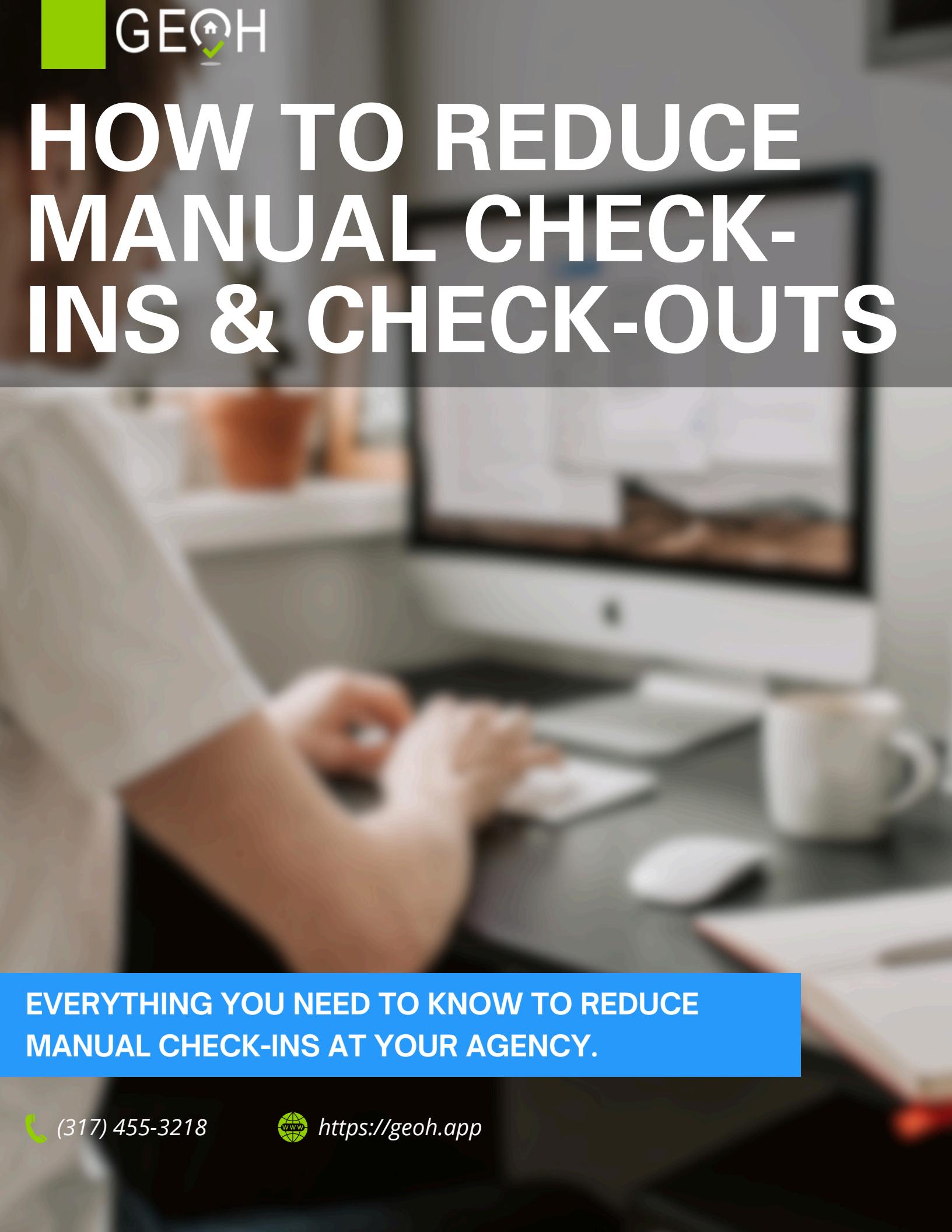




HOW TO REDUCE MANUAL CHECK- INS & CHECK-OUTS

A blurred background image of a person's hands on a computer keyboard, suggesting a manual check-in or check-out process.

**EVERYTHING YOU NEED TO KNOW TO REDUCE
MANUAL CHECK-INS AT YOUR AGENCY.**

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 <https://geoh.app>



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Chapter 1

Understanding the Problem

Manual Check-in: When caregivers have an admin check them in instead of checking in themselves!

► Why is this Important?

Manual check-ins often become the default because caregivers forget to check in or struggle with the app. But manual entries lead to:

- EVV non-compliance
- Higher audit risk (citations, recoupments, agency penalties)
- Incorrect payroll/billing data
- Higher administrative workload
- Client dissatisfaction when agencies ask clients to confirm times repeatedly

► What Causes Manual Check-ins

Common root causes include:

- Caregivers are not receiving reminders
- Poor scheduling alignment with caregiver availability
- Lack of understanding about EVV laws
- Technical barriers (low signal, unfamiliarity with apps)
- Staff forgetting to check in
- Supervisors stepping in too often “to keep things moving”

Understanding these causes allows you to fix them before they turn into audit triggers.



Chapter 2

How to Support Self-Check-Ins

■ Enable Automatic Reminders (Text, App, or Call)

Your software, if using GEOH, should send reminders when:

- A shift is about to start (10–30 minutes prior)
- A shift has started, but no check-in occurred
- A shift is ending soon (optional but recommended)

■ Best Practices

- Use multiple reminders (pre-shift, at shift start, 5 minutes after shift start).
- Make reminders short, clear, and consistent.
- Include the check-in link when possible.

