

EVV GPS Exceptions & Consumer