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.
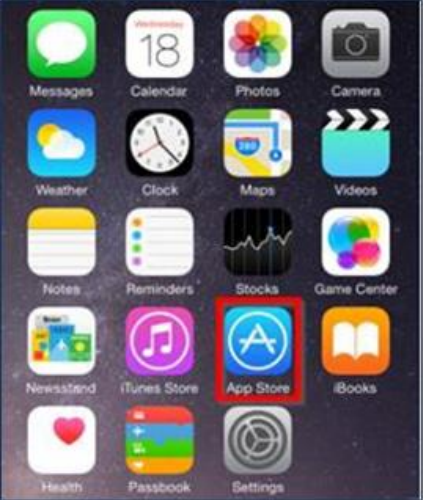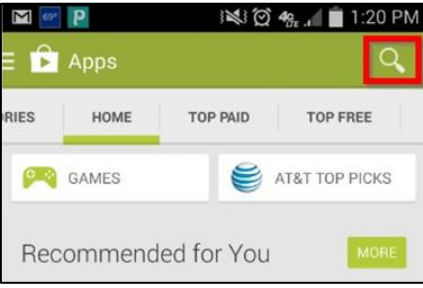
Further questions please contact the Home Help Hotline by phone 1-800-979-4662 or email

MSA-HomeHelpProviders@Michigan.gov or ProviderSupport@Michigan.gov

Contents

Downloading the App

iOS Users (iPhone)	Android Users (all others)
1. Tap **App Store**	1. Tap **Play Store**
2. In the **search** field, enter **myCareVisit.** (DO NOT ENTER SPACES)	2. Tap **search** icon in right corner.

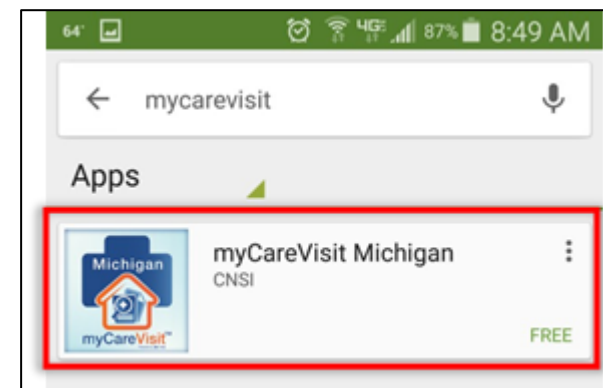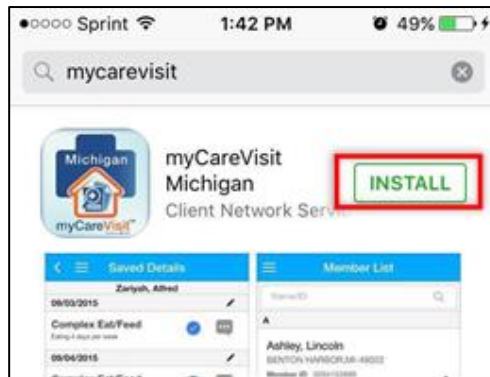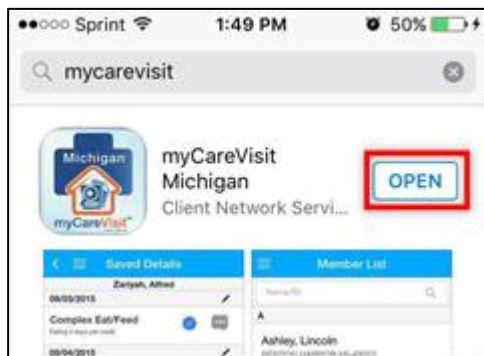| iOS Users (iPhone)	Android Users (all others)
3. Tap **myCareVisit** from list displayed	3. In the search field, enter **myCareVisit. (DO NOT ENTER SPACES)**
4. Tap **Get**	4. Tap **myCareVisit**
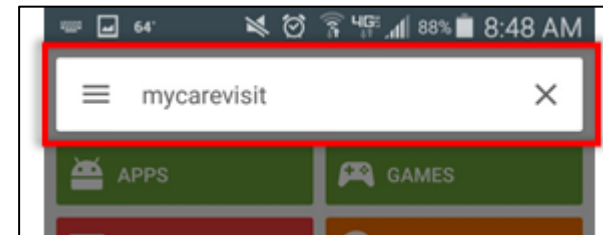
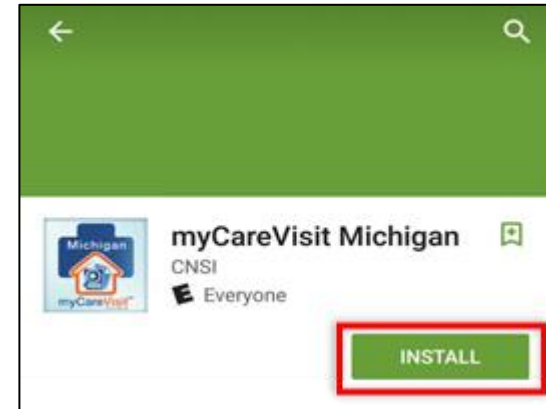| iOS Users (iPhone)	Android Users (all others)
5. Tap **Install** 	5. Tap **Install**
6. After installation is complete, tap **Open.** 	6. Tap **Accept**
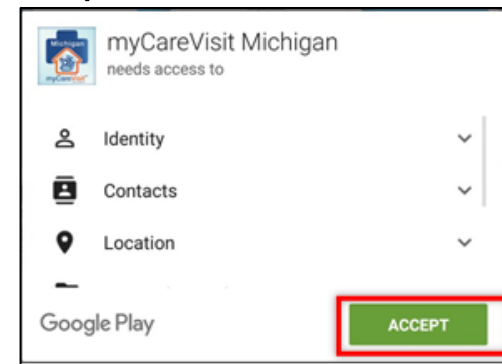
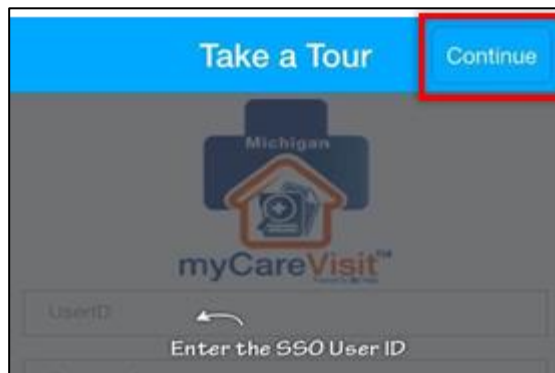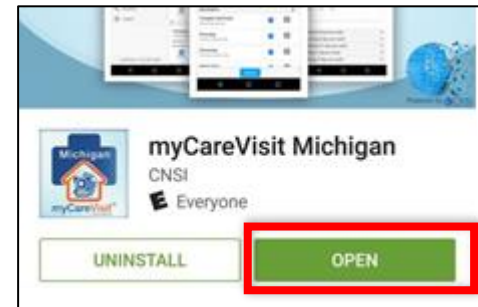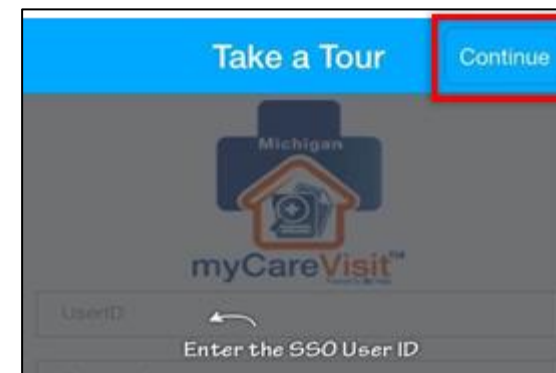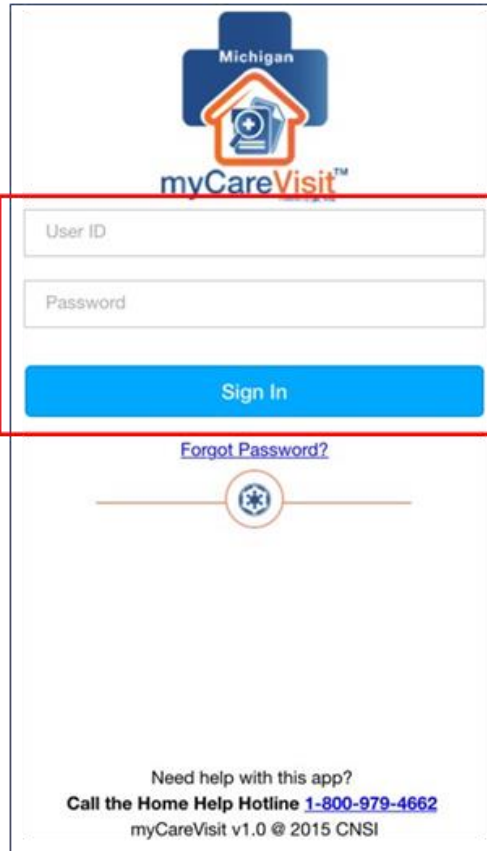| iOS Users (iPhone)	Android Users (all others)
7. Determine if you want the app to send you notifications and to access your location by clicking "Don't Allow" or "OK/Allow".	7. After installation is complete, tap **Open**.
8. The **Take a Tour** screen is displayed. Click **Continue**.	8. The **Take a Tour** screen is displayed. Click **Continue**.
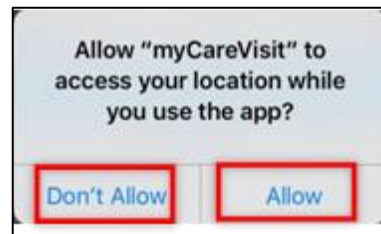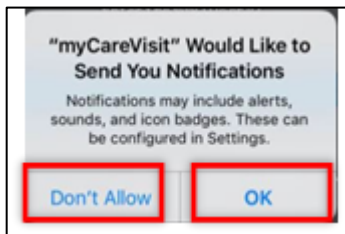
Signing in to the App

