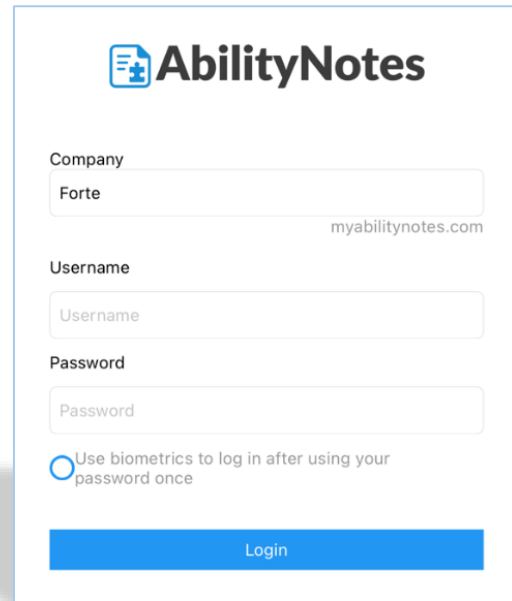


Electronic Visit Verification (EVV) – Ability Notes App

Login

- Company: Forte
- Username: Same as Ability Notes website.
- Password: Same as Ability Notes website.

The image shows a login screen for the AbilityNotes app. At the top is the AbilityNotes logo, which consists of a blue icon with a document and a plus sign, followed by the text "AbilityNotes". Below the logo are three input fields: "Company" with "Forte" entered, "Username" with "Username" entered, and "Password" with "Password" entered. To the right of the "Company" field is the text "myabilitynotes.com". Below the input fields is a radio button with the text "Use biometrics to log in after using your password once". At the bottom is a blue button with the text "Login".

AbilityNotes

Company
Forte
myabilitynotes.com

Username
Username

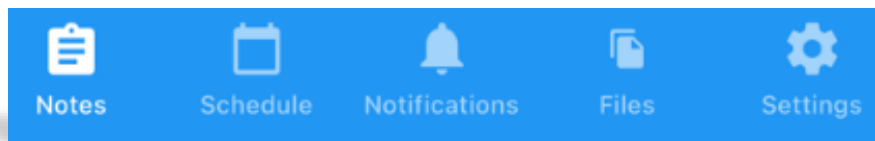
Password
Password

☐ Use biometrics to log in after using your password once

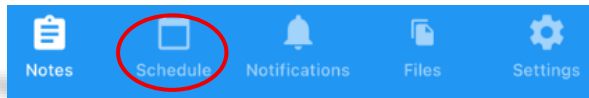
Login

Navigation

- Notes – Upcoming scheduled shifts. Where clock in/out occurs.
- Schedule – Add, modify, or remove schedules.
- Notifications – Display system notifications (schedule changes, note rejections, etc).
- Files – Not using currently.
- Settings – Log out of app.



Scheduling



Adding new

1. Under the Schedule tab, click the “+” in the top, right corner.
2. Select Date, Start/End time, Client, and Service.
3. Click Save Appointment.

A form titled 'Schedule' with a 'New appointment' button and a refresh icon. It contains fields for Date (9/29/25), Start time (8:00 AM), End time (11:00 AM), Client (Potter, Harry (Training)), and Service (Participant Assistance and Care). A blue 'Save Appointment' button is at the bottom.

< Schedule New appointment

Date
9/29/25

Start
8 00 AM

End
11 00 AM

Client
Potter, Harry (Training)

Service
Participant Assistance and Care

Save Appointment

Modifying/Removing

1. Click into existing schedule.
2. Adjust information and save.

Or

3. Click Remove (bottom).

A form titled 'Schedule' with an 'Edit appointment' button and a refresh icon. It contains fields for Date (9/29/25), Start time (8:00 AM), End time (11:00 AM), Client (Potter, Harry (Training)), and Service (Participant Assistance and Care). It has a blue 'Save Appointment' button and a red 'Remove' button at the bottom.

< Schedule Edit appointment

Date
9/29/25

Start
8 00 AM

End
11 00 AM

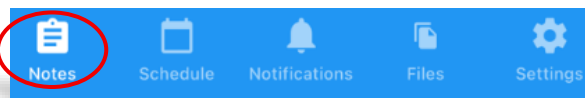
Client
Potter, Harry (Training)

Service
Participant Assistance and Care

Save Appointment

Remove

Capturing EVV



Clocking In

1. Under the Notes tab, select upcoming shift.
2. Select the appropriate Location/Destination of shift start (Home, School, Work, Other).
3. Click 'Clock In' then 'Yes' to confirm.

