issues:

- A. Changes that require authorization and there is less than 24 hr notice:
 1. consumer has doctor visit today but needs services rescheduled for tomorrow
 2. consumer needs med trans for tomorrow
- B. There are changes involving health/safety issues
- C. Provider has knowledge that immediately effects the consumer's services:
 1. consumer went to the ER/ hospital/NF
 2. left home to stay with family, etc.

HOW TO ACCESS THE PROGRAM

1. In the internet browser address window (very top of the page) enter the following line:

[<http://156.63.13.56/missedvisits/>](http://156.63.13.56/missedvisits/)

2. After the site opens, click on the Favorites button to save in your favorites for easier retrieval later.

The following page will appear. Complete the login and password information that was used to set up your account. To begin, click on **Report a Missed Visit**.

AAA PSA 7, Provider Login - Windows Internet Explorer

http://156.63.13.56/missedvisit

File Edit View Favorites Tools Help

AAA PSA 7, Provider Login

Provider Missed Visits Login

Login:

Password:

Report a Missed Visit Edit a Missed Visit Missed Visits Reporting

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Providers will electronically enter the following information...

(FYI: UNITS MISSED is in **units**, NOT HOURS! 4 Units=1 Hour)

Missed Visits - Windows Internet Explorer

http://156.63.13.56/missedvisits

File Edit View Favorites Tools Help

Missed Visits

Provider Missed Visit Reporting [Help!](#)

Consumer Last:

Consumer First:

Units Missed:

Reported By:

Date Missed: 2/8/2010

Your Email office.rescare@yahoo.com

Service: HMK

Replacement Aide Offered: Yes: No:

Case Manager:

Notes:

Submit and Enter Another Submit

Edit a Missed Visit Missed Visits Reporting

After you complete the information above click on either **SUBMIT** (if only one entry) or **SUBMIT AND ENTER ANOTHER** (if you have more than one to enter). By default you can only enter one date at a time for each consumer. If you have more than one date to enter, you may enter those dates in the NOTES section. However, these dates will NOT show up as a separate entry in the REPORT section but WILL show up in the NOTES section. This will be a matter of personal preference for the provider. FYI:

***If you have made all your entries then you may choose to exit by closing out the browser window. If you click on **SUBMIT** then the program will automatically exit you from the program. If you wish to make other entries, then select **SUBMIT AND ENTER ANOTHER**.

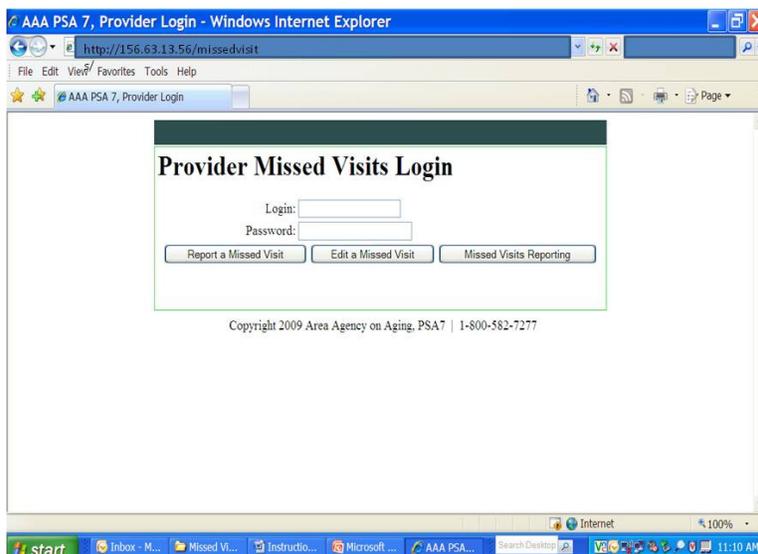
HOW TO ACCESS REPORTS

This window gives the provider access to all information that has been entered in the Missed Visits Program. You may print the information for your convenience to keep for your files or to use for making your reports.

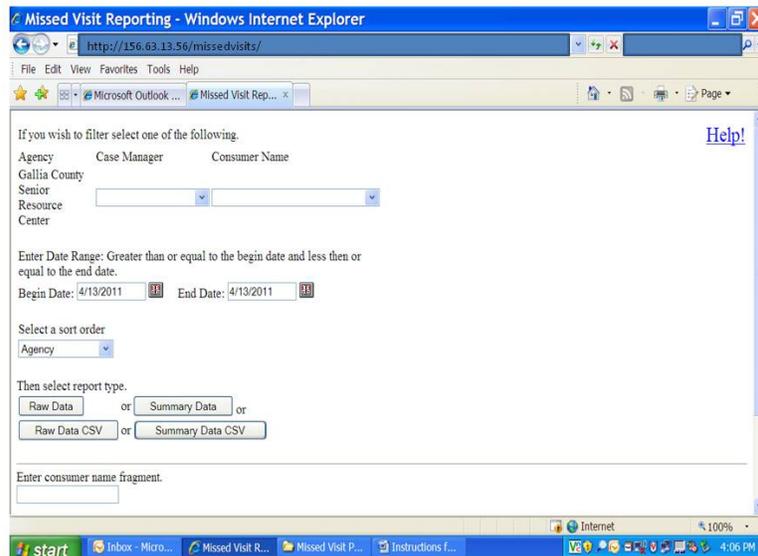
1. In the internet browser address window (very top of the page) enter the following line:

[<http://156.63.13.56/missedvisits/>](http://156.63.13.56/missedvisits/)

The following page will appear. Complete the login and password information that was used to set up your account. To begin, click on **Missed Visits Reporting**.

