Mobile Caregiver+

Self-Registering Your Agency & Getting Started

United FL

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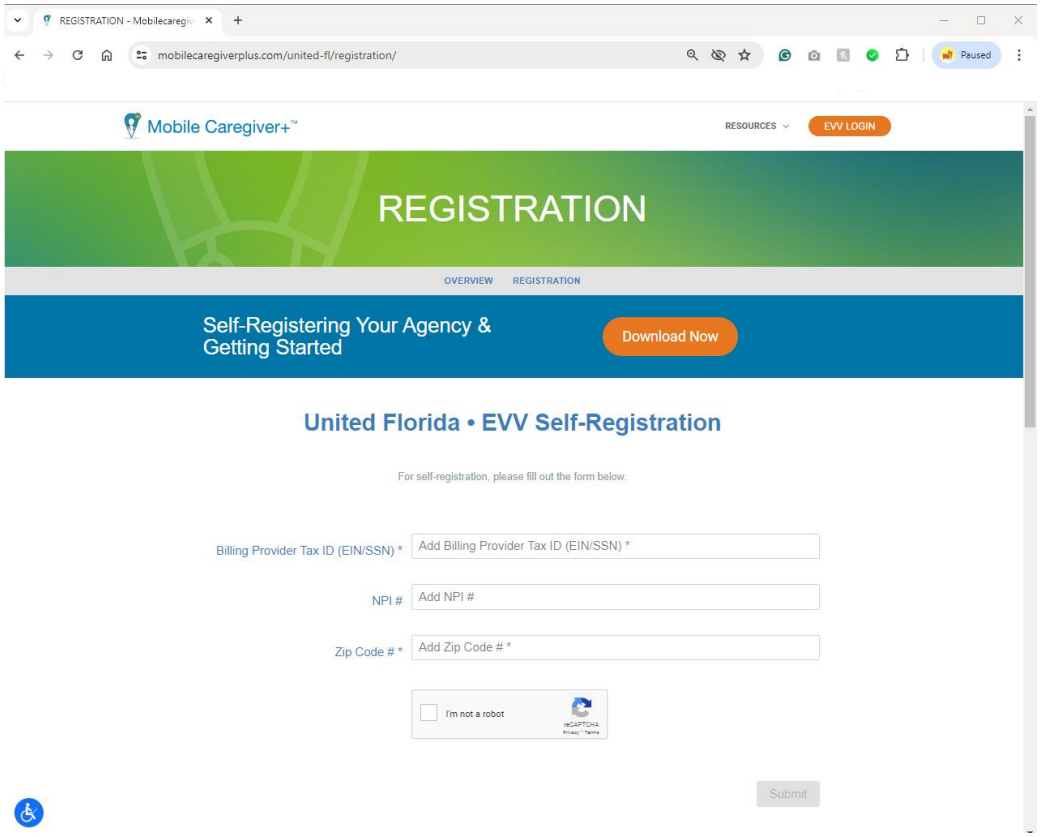
1 Pre-required Registration Data

A designated Provider Administrator will be chosen to self-register their Agency. This individual will have an account created and will be able to access the Mobile Caregiver+ Provider Portal.

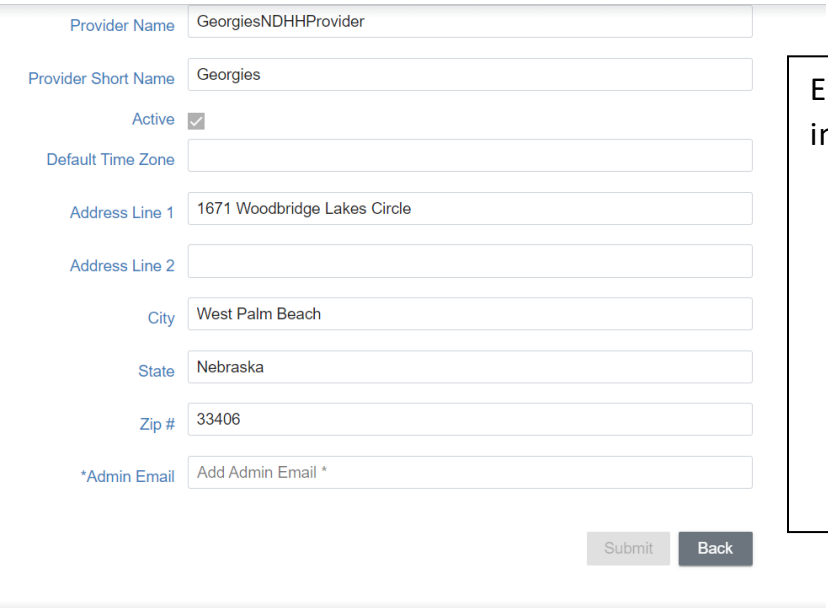
Depending on the Payer and state you work in, the following information is needed to self-register your Agency and to create the designated Provider Administrator's account. Click on the name of your Payer below, to view the Self-Registration instructions:

State - EVV Payer	Prerequired Self-Registration Data
United FL Self-Registration	Billing Provider Tax ID (EIN/SSN) #* NPI #* Zip Code #*

1.1 United FL Self-Registration



1. The designated Provider Administrator navigates to the United FL Self-Registration web page, [Registration - MobileCaregiver+ (mobilecaregiverplus.com).]
2. The designated Provider Administrator enters their Billing Provider Tax ID (EIN/SSN) #*, NPI #*, Zip Code #*.
3. The designated Provider Administrator selects the **I'm not a robot** CAPTCHA box.
4. The designated Provider Administrator selects **Submit** to display the Provider Information form.



Enter your Agency's information:

- Name
- Address
- City
- State
- Zip
- Designated Provider Administrator Email Address

5. Enter your Agency's information in the Provider data form.
6. Click **Submit.**
7. The designated Provider Administrator will be directed to https://mobilecaregiverplus.com/thank-you/ and receive a success message for registration.
8. Two emails will be sent from the email address "no-reply@ntst.com" to the designated Provider Administrator's email address that was entered in the Provider data form. One email will contain your User ID and the other will contain a temporary password. You will have 36 hours to activate the invitation by logging in to your Provider Portal; the invitation will expire after 36 hours. If you fail to activate within 36 hours you will have to repeat the registration process.
9. If you do not see the email invitation, check your Spam or Junk folder. Please follow the instructions provided in that email to complete your registration and access the application.

Alternate Path - Provider User may exit out of the Self-Registration at any time, resulting in no registration and the inability to login to the Provider Portal.

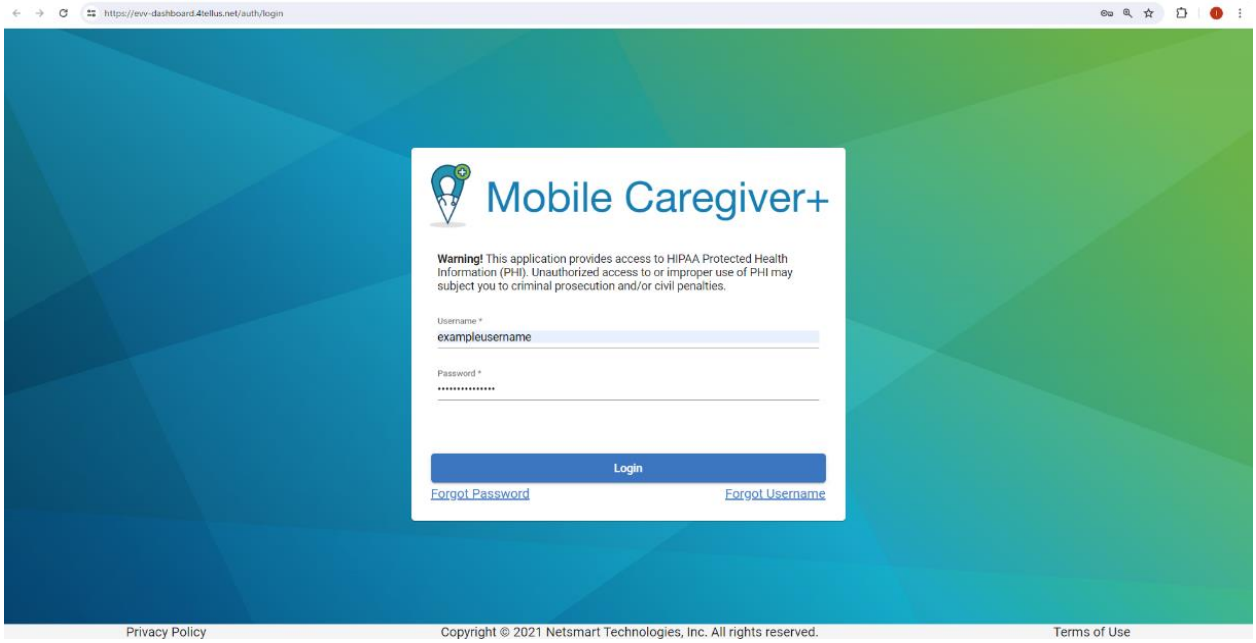
If the designated Provider Administrator enters data in one or more of the given fields, resulting in an error message when selecting **Submit**, then the designated Provider Administrator must correct this error or contact the Netsmart Client Support Team, 833-483-5587 for assistance.