Additional Notes –

- Select Location/Destination where shift is starting. Always defaulting to 'Home'
 - To change, click 'Home.' Additional options will appear. Contact the office to add additional options.
- GPS Location found: GPS coordinates located the user.
- Permanent Address: The address of the Location/Destination selected.
- Refresh GPS: If GPS isn't registering correctly.
- Users should follow the 14-minute rule:
 - Within 7 minutes before or 7 minutes after shift start.

< Notes Verify Visit

Bond, James (Training MARS)
Respite
Doe, Jane (Training Staff)
12:30 PM - 1:00 PM (0.50)

Destination
Home

Clock In Clock Out

GPS Location found!
Near 120 S Lake St, Warsaw, IN 46580
Latitude: 41.23741, Longitude: -85.85834

Permanent Address
120 S Lake St., Warsaw, IN, 46580
0.00 miles from current location.

Refresh GPS

Clocking Out

1. Under the Notes tab, select shift to end.
2. Select Location/Destination. Change if end of shift has a different location.
3. Click 'Clock Out' then 'Yes' to confirm.

Users must clock out before submitting Daily Note

Additional Notes –

- When clocking out, users will see a yellow clock icon. This indicates a clock in was already captured.
- Users should follow the 14-minute rule:
 - Within 7 minutes before or 7 minutes after shift end.
- Green check mark shows EVV complete.

Notes

Wednesday, October 1, 2025

Bond, James (Training MARS)
Participant Assistance and Care
Doe, Jane (Training Staff)
9:00 AM - 10:00 AM

Notes

Wednesday, October 1, 2025

Bond, James (Training MARS)
Participant Assistance and Care
Doe, Jane (Training Staff)
9:00 AM - 9:15 AM

GPS Exception Warning

- If the captured coordinates are not within 1-mile of the selected Location/Destination, a warning will notify the user that an EVV exception will be added to the Daily Note.
- Continue capturing EVV.

Note: Users can check the Location/Destination and captured coordinates by checking 'GPS Location found' and 'Permanent Address.' If they are not the same, or within 1 mile, the warning notice will appear. Refresh GPS, if needed.

< Notes Verify Visit

Potter, Harry (Training)
Participant Assistance and Care
Doe, Jane (Training Staff)
9:30 AM - 10:00 AM (0.50)

Destination
Home

Your current location is more than 1 mile (5,280ft) away from the listed permanent address for this person. An EVV exception will be created unless you are within the acceptable distance.

Clock In Clock Out

Permanent Address
120 S Lake Street, Warsaw, IN, 46580
441.26 miles from current location.
[Refresh GPS](#)

Electronic Visit Verification: On the Daily Note, the Electronic Visit Verification section displays the clock in and clock out that are captured on the Ability Notes App.

Appointment Information				
Staff: Doe, Jane (Training Staff)	Date of Service: 10/1/2025	Start: 10/1/2025 9:00:00 AM	End: 10/1/2025 9:15:00 AM	Duration: 0.25

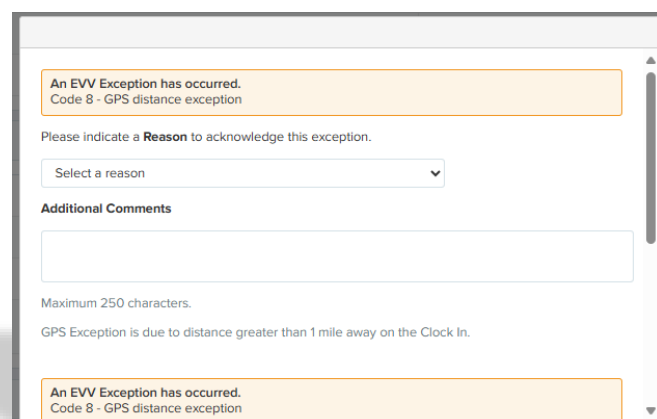
Electronic Visit Verification

In: 10/1/2025 9:04:54 AM	Out: 10/1/2025 9:13:08 AM	Duration: 0.14
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[Request Modification](#)

GPS Exception – Daily Note

- Upon opening the Daily Note, an EVV Exception box will appear. For GPS issues, it will appear as Code 8 – GPS distance exception.
- Select a reason from the drop-down menu. Provide required comment on why distance exception occurred.