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 website.

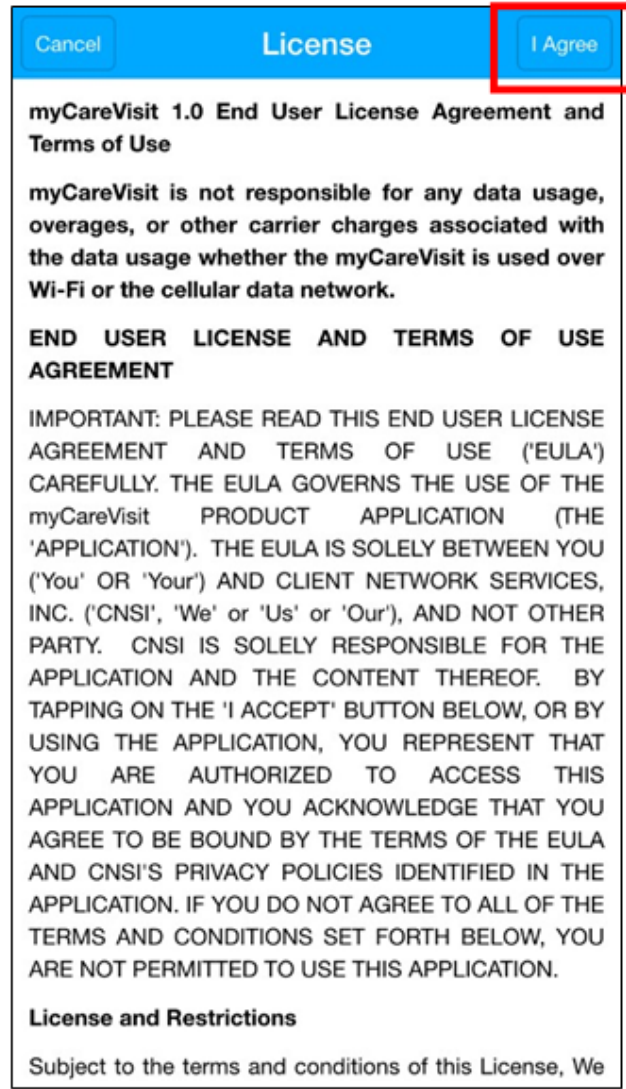   a. Type your password in the **Password** field
   NOTE: If you enter the wrong **Username** and **Password** five times, the account will be locked temporarily for 15 minutes

   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**

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
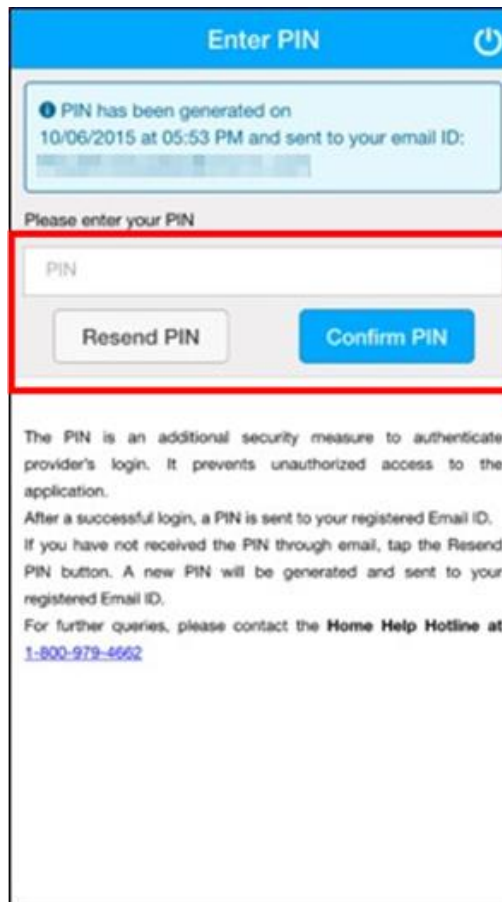   b. Enter the PIN in the **PIN** field
      NOTE: You can resend a PIN to your email by tapping the **Resend PIN** button. Be sure to use the most recent PIN sent to you

   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**

MDHHS Agreement

The Michigan Department Health and Human Services (MDHHS) computer information systems (systems) are the property of the State Of Michigan and subject to state and federal laws, rules and regulations. The systems are intended for use only by authorized persons and only for official state business.

Systems users are prohibited from using any assigned or entrusted access control mechanisms for any purposes other than those required to perform authorized data exchange with MDHHS. Logon IDs and passwords are never to be shared. Systems users must not disclose any confidential, restricted or sensitive data to unauthorized persons. Systems users will only access information on the systems for which they have authorization. Systems users will not use MDHHS systems for commercial or partisan political purposes.

Following industry standards, systems users must securely maintain any information downloaded, printed, or removed in any format from the systems. When no longer needed, this information must be destroyed in an appropriate manner specific to the format type.