1.2 Logging into the Mobile Caregiver+ Provider Portal

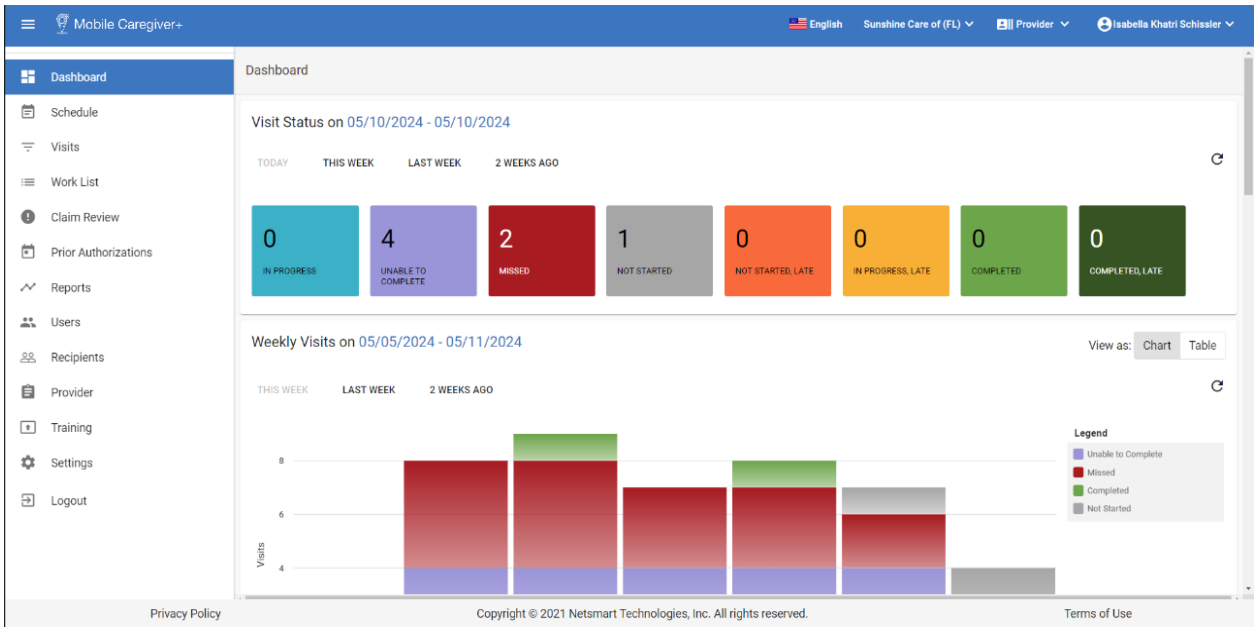
1. Go to https://mobilecaregiverplus.com/resources/.
2. Click on the orange **EVV LOGIN** button located at the top right corner of the screen.

Note: *Another page will open displaying the Mobile Caregiver+ Provider Portal login screen*

3. Enter your username and password from the two emails received after registering your Agency. Refer to Step 8 in Section 1.1 above for more information.
4. Click **Login.**



5. Once the designated Provider Administrator logs in, the dashboard will be the first screen displayed.



Note: *It is recommended to use the available training resources page to start using our system. Please continue to section 2 for these instructions.*

2 Getting Started and Training Resources

Recipient and Prior Authorization data will be loaded in the solution. Confirm Recipient and Prior Authorization data have been loaded and are active and eligible within the active Agency before using the solution.

To access ALL Training Resources:

1. Log into the Mobile Caregiver+ Provider Portal.
2. Click on **Training** in the Main Menu.
3. Click on the link Go to Training.