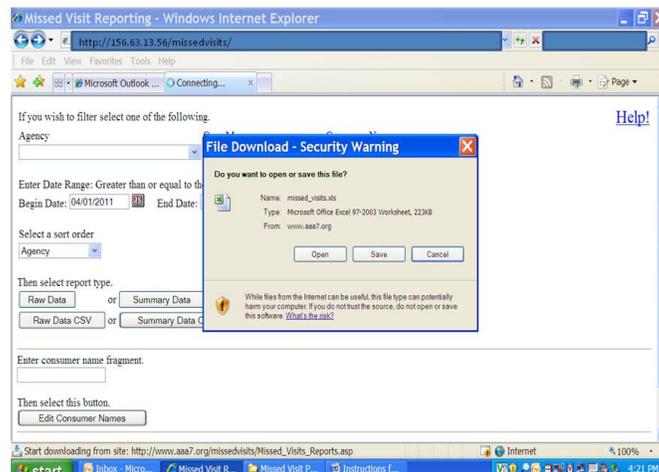


The following screen will appear with your agency name and all consumers who have been entered into the program. (see sample screen below).



You can print out 1 consumer by selecting the consumer's name and completing all information. Notice, the information in the drop down list will appear as exactly as entered. If someone has entered info on the same consumer but did not enter it consistently (ie: A. Biggs or Annette Biggs or ANNETTE BIGGS) the info will be split under different spellings of the same name. It is advised that your agency choose a consistent way to enter the info. You will also have the option to change this info when you export your report.

To print out a report for all consumers during a certain time frame do NOT complete the case manager or consumer sections. Simply modify the dates via the calendars and, if desired, mark how you want to filter the results. Then click on **Raw Data CSV**.



The file will be exported to an Excel spreadsheet and you can make your corrections as necessary for your reports. Save the file to your computer.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Date	Time	Date Missed		Case Man/Service		Units Miss	Units Moved							
2	4/6/2011	2:26:42 PM	4/6/2011		Parker, Am Trans		1	0							
3	4/6/2011	2:27:16 PM	4/6/2011		Parker, Am Trans		1	0							
4	4/6/2011	2:52:33 PM	4/6/2011		Pride, Patr Meals		1	0							
5	4/1/2011	3:10:47 PM	4/1/2011		Parker, Am Meals		1	0							
6	4/7/2011	4:20:48 PM	4/7/2011		Parker, Am Meals		1	0							
7	4/1/2011	3:07:07 PM	4/1/2011		Parker, Am PCS		4	0							
8	4/6/2011	10:34:57 AM	4/5/2011		Parker, Am ADS		1	0							
9	4/13/2011	11:07:35 AM	4/13/2011		Moore, Te PCS		12	0							
10	4/6/2011	2:52:11 PM	4/6/2011		Jones, Mar Meals		1	0							
11	4/12/2011	3:40:04 PM	4/12/2011		Sullivan, Ci Meals		1	0							
12	4/12/2011	3:38:18 PM	4/12/2011		Sullivan, Ci Meals		1	0							
13	4/6/2011	2:49:47 PM	4/6/2011		Parker, Am PCS		6	0							
14	4/4/2011	9:35:15 AM	4/4/2011		Parker, Am PCS		6	0							
15	4/4/2011	9:35:31 AM	4/4/2011		Parker, Am PCS		6	0							
16	4/6/2011	2:50:06 PM	4/6/2011		Parker, Am PCS		6	0							
17	4/13/2011	11:09:37 AM	4/13/2011		Parker, Am PCS		12	0							
18	4/8/2011	2:54:17 PM	4/8/2011		Stacy, Lind PCS		12	0							
19	4/17/2011	4:18:40 PM	4/17/2011		Stacy, Lind PCS		4	0							

TO EDIT A MISSED VISIT

You may find it necessary to edit a missed visit if you have entered the information incorrectly. To edit, go to the website and enter your login information then click on **EDIT A MISSED VISIT**. If you are already logged in then just click on the link button.

To edit, enter the name of the consumer in the SEARCH window. By default it will bring up the most recent entry for the consumer. You may click on NEXT or PREVIOUS to scroll through the entries. By default the system will only find the **last** entry for each consumer. If there is more than one entry for that consumer simply keep hitting the NEXT button until you find the entry needed. (If unable to edit, contact Susy Merry @1-800-582-7277 and provide info that needs edited.)

If the info is correct but entered on the wrong date, simply change the units to "0" then click UPDATE to enter. Then go to the REPORT A MISSED VISIT and make a new entry with the correct info. You may double-check the entries through the MISSED VISITS REPORTING tab. (see above for instructions)



Contact Susy Merry @ 1-800-582-7277 or via email: smerry@aaa7.org