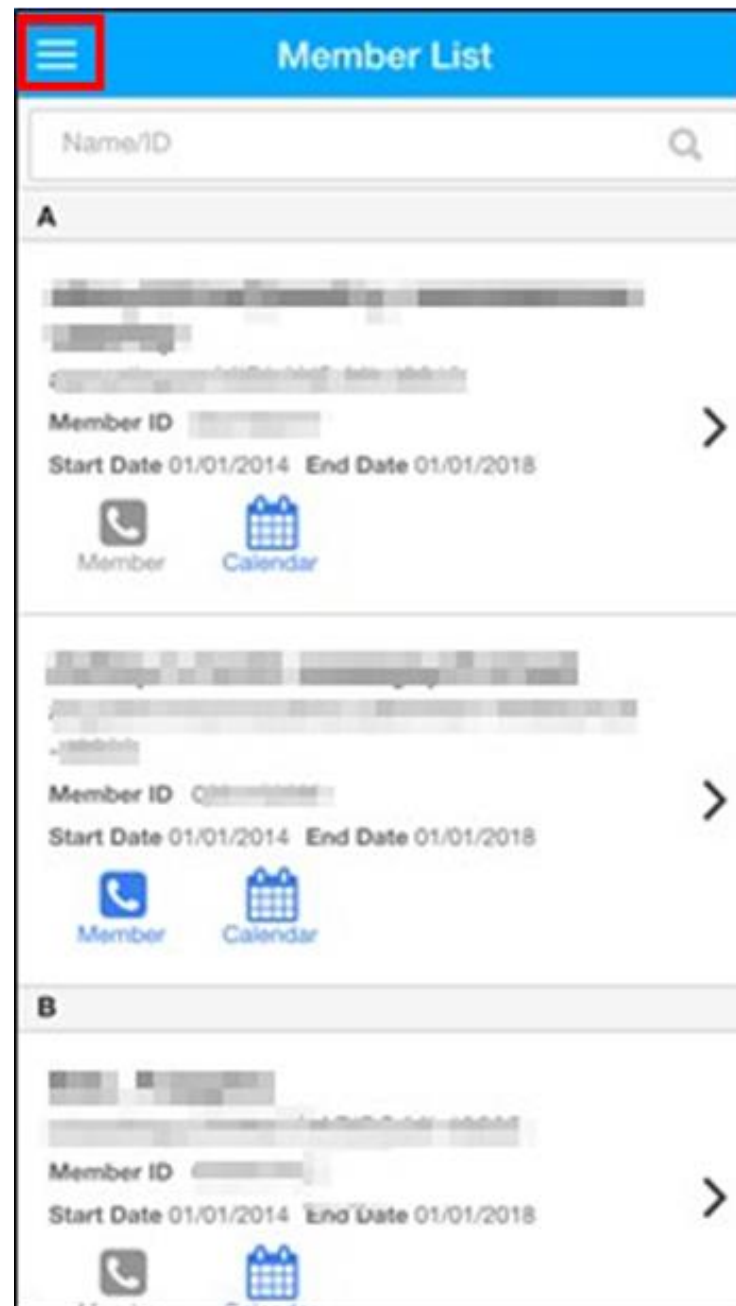All users of the systems give their expressed consent to
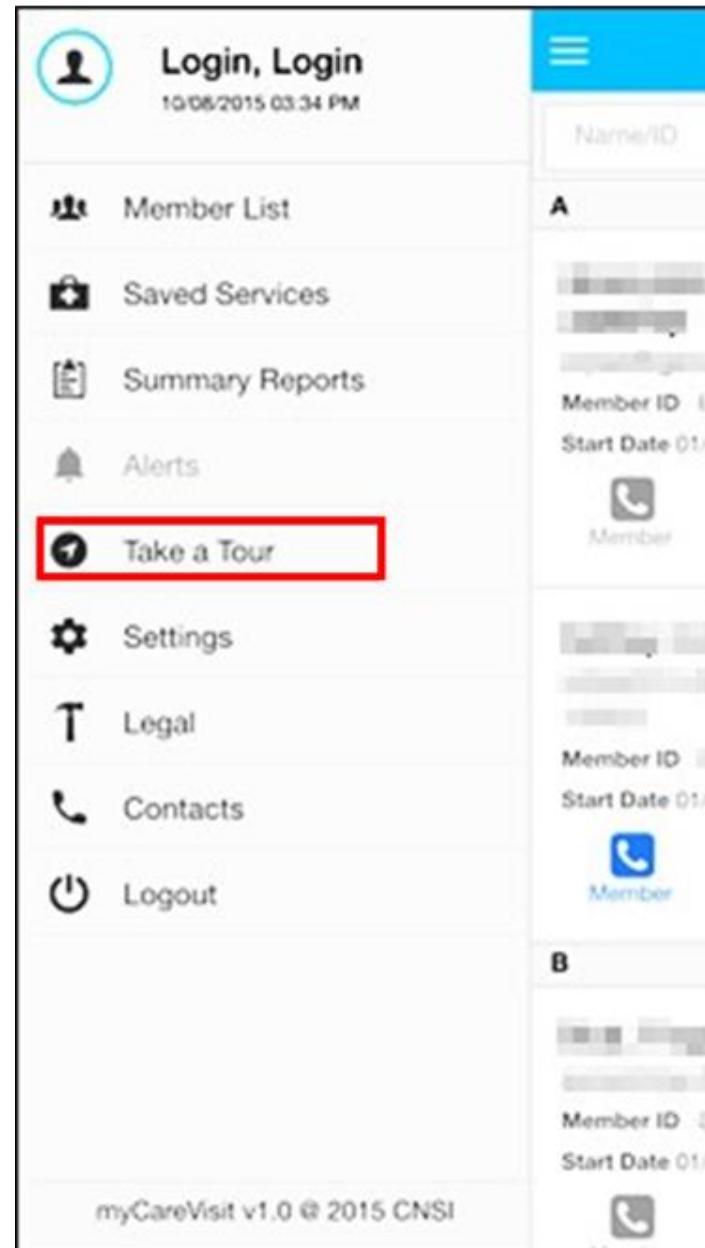
◯ I accept terms of the agreement

Cancel   I accept

Navigating the App

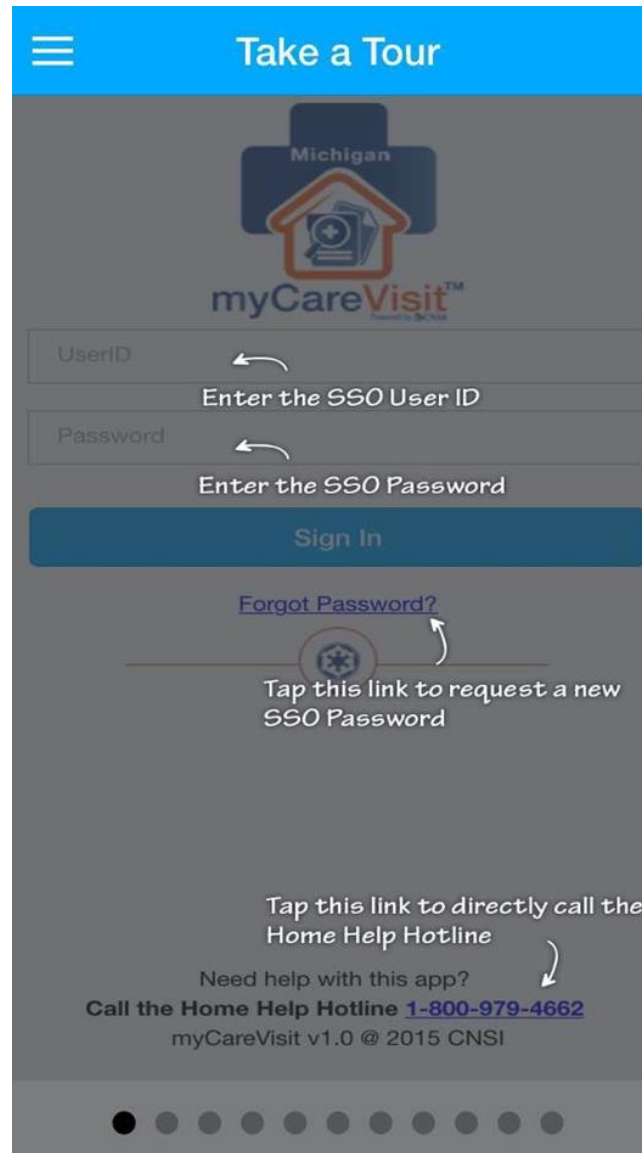1. Tap the **side bar** icon in the upper left corner

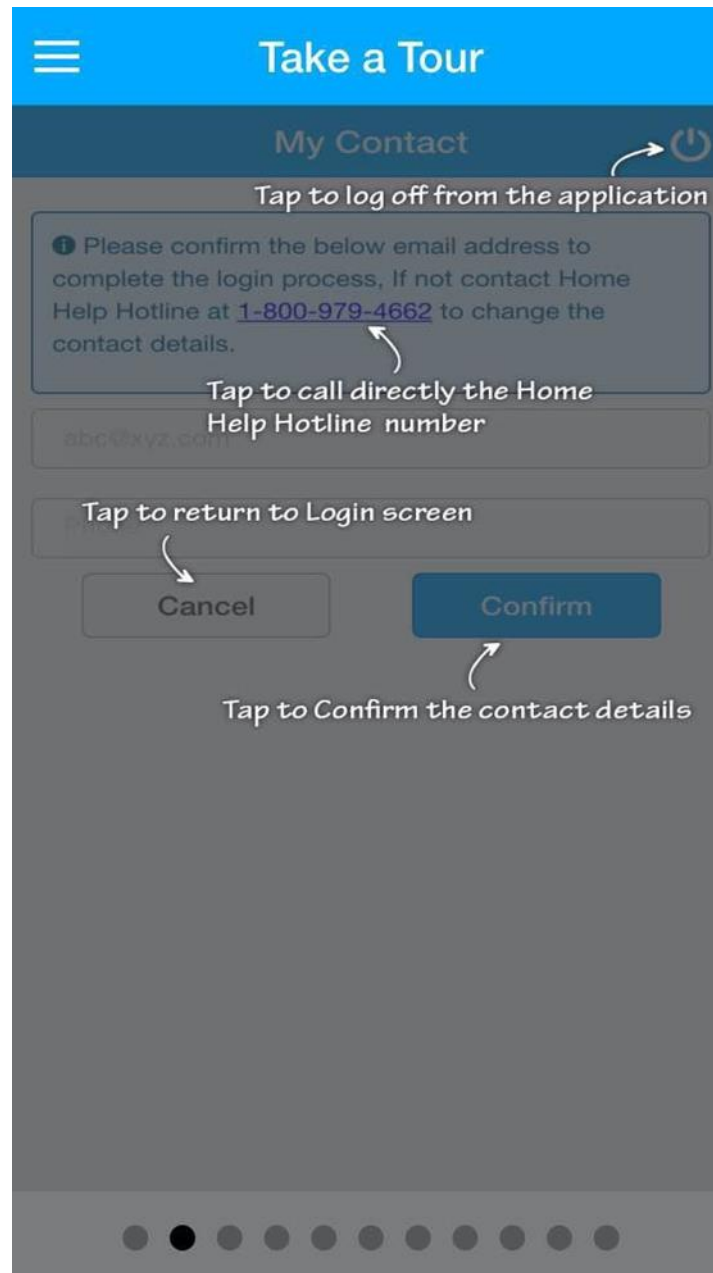2. Tap **Take a Tour** on the side bar to open the **Take a Tour** screen.

