Electronic Services Verification Mobile Application (myCareVisit)

This is an abridged version of the myCareVisit User Guide; it does not cover all features of the app. If you have questions about other features, please consult the complete myCareVisit User Guide listed on the Home Help website.

The Electronic Services Verification (ESV) app is housed in an app called myCareVisit App. It can only be accessed after you’ve completed all the registration steps located on the Home Help website: www.Michigan.gov/homehelp.

Further questions please contact the Home Help Hotline by phone 1-800-979-4662 or email MSA-HomeHelpProviders@Michigan.gov or ProviderSupport@Michigan.gov

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## Downloading the App

<table>
<thead>
<tr>
<th>iOS Users (iPhone)</th>
<th>Android Users (all others)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Tap App Store</td>
<td>1. Tap Play Store</td>
</tr>
<tr>
<td><img src="image" alt="iOS App Store" /></td>
<td><img src="image" alt="Android Play Store" /></td>
</tr>
<tr>
<td>2. In the search field, enter <strong>myCareVisit</strong>. (DO NOT ENTER SPACES)</td>
<td>2. Tap search icon in right corner.</td>
</tr>
</tbody>
</table>

![Search iOS](image)  
![Search Android](image)
<table>
<thead>
<tr>
<th><strong>iOS Users (iPhone)</strong></th>
<th><strong>Android Users (all others)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Tap <code>myCareVisit</code> from list displayed</td>
<td>3. In the search field, enter <code>myCareVisit</code>. (DO NOT ENTER SPACES)</td>
</tr>
<tr>
<td><img src="image1" alt="iOS screenshot" /></td>
<td><img src="image2" alt="Android screenshot" /></td>
</tr>
<tr>
<td>4. Tap <code>Get</code></td>
<td>4. Tap <code>myCareVisit</code></td>
</tr>
<tr>
<td><img src="image3" alt="iOS screenshot" /></td>
<td><img src="image4" alt="Android screenshot" /></td>
</tr>
</tbody>
</table>
### Provider Relations Home Help

<table>
<thead>
<tr>
<th><strong>iOS Users (iPhone)</strong></th>
<th><strong>Android Users (all others)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5. Tap Install</strong></td>
<td><strong>5. Tap Install</strong></td>
</tr>
<tr>
<td><img src="image1.png" alt="iOS installation" /></td>
<td><img src="image2.png" alt="Android installation" /></td>
</tr>
<tr>
<td><strong>6. After installation is complete, tap Open.</strong></td>
<td><strong>6. Tap Accept</strong></td>
</tr>
<tr>
<td><img src="image3.png" alt="Open icon" /></td>
<td><img src="image4.png" alt="Accept button" /></td>
</tr>
</tbody>
</table>

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**Notes:**
- **iOS Users (iPhone):** iPhone users should tap the **Install** button to download the app.
- **Android Users (all others):** All other users should tap the **Install** button.
- **After installation:** Tap the **Open** button to access the app.
- **Acceptance:** Tap the **Accept** button to grant necessary permissions for the app.

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**Source:**
- [ESV Mobile App Quick Reference - Updated 11/01/18](https://www.Michigan.gov/HomeHelp)
### iOS Users (iPhone)

7. Determine if you want the app to send you notifications and to access your location by clicking “Don’t Allow” or “OK/Allow”.

8. The **Take a Tour** screen is displayed. Click **Continue**.

![iOS Users (iPhone) Screen](image)

### Android Users (all others)

7. After installation is complete, tap **Open**.

8. The **Take a Tour** screen is displayed. Click **Continue**.

![Android Users (all others) Screen](image)
## Signing in to the App

1. On the **Sign In** screen, enter your user ID in the **User ID** field.
   
   **NOTE:** You **MUST** use the MiLogin user Identification and password you created on the [https://milogintp.michigan.gov](https://milogintp.michigan.gov) website.

   a. Type your password in the **Password** field
   
   **NOTE:** If you enter the wrong **Username** and **Password** five times, the account will be locked temporarily for 15 minutes

   b. Tap **Sign In**
2. The License screen will display only after successfully logging in the first time:
   a. Read the agreement and tap I Agree

   ![License Agreement Image]

   myCareVisit 1.0 End User License Agreement and Terms of Use

   myCareVisit is not responsible for any data usage, overages, or other carrier charges associated with the data usage whether the myCareVisit is used over Wi-Fi or the cellular data network.