Note: *Another page will open where you will have to reenter your username and password to access our TRAINING RESOURCES page.*

The **Training Resources** page includes:

- Training Webinars – In this tab, a User can register for future full-length training webinars for each solution, watch a pre-recorded webinar for each solution, and/or sign up for a Live Q&A session.

  Note: *Live and pre-recorded webinars are available in Spanish if needed.*

- User Guides – The user guides are offered for the Provider Administrator, Biller, and Caregiver roles. They are detailed guides that provide focused and specific instructions for every functionality offered in the solution.
- Video Tutorials – The video tutorials are short, topic-related videos that highlight specific functionalities in each solution.
- Quick Reference Guides – Documents that provide a condensed set of instructions on how to use each solution. Each document highlights main functionalities of the solution.

**The following workflow applies to Mobile Caregiver+ (MCG+) Solution Users. We recommend the following steps and training for solution set-up. **

1

Provider Administrators Add New Users

- Under the Provider Portal Section of the Video Tutorials, locate and click WATCH VIDEO for the Manually Adding New Users Video Tutorial.
- Under the Provider Portal tile of the User Guide Section, locate the Manually Adding New Users Section **in the Provider Portal User Guide**.
- Under the Provider Portal tile of the User Guide Section, locate the Importing/Adding New Users via CSV File Section in the Provider Portal User Guide.

2

Caregivers download the Mobile Caregiver+ Mobile Application to the selected device.

- Please refer Caregivers to the **How to download MCG+ PDFs** on an Android and iPhone device.

**If you are using an Alternate EVV Vendor, contact your Alternate EVV Vendor to utilize the correct data capture system. **

3

Provider Administrators confirm that Recipient and Prior Authorization data are loaded in the solution.

4

Provider Administrators schedule visits between Caregivers and Recipients.

- Under the Provider Portal Section of the Video Tutorials, locate and click **WATCH VIDEO** for the **Schedule Recurring Visits**.
- Under the Provider Portal Section of the Video Tutorials, locate and click **WATCH VIDEO** for the **Schedule One-Time Visits**.
- Under the Quick Reference Guides page, locate the **Provider Portal Quick Reference Guide** to review **How to Schedule a Visit**.

**If you are using an Alternate EVV Vendor, use your Alternate EVV Vendor system to schedule a visit. **

5

Caregivers complete the scheduled visit in the Mobile Caregiver+ Mobile Application.

- Under the Quick Reference Guides page, locate the **Mobile Application Reference Guide** to review **How to Complete a Visit**.

**If you are using an Alternate EVV Vendor, use your Alternate EVV Vendor system to complete a scheduled visit. **

6

Provider Administrators and Billers verify claims appear in the Work List for completed visits, remediate any errors, and release claims.

- Under the Claims Console Section of the Video Tutorials, locate and click **WATCH VIDEO** for assistance on the claims process, including reviewing claims, remediating errors, and adjusting claims.
- Under the Quick Reference Guides page, locate the **Provider Portal Claims Quick Reference Guide** to review the full claims process.

**If you are using an Alternate EVV Vendor, verify with your Alternate EVV Vendor that completed visit data has been sent to the Mobile Caregiver+ Claims Console Solution. **

7

Sign up for each live webinar or watch the pre-recorded session.

- Click here to register for the MCG+ Provider Portal Webinar.
- Click here to register for the MCG+ Claims Console Webinar.
- Click here to register for the MCG+ Mobile Application Webinar.

**Live and pre-recorded webinars are available in Spanish if needed. **

We recommend signing up for at least one Live Q&A Session to ask questions to a live trainer and receive real-time feedback.

- Click here to register for the MCG+ Live Q&A Session.

**The following chart depicts the workflow from the previous table, the format is the only difference. Please refer to the previous table for training links. **

Step 1	Provider Administrators add new Users.
Step 2	Caregivers download the Mobile Caregiver+ Mobile Application to the selected device.
Step 3	Provider Administrator confirm that Recipient and Prior Authorization data are loaded in the solution.
Step 4	Provider Administrator schedule visits between Caregivers and Recipients.
Step 5	Caregivers complete the scheduled visit in the Mobile Caregiver+ Mobile Application.
Step 6	Provider Administrator and Billers verify claims appear in the Work List for completed visits, remediate any errors, and release claims.
Step 7	Sign up for each live webinar or watch pre-recorded sessions. We recommend signing up for at least one Live Q&A session.