3. The following screenshots are shown in **Take a Tour**. They will help you navigate around the app:
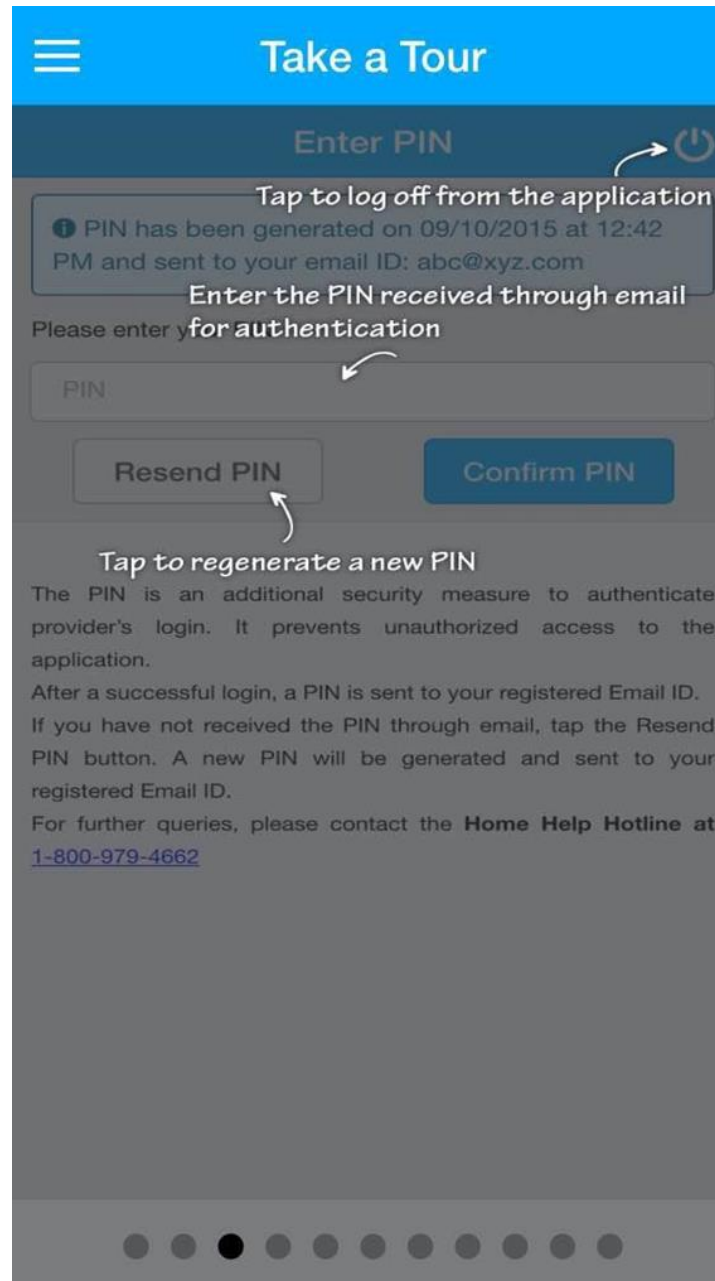   a. Swipe finger across the screen from right-to-left to see the subsequent pages

