



CLOCKING AND CARE LOGS

Senior Solutions Home Care services a wide range of clients with different payors, reporting, and clocking needs. To simplify this process, we have broken down what you will need to use to successfully clock in and out of your visits below:

ClearCareGo - USE FOR ALL CLIENTS

Go to your ClearCareGO app on your mobile phone and login using the following information:

Username: your full email address on file in ClearCare

Password: Caregivers1!

(Login information can also be found on the back of your name badge)

Step 1: From the mobile app menu, select **"shifts"** then select the applicable schedule

Click on the orange **"Clock in"** button at the bottom of the screen to be clocked into the shift.

Step 2: After clocking in you will receive a reminder that "If you or your clients are experiencing any fever, cough, or flu-like symptoms, please contact your office immediately. Please also be extra careful by washing your hands for 30 seconds with soap at arrival and frequently throughout your shift." Click **ok** to continue.

Step 3: Update all tasks any time during the shift before clocking out. All tasks must be marked as complete or not complete before the caregiver is able to clock out. Marking the task as completed will prompt the next task. Marking the task as not complete will bring up a text field for the caregiver to type in a reason why the task wasn't completed.

Step 4: After all tasks have been marked, the caregiver can clock out using the orange **"Clock Out"** button at the bottom of the screen.

CHOICES Clients - Healthstar or Sandata

For any CHOICES clients with Amerigroup, United Healthcare or BlueCare you will clock in to another system. **EVV clocking in and out of these systems is mandated by federal law.** The system you clock into and out of will depend on the client.

Amerigroup:

You will clock in and out using the Amerigroup Healthstar app. You can find links for this app by going to the employee portal at <https://www.sscares.com/employee-portal> .

United Health Care:

You will clock in and out using the UHC Healthstar app. You can find links for this app by going to the employee portal at <https://www.sscares.com/employee-portal> .

Amerigroup and UHC Login Info:

Company ID: seniorsolutionsathome

Username: (your FULL email address on file)

Password: Caregivers1!

BlueCare:

You will clock in and out using the Sandata Mobile Connect app. You can find links for this app by going to the employee portal at <https://www.sscares.com/employee-portal> .

BlueCare Login Info:

Company ID: 36458

Username (your FULL email address on file)

Password: Caregivers1!