   END USER LICENSE AND TERMS OF USE AGREEMENT

   IMPORTANT: PLEASE READ THIS END USER LICENSE AGREEMENT AND TERMS OF USE ('EULA') CAREFULLY. THE EULA GOVERNS THE USE OF THE myCareVisit PRODUCT APPLICATION (THE 'APPLICATION'). THE EULA IS SOLELY BETWEEN YOU ('You' OR 'Your') AND CLIENT NETWORK SERVICES, INC. ('CNSI', 'We' or 'Us' or 'Our'), AND NOT OTHER PARTY. CNSI IS SOLELY RESPONSIBLE FOR THE APPLICATION AND THE CONTENT THEREOF. BY TAPPING ON THE 'I ACCEPT' BUTTON BELOW, OR BY USING THE APPLICATION, YOU REPRESENT THAT YOU ARE AUTHORIZED TO ACCESS THIS APPLICATION AND YOU ACKNOWLEDGE THAT YOU AGREE TO BE BOUND BY THE TERMS OF THE EULA AND CNSI'S PRIVACY POLICIES IDENTIFIED IN THE APPLICATION. IF YOU DO NOT AGREE TO ALL OF THE TERMS AND CONDITIONS SET FORTH BELOW, YOU ARE NOT PERMITTED TO USE THIS APPLICATION.

   License and Restrictions

   Subject to the terms and conditions of this License, We
3. Verify your email address and phone number on the **My Contact** screen
   a. If the information is correct, tap **Confirm**
   b. If the information is incorrect, contact the Home Help Hotline at 1-800-979-4662 to change the contact details
      i. Alternatively, you can log into MIlogin (https://milogintp.michigan.gov); click on the “Account Maintenance” link; click on “Change My Personal Information” and update your email address in the appropriate field. Be sure to save your changes.
4. A PIN number will be sent to the email listed on the **My Contact** screen
   a. Retrieve the PIN
   b. Enter the PIN in the **PIN** field
      NOTE: You can resend a PIN to your email by tapping the **Resend PIN** button. Be sure to use the most recent PIN sent to you
   c. Tap **Confirm PIN**
      NOTE: If you enter an incorrect PIN consecutively more than five times, the account will be locked temporarily for 15 minutes

NOTE: You will be given a PIN *every time* you login
5. Read the **MDHHS Agreement** and tap circle next to **I accept terms of the agreement**
   
a. Tap I Accept
Navigating the App

1. Tap the side bar icon in the upper left corner
2. Tap **Take a Tour** on the side bar to open the **Take a Tour** screen.
3. The following screenshots are shown in **Take a Tour**. They will help you navigate around the app:
   a. Swipe finger across the screen from right-to-left to see the subsequent pages

4. MyCareVisit Login

![Take a Tour](image)

**UserID**

Enter the SSO User ID

**Password**

Enter the SSO Password

**Sign In**

Forgot Password?

Tap this link to request a new SSO Password

Tap this link to directly call the Home Help Hotline

Need help with this app?

**Call the Home Help Hotline** 1-800-979-4662

myCareVisit v1.0 @ 2015 CNSI
5. My Contact screen
6. Enter PIN screen
7. Member list screen
8. Side Bar Menu options
9. Task List

- Tap here to call the case worker
- Tap here to change the dates
- Tap here to select if Member is unavailable
- Tap here to add Daily Comments for
  Tasks/Member Unavailable
- Tap here to mark the Task as Complete
- Tap here to add Comments for a Task
- Tap here to Save the completed Tasks
- Tap here to Submit the Saved Tasks
- Tap here to Reset the Saved Tasks

- Case Worker ID: 60657
- Case Worker: Ashley, Lincoln (Case Worker ID: 60657)
- Member Unavailable