4. MyCareVisit Login

5. My Contact screen

6. Enter PIN screen

7. Member list screen

8. Side Bar Menu options
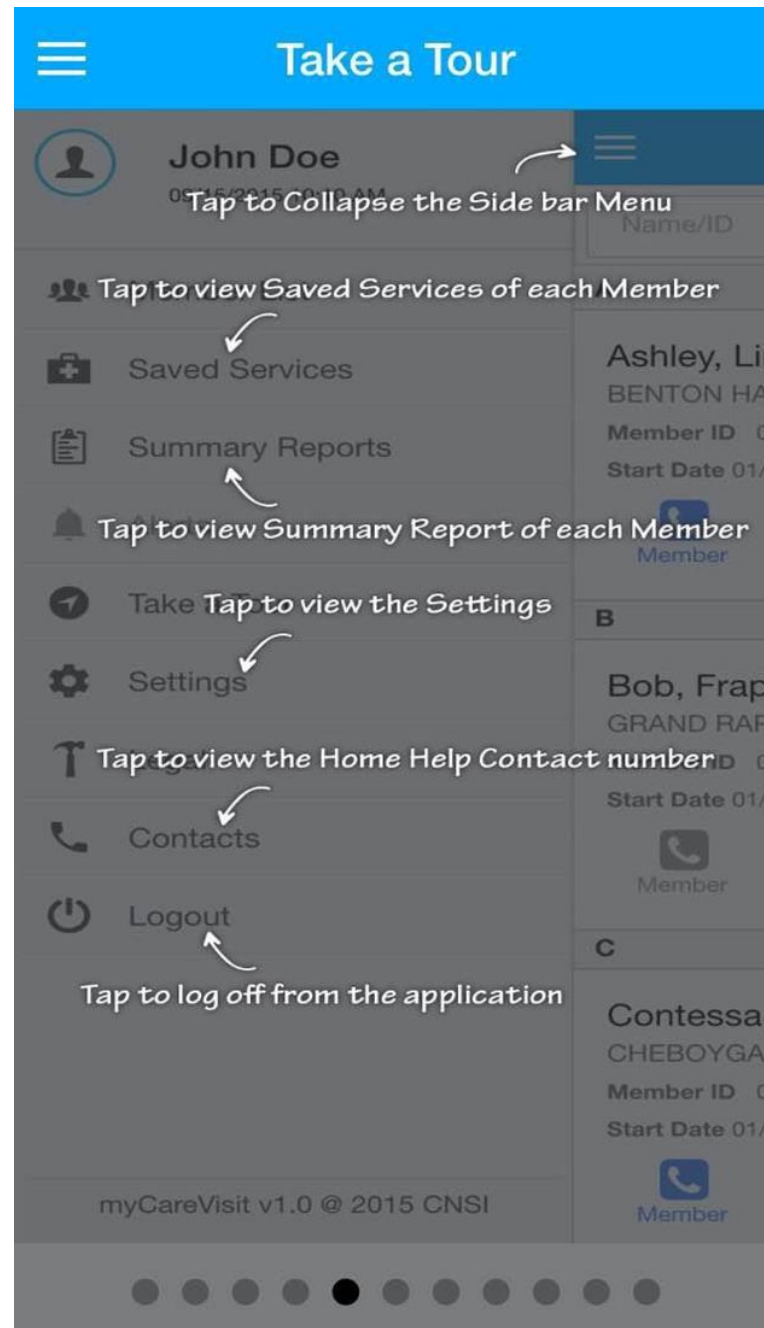
9. Task List

10. Saved Services Screen
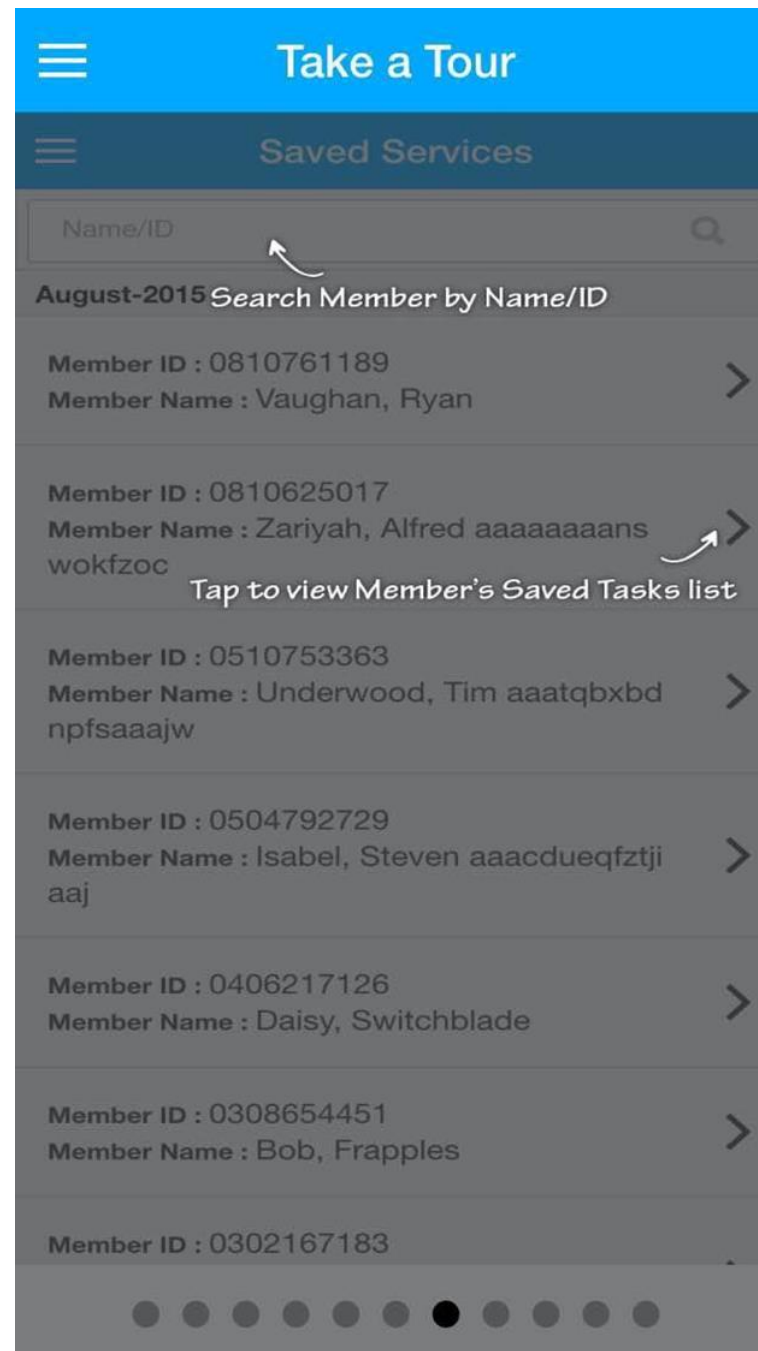
11. Saved Details screen
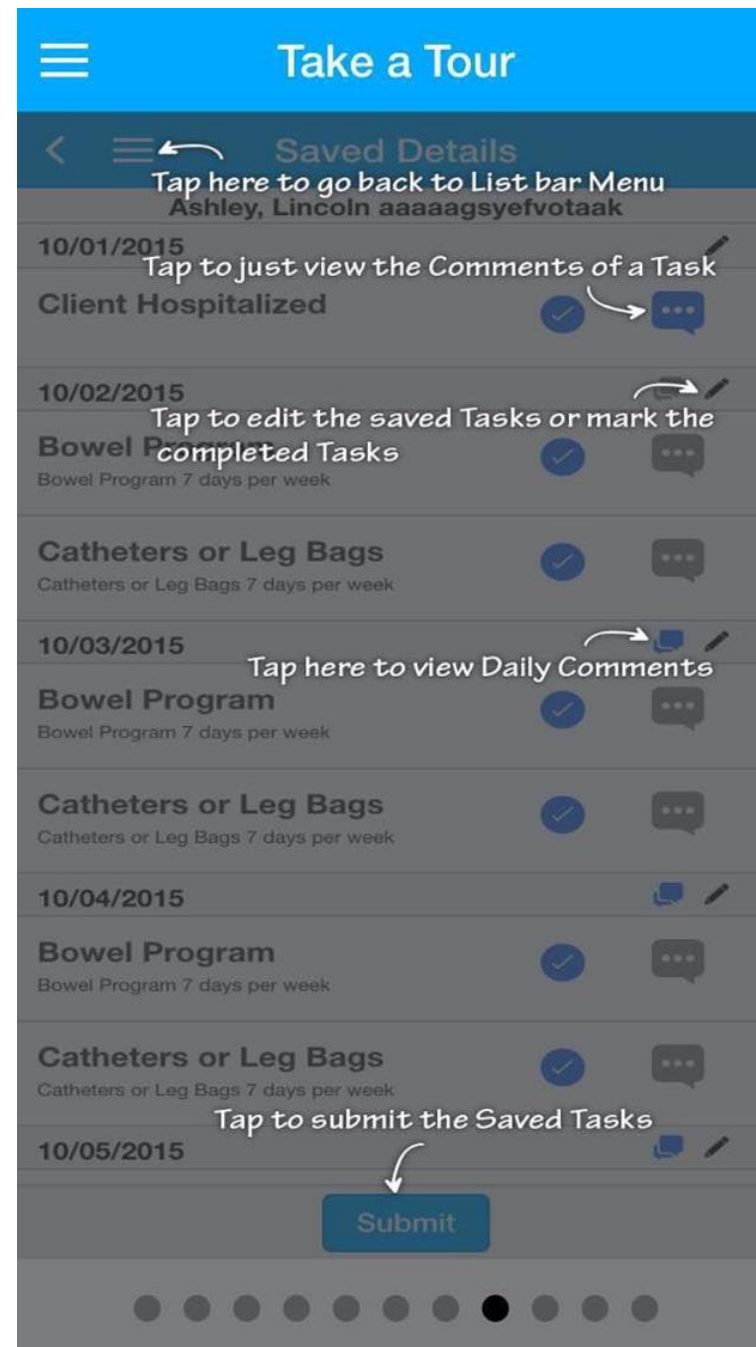
12. Summary Reports screen
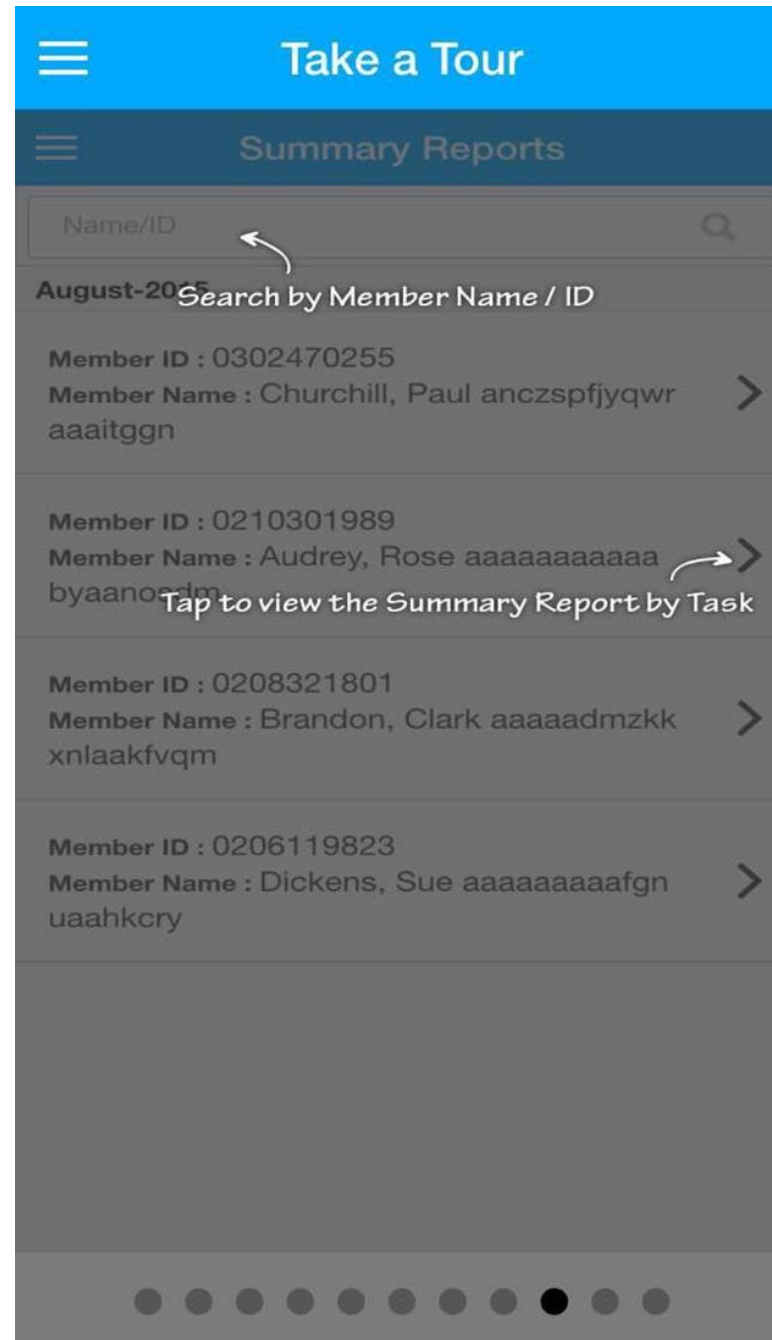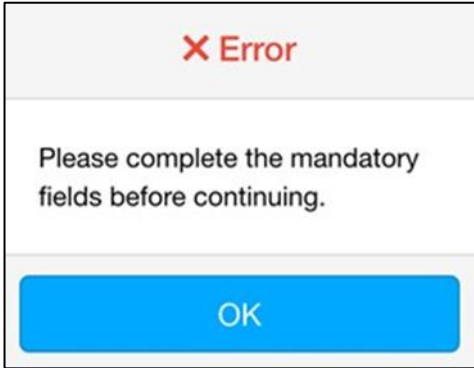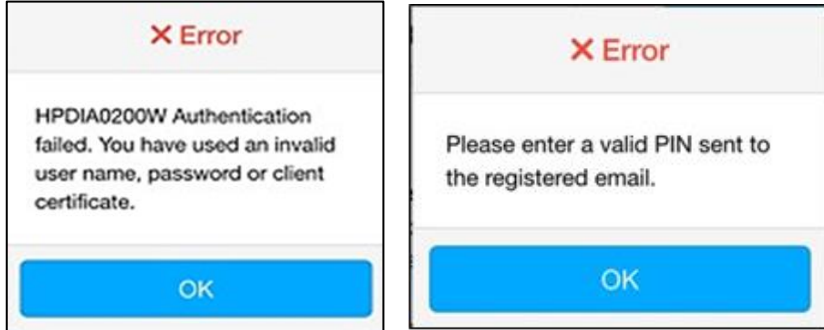
13. Summary Detail screen 1