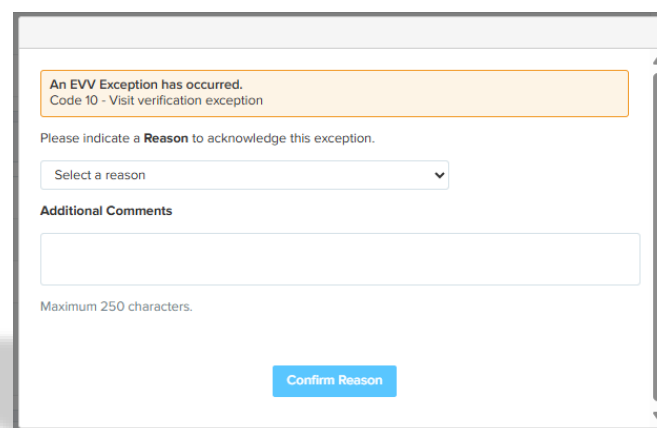


The screenshot shows a mobile application interface for reporting a GPS exception. At the top, an orange banner states: "An EVV Exception has occurred. Code 8 - GPS distance exception". Below this, the text "Please indicate a Reason to acknowledge this exception." is followed by a dropdown menu labeled "Select a reason". Underneath is a text input field labeled "Additional Comments" with a note "Maximum 250 characters." and a pre-filled example: "GPS Exception is due to distance greater than 1 mile away on the Clock In." At the bottom, another orange banner repeats: "An EVV Exception has occurred. Code 8 - GPS distance exception".

Note: User may need to provide a GPS Exception multiple times depending on one or both EVV captures triggering the exception.

Visit Verification Exception – Daily Notes

- Upon opening the Daily Note, an EVV Exception box will appear. For missing EVV captures, it will appear as Code 10 – Visit verification exception.
- Select a reason from the drop-down menu. Provide required comment on why EVV was missed.
- A Request Modification should be entered to manually enter/correct times.



The screenshot shows a mobile application interface for reporting a Visit Verification exception. At the top, an orange banner states: "An EVV Exception has occurred. Code 10 - Visit verification exception". Below this, the text "Please indicate a Reason to acknowledge this exception." is followed by a dropdown menu labeled "Select a reason". Underneath is a text input field labeled "Additional Comments" with a note "Maximum 250 characters." At the bottom right, there is a blue button labeled "Confirm Reason".

Please ensure that a Clock In and Clock Out have been completed. If you're unable to perform either of these, please fill out an Adjusted Time using the **Request Modification** button.

While submitting the Daily Note, the user may receive this drop-down banner. It notifies the user that one or both EVV captures are missing from the Electronic Visit Verification section of the note. This data is required before submitting.

- Check the Electronic Visit Verification section to see if EVV capture(s) are missing.
- If clock out is missing, go to the Ability Notes app and clock out.
- If the user is unable to access the Ability Notes app, add a Request Modification.

Request Modification: Located in the Electronic Visit Verification section of the note, this function allows users to add or modify EVV data.

The screenshot shows two sections of a form. The top section, 'Appointment Information', contains fields for Staff (Doe, Jane (Training Staff)), Date of Service (10/1/2025), Start (10/1/2025 8:00:00 AM), End (10/1/2025 9:00:00 AM), and Duration (1.00). The bottom section, 'Electronic Visit Verification', contains fields for In, Out, and Duration (0.00). A 'Request Modification' button is located below the 'Electronic Visit Verification' section and is circled in red.

1. Click Request Modification.
2. Add/modify In or Out times and check that Duration is correct. Add a reason for the modification.
3. Click Submit Requested Time.

Note: Request Modifications are a last resort. All attempts should be made to capture EVV on the Ability Notes app.

The screenshot shows a 'Request a change' dialog box. It contains fields for Clock In, Clock Out, Duration (0.00), and Reason. The 'Clock In' and 'Clock Out' fields have time picker icons (clock icons) next to them, which are highlighted with a yellow box. Below the 'Reason' field, there is a note: 'Requesting a modification allows a manager to approve or reject new times, and does not guarantee a time change.' At the bottom of the dialog box, there are two buttons: 'Submit Requested Time' (circled in red) and 'Cancel'. Below the dialog box, there is a 'Request Modification' button.

Quick Tip: Use the time picker (clock icons) to select the appropriate time, which formats the time properly, allowing for easier request submitting. Then, check that Duration is calculated correctly.