- Bowel Program
- Catheters or Leg Bags: 7 days per week

- Colostomy Care
- Colostomy Care: 7 days per week

- Eating or Feeding Assistance
- Eating or Feeding Assistance: 7 days per week

- Housework
- Housework: 4 days per week

- Laundry
- Laundry: 6 days per week

- Meal Preparation
- Shopping for Food/Meds
10. Saved Services Screen

- **Search Member by Name/ID**
- **August 2015**
- **Member ID:** 0810761189
  **Member Name:** Vaughan, Ryan
- **Member ID:** 0810625017
  **Member Name:** Zariyah, Alfred aaaaaaaaaans wokfzoc
- **Member ID:** 0510753363
  **Member Name:** Underwood, Tim aaatqbxbd npfsaaaajw
- **Member ID:** 0504792729
  **Member Name:** Isabel, Steven aaacdueqfztji aaj
- **Member ID:** 0406217126
  **Member Name:** Daisy, Switchblade
- **Member ID:** 0308654451
  **Member Name:** Bob, Frappes
- **Member ID:** 0302167183

**Tap to view Member's Saved Tasks list**
11. Saved Details screen

- Tap here to go back to List bar Menu
- Tap to just view the Comments of a Task
- Tap here to view Daily Comments
- Tap to edit the saved Tasks or mark the completed Tasks
- Tap to submit the Saved Tasks
12. Summary Reports screen

Take a Tour

Summary Reports

Search by Member Name / ID

August-2018

Member ID: 0302470255
Member Name: Churchill, Paul anczpffyqwr aaaltggn

Member ID: 0210301989
Member Name: Audrey, Rose aaaaaaaaaa byaano-cim

Member ID: 0208321801
Member Name: Brandon, Clark aaaaadmzkk xnlaafvqm

Member ID: 0206119823
Member Name: Dickens, Sue aaaaaaaaaafgn uaahkcry

Tap to view the Summary Report by Task
13. Summary Detail screen 1

![Summary Detail](image)

**Churchill, Paul anczspfjqwraaigtnn**

<table>
<thead>
<tr>
<th>Task</th>
<th>Submitted</th>
<th>Saved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathing (1 day per week)</td>
<td>▪</td>
<td></td>
</tr>
<tr>
<td>Bathing (6 days per week)</td>
<td>▪</td>
<td></td>
</tr>
<tr>
<td>Eating (4 days per week)</td>
<td>▪</td>
<td></td>
</tr>
<tr>
<td>Dressing (5 days per week)</td>
<td>▪</td>
<td></td>
</tr>
<tr>
<td>Grooming (5 days per week)</td>
<td>▪</td>
<td></td>
</tr>
<tr>
<td>Mobility (1 day per week)</td>
<td>▪</td>
<td></td>
</tr>
<tr>
<td>Toileting (7 days per week)</td>
<td>▪</td>
<td></td>
</tr>
<tr>
<td>Transferring (5 days per week)</td>
<td>▪</td>
<td></td>
</tr>
</tbody>
</table>

*Tap to view the Member's Completed Tasks by Month in a calendar*
14. Summary Detail screen 2
## Errors Users May Encounter