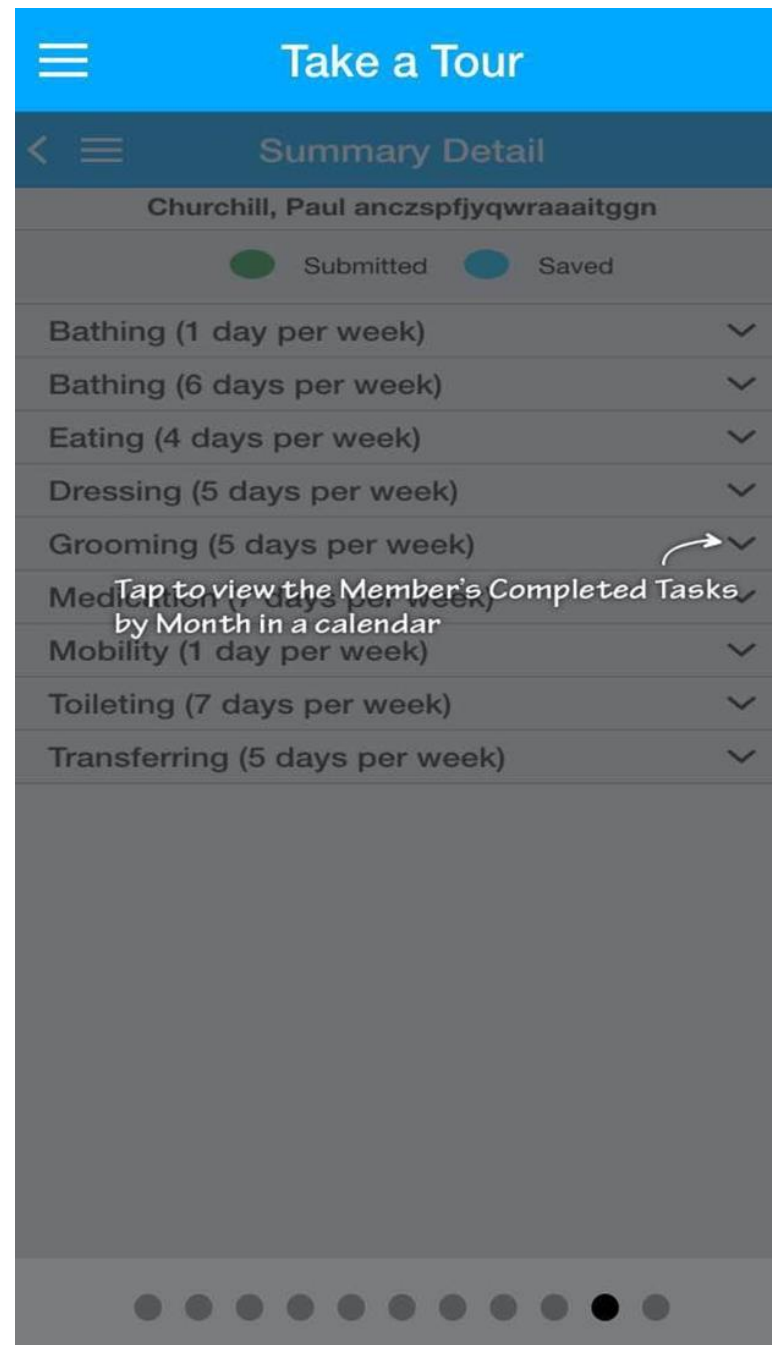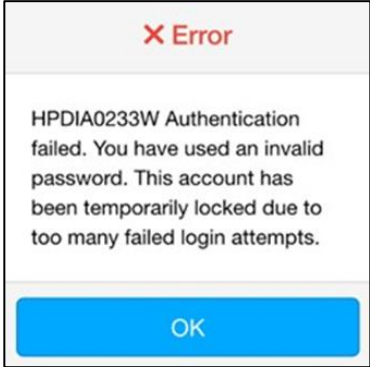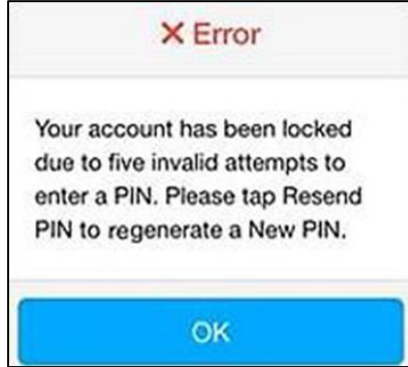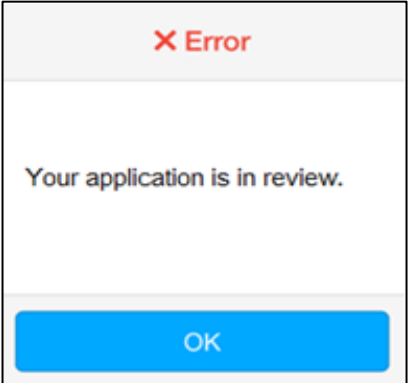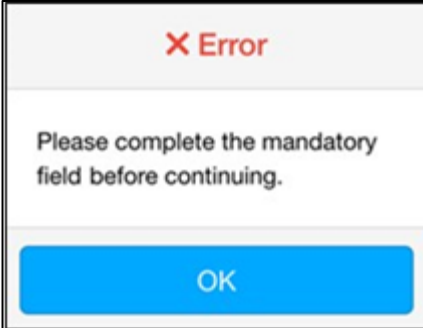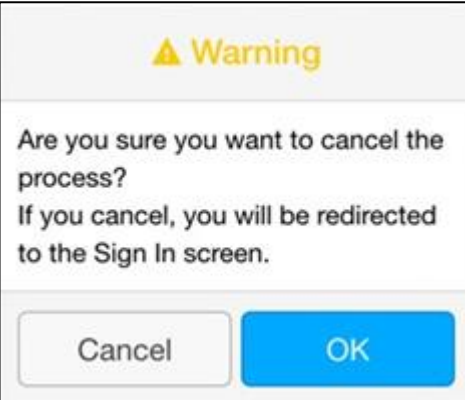
14. Summary Detail screen 2
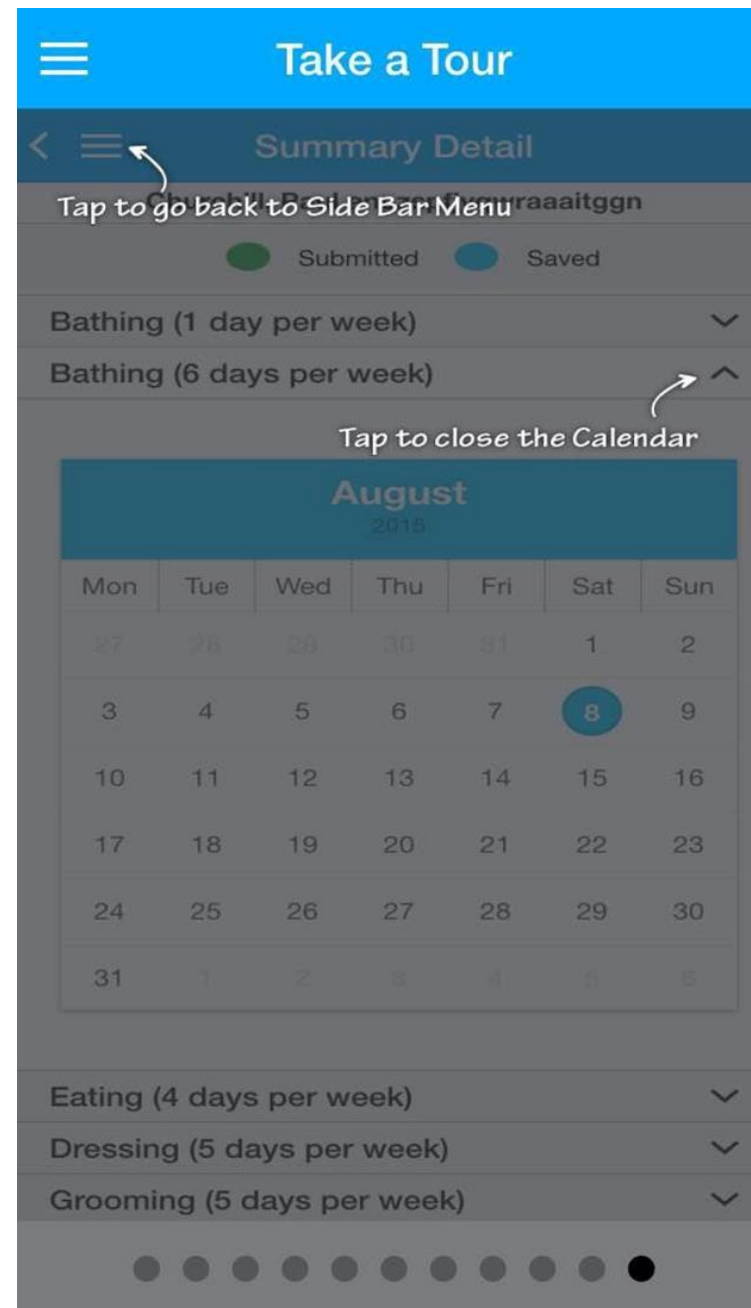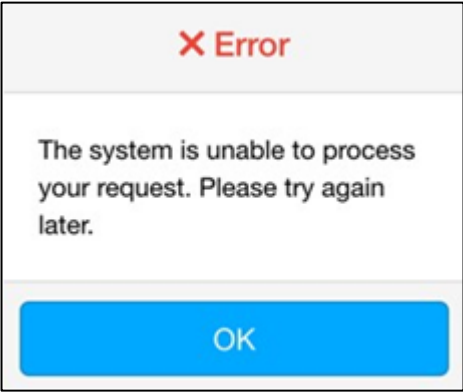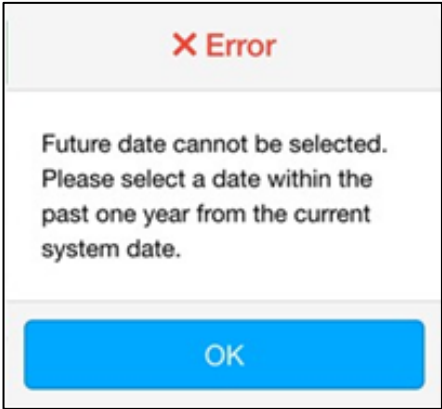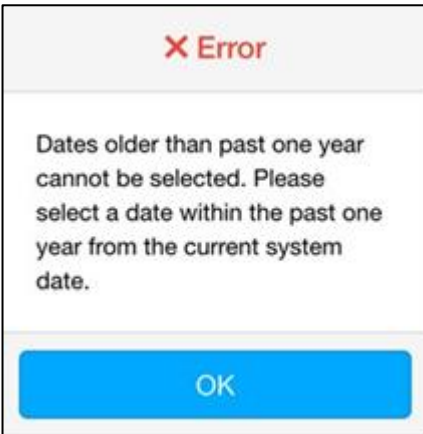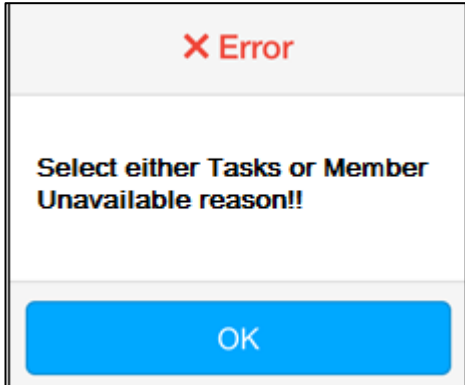
Errors Users May Encounter

