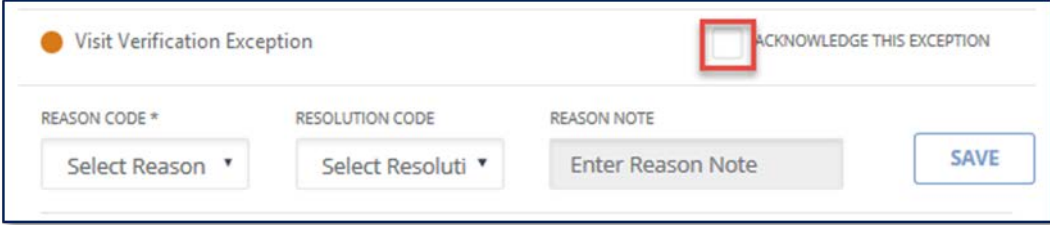

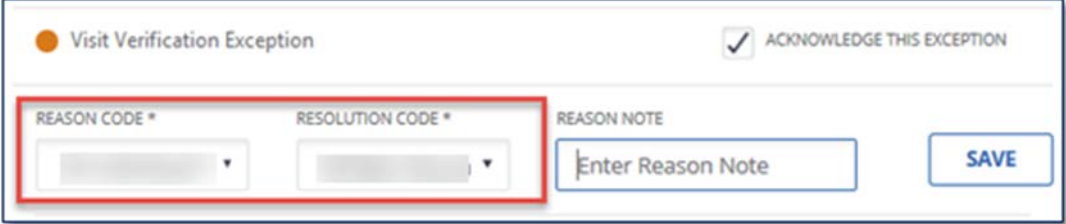


Visit Verification Exception

Identifies when the start and end time has not been verified by the client at the end of the visit, by confirming during the SMC call-out or the client verifies time during the Telephony call-out. This exception type must be acknowledged for the visit to be in a verified state.

<p>Step 1</p> <ul style="list-style-type: none">• Check the ACKNOWLEDGE THIS EXCEPTION checkbox on the Visit Verification Exception line.	 <p>The screenshot shows the 'Visit Verification Exception' form. At the top right, there is a checkbox labeled 'ACKNOWLEDGE THIS EXCEPTION' which is currently unchecked and highlighted with a red square. Below this, there are three input fields: 'REASON CODE *' with a dropdown menu showing 'Select Reason', 'RESOLUTION CODE' with a dropdown menu showing 'Select Resoluti', and 'REASON NOTE' with a text input field containing 'Enter Reason Note'. A 'SAVE' button is located on the right side of the form.</p>
<p>Step 2</p> <ul style="list-style-type: none">• Check the ACKNOWLEDGE THIS EXCEPTION checkbox on the Client Signature Exception line.	 <p>The screenshot shows the 'Client Signature Exception' form. At the top right, there is a checked checkbox labeled 'ACKNOWLEDGE THIS EXCEPTION'.</p>
<p>Step 3</p> <ul style="list-style-type: none">• Select a REASON CODE from the list.• Click SAVE	 <p>The screenshot shows the 'Visit Verification Exception' form with the 'ACKNOWLEDGE THIS EXCEPTION' checkbox checked. The 'REASON CODE *' and 'RESOLUTION CODE *' dropdown menus are highlighted with a red rectangle. The 'REASON NOTE' field contains 'Enter Reason Note' and the 'SAVE' button is visible on the right.</p>