<table>
<thead>
<tr>
<th>Errors/Warning Reason</th>
<th>Error/Warning Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you tap the <strong>Sign In</strong> button without typing the <strong>Username</strong> and <strong>Password</strong>,</td>
<td><img src="image1.png" alt="Error Message" /></td>
</tr>
<tr>
<td>the following error message is displayed:</td>
<td></td>
</tr>
<tr>
<td></td>
<td><img src="image2.png" alt="Error Message" /></td>
</tr>
<tr>
<td>If you tap the <strong>Sign In</strong> button when the <strong>Username</strong> and <strong>Password</strong> you entered</td>
<td><img src="image3.png" alt="Error Message" /></td>
</tr>
<tr>
<td>are incorrect, the following error message is displayed:</td>
<td></td>
</tr>
<tr>
<td>The second message will appear if you enter an invalid pin:</td>
<td><img src="image4.png" alt="Error Message" /></td>
</tr>
<tr>
<td>Errors/Warning Reason</td>
<td>Error/Warning Message</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>If you enter the wrong <strong>Username</strong> and <strong>Password</strong> five times, the account will be locked temporarily for 15 minutes and the following error message will be displayed:</td>
<td><img src="image1.png" alt="Error Message" /></td>
</tr>
<tr>
<td>The second message will appear if you enter the wrong <strong>PIN</strong> consecutively five times:</td>
<td><img src="image2.png" alt="Error Message" /></td>
</tr>
<tr>
<td>If the Provider's application is in review, the myCareVisit application will not let the provider log on, and the following error message is displayed:</td>
<td><img src="image3.png" alt="Error Message" /></td>
</tr>
<tr>
<td>Errors/Warning Reason</td>
<td>Error/Warning Message</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>If you leave blank a box requiring information to be entered, the following error message is displayed:</td>
<td><img src="image" alt="Error Message" /></td>
</tr>
<tr>
<td>if you tap the <strong>Cancel</strong> button on the <strong>License</strong> screen, the <strong>My Contact</strong> screen, or the <strong>MDHHS Agreement</strong> screen the following Warning message is displayed:</td>
<td><img src="image" alt="Warning Message" /></td>
</tr>
<tr>
<td>Errors/Warning Reason</td>
<td>Error/Warning Message</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>If the system is down due to a maintenance or communication failure (e.g., loss of network), the following error message is displayed:</td>
<td><img src="image1" alt="Error Message" /></td>
</tr>
<tr>
<td>On the <strong>Calendar</strong> screen, if you tap a future date, the following error message is displayed:</td>
<td><img src="image2" alt="Error Message" /></td>
</tr>
<tr>
<td>Errors/Warning Reason</td>
<td>Error/Warning Message</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>On the <strong>Calendar</strong> screen, if you tap a date older than one year, the following error message is displayed:</td>
<td><img src="https://via.placeholder.com/150" alt="Error Message" /></td>
</tr>
<tr>
<td>The following error message maybe displayed if you tap the Daily Comments icon (     ) without selecting Tasks or Member Unavailable.</td>
<td><img src="https://via.placeholder.com/150" alt="Error Message" /></td>
</tr>
<tr>
<td>Errors/Warning Reason</td>
<td>Error/Warning Message</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>If you tap the <strong>OK</strong> button without selecting the reason from the drop-down list in the <strong>Member Unavailable</strong> pop-up window, the following error message is displayed:</td>
<td><img src="image1.png" alt="Error Message 1" /></td>
</tr>
<tr>
<td>If you mark the Member Tasks and also select the reason from the drop-down list in the <strong>Member Unavailable</strong> pop-up window after enabling the <strong>Member Unavailable</strong> option and tap the <strong>OK</strong> button, the following error message is displayed:</td>
<td><img src="image2.png" alt="Error Message 2" /></td>
</tr>
<tr>
<td>Errors/Warning Reason</td>
<td>Error/Warning Message</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------------</td>
</tr>
</tbody>
</table>
| If you tap any other button without saving the changes made in the screen, the following warning message is displayed:  
  - Tap the **Cancel** button to close the pop-up window and go back to the Task List.  
  - Tap the **OK** button to continue without saving. | ![Warning]

### Warning

Please save the changes. Unsaved information will be lost. Do you want to continue?  

[Cancel] [OK]

| If you tap the **Reset** button, the following warning message is displayed: | ![Warning]

### Warning

Resetting will erase all your data. Are you sure you want to reset?  

[Cancel] [OK]

| If the Member is not eligible under MA, MA-HMP, or HK-EXP plans, the following error message is displayed: | ![Error]

### Error

Member does not have valid benefit plans (MA, MA-HMP, HK-EXP)  

[OK]
<table>
<thead>
<tr>
<th>Errors/Warning Reason</th>
<th>Error/Warning Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the Provider is not active to render the services on the service date, the following error message is displayed:</td>
<td><img src="image" alt="Error Message" /></td>
</tr>
<tr>
<td>If no matching records are found (e.g., no payment authorization added for the provider), the following error message is displayed:</td>
<td><img src="image" alt="Saved Services" /> <img src="image" alt="Summary Reports" /></td>
</tr>
</tbody>
</table>