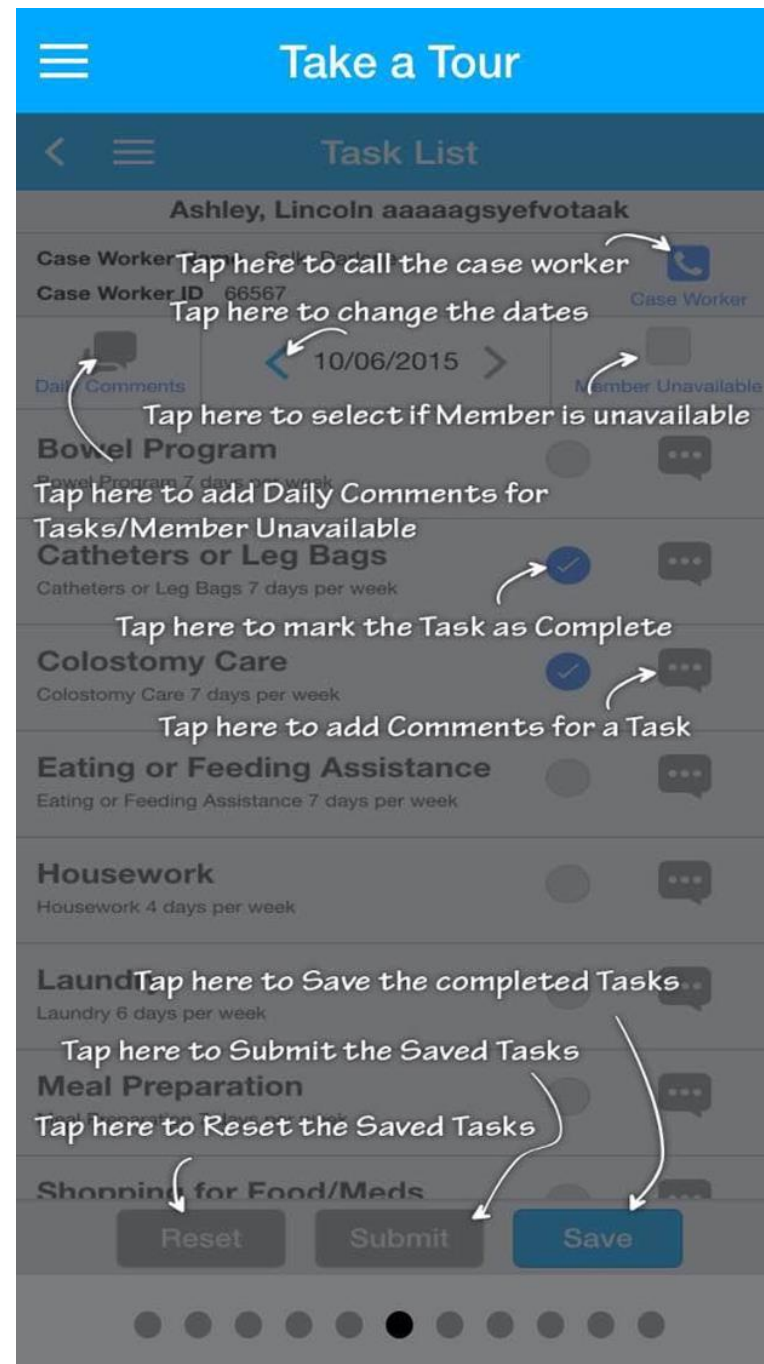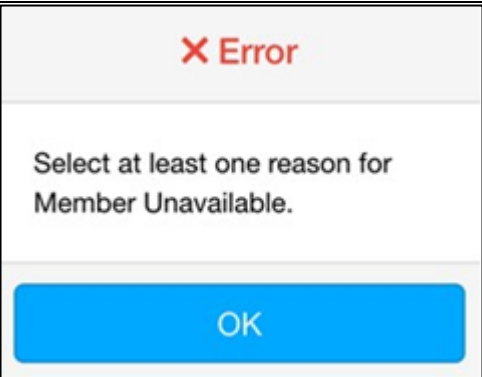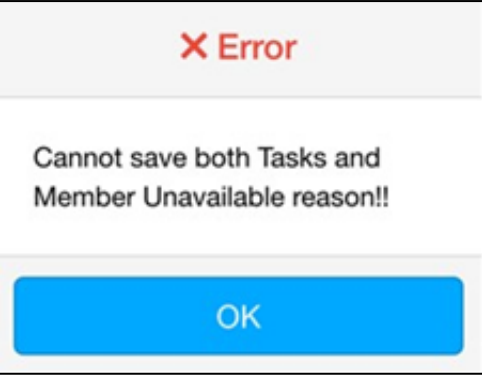| Errors/Warning Reason	Error/Warning Message
If you tap the **Sign In** button without typing the **Username** and **Password**, the following error message is displayed:	
If you tap the **Sign In** button when the **Username** and **Password** you entered are incorrect, the following error message is displayed: The second message will appear if you enter an invalid pin:	
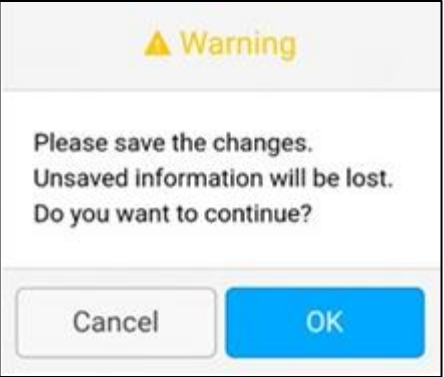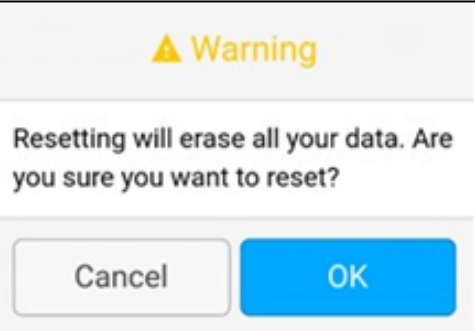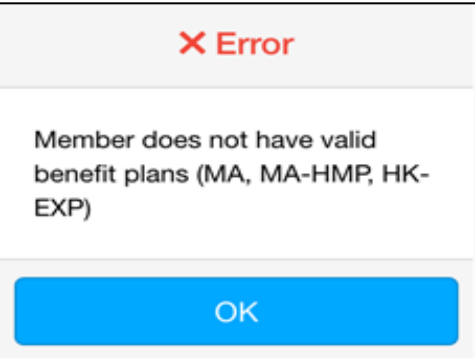
Errors/Warning Reason	Error/Warning Message
If you enter the wrong **Username** and **Password** five times, the account will be locked temporarily for 15 minutes and the following error message will be displayed: The second message will appear if you enter the wrong **PIN** consecutively five times:	
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:	
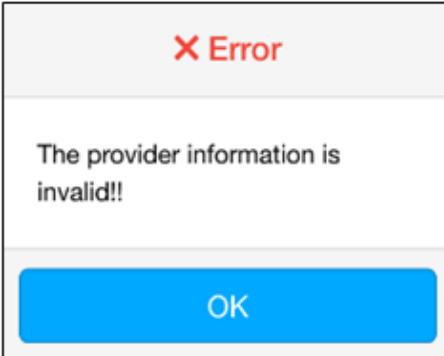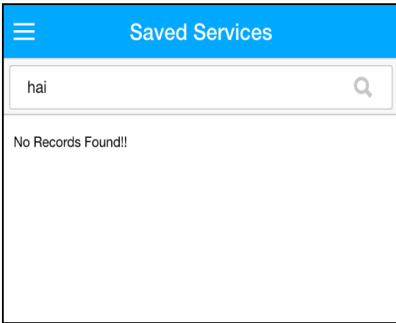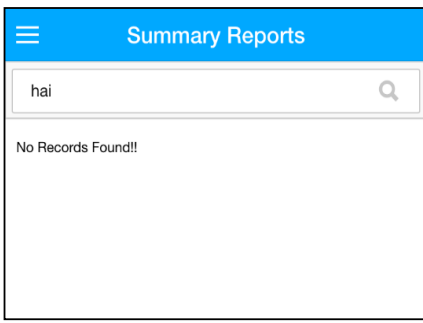
Errors/Warning Reason	Error/Warning Message
If you leave blank a box requiring information to be entered, the following error message is displayed:	**✕ Error** Please complete the mandatory field before continuing. **OK**
if you tap the **Cancel** button on the **License** screen, **the My Contact** screen, or the **MDHHS Agreement** screen the following Warning message is displayed:	**⚠ Warning** Are you sure you want to cancel the process? If you cancel, you will be redirected to the Sign In screen. Cancel OK