■ Reminder Templates

Pre-shift:

“Hi {Name}, your shift with {Client} starts soon. Please open GEOH and check in when you arrive.”

After missed check-in:

“Your shift has started, but there is no check-in yet. Please check in immediately.”



Chapter 3

Train Your Caregivers

■ What they **MUST** know

During onboarding, teach caregivers:

- How to check in/out on the app
- Why EVV is required by law
- What happens if they fail to check in
- What to do when they have device issues
- How to contact support

Provide hands-on practice during onboarding.

■ Explain the Why

Caregivers comply far more when they understand:

- EVV protocols are state-required
- Missing check-ins can cause state investigations
- Repeated violations may lead to disciplinary action

You don't need to scare them, but clarity improves compliance.

■ Recommended Training Materials

- GEOH has caregiver training weekly to help caregivers use the software
- Step-by-step PDF or video
- Scripted practice scenario
- Quick troubleshooting card
- A "What To Do If..." reference sheet



Chapter 4

Schedule with Your Caregivers

■ Include Caregiver Preferences

Caregivers who receive schedules aligned to their availability are:

- On time more often
- Less likely to miss shifts
- Less likely to forget check-ins

Before assigning a shift, ask:

- Preferred days
- Preferred hours
- Transportation limitations
- Preferred distance radius
- Client-type preferences

■ Build Schedule 2 Weeks in Advance

This:

- Reduces scrambling
- Reduces caregiver burnout
- Improves planning
- Allows caregivers to prepare mentally

■ Communicate Schedule Clearly

Every caregiver should receive:

- A copy of the schedule
- A reminder 24–48 hours before a new week begins
- Alerts about changes



Chapter 5

Create a Strike System

■ Step One

Notify caregivers via email that organic check-ins are required

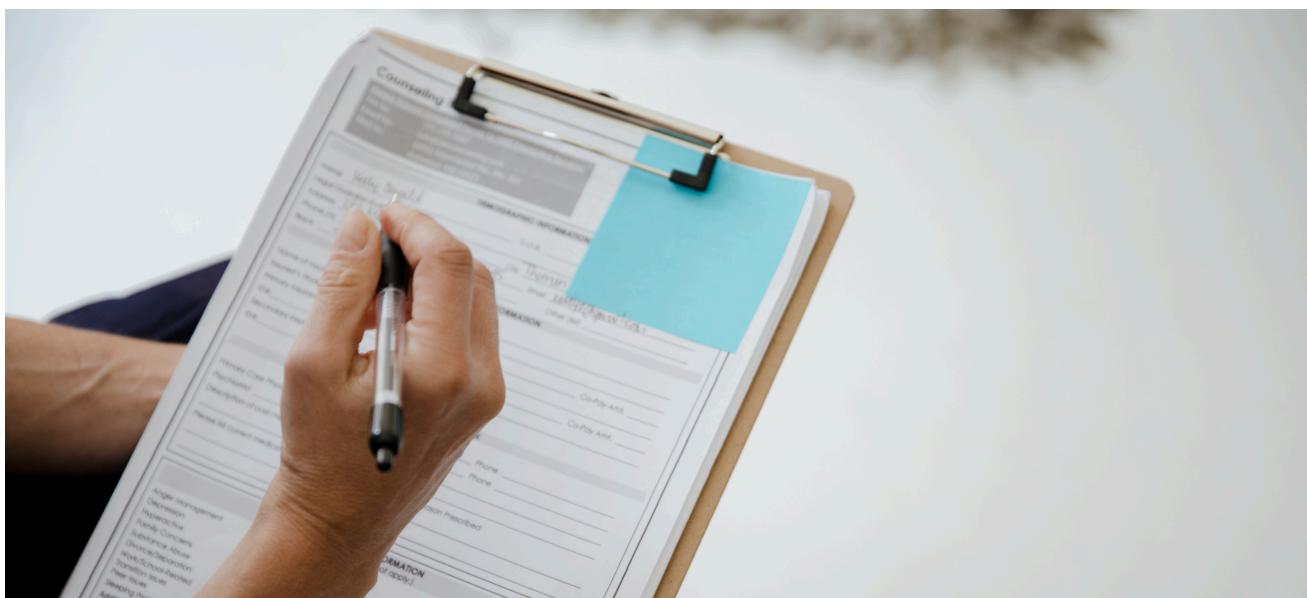
■ Step Two

Properly train caregivers on how to check-in

■ Step Three

Create a strike system:

- *Strike one: verbal warning*
- *Strike two: written warning*
- *Strike three: Consequence or Suspension*





Chapter 6

Operations Process

► Guidelines to go by:

CMS guidelines typically recommend a rate below 15% for this. But this varies from state to state.

Because manual check-ins trigger audits, GEOH's standard is less than 10%.

► Daily Monitoring Checklist

- Missed check-ins
- Manual check-ins
- Duplicate or overlapping shifts
- Incomplete visit data
- Caregivers with patterns (late, chronic manual entries)

► Weekly Reviews

Look for:

- Caregivers with high manual entry rates
- Clients who frequently report discrepancies
- Schedules that result in repeated lateness
- Caregivers approaching disciplinary thresholds

► Monthly Reviews

Evaluate:

- Trending problems
- System issues (device failures, reminders not sent)
- Training needs
- Staffing issues



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THANKS FOR READING!

We hope you found this guide helpful!

If you ever require assistance, remember GEOH is here to help!

We believe that great things are in store for your agency!

Call 317-455-3218 or [book a meeting here!](#)

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