Errors/Warning Reason	Error/Warning Message
If the system is down due to a maintenance or communication failure (e.g., loss of network), the following error message is displayed:	**✕ Error** The system is unable to process your request. Please try again later. OK
On the **Calendar** screen, if you tap a future date, the following error message is displayed:	**✕ Error** Future date cannot be selected. Please select a date within the past one year from the current system date. OK

Errors/Warning Reason	Error/Warning Message
On the **Calendar** screen, if you tap a date older than one year, the following error message is displayed:	✕ Error Dates older than past one year cannot be selected. Please select a date within the past one year from the current system date. OK
The following error message maybe displayed if you tap the Daily Comments icon (🖵 Daily Comments) without selecting Tasks or Member Unavailable.	✕ Error Select either Tasks or Member Unavailable reason!! OK

Errors/Warning Reason	Error/Warning Message
If you tap the **OK** button without selecting the reason from the drop-down list in the **Member Unavailable** pop-up window, the following error message is displayed:	✕ Error Select at least one reason for Member Unavailable. OK
If you mark the Member Tasks and also select the reason from the drop-down list in the **Member Unavailable** pop-up window after enabling the **Member Unavailable** option and tap the **OK** button, the following error message is displayed:	✕ Error Cannot save both Tasks and Member Unavailable reason!! OK

Errors/Warning Reason	Error/Warning Message
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 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 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 Member does not have valid benefit plans (MA, MA-HMP, HK-EXP) OK

Errors/Warning Reason	Error/Warning Message
If the Provider is not active to render the services on the service date, the following error message is displayed:	
If no matching records are found (e.g., no payment authorization added for the provider), the following error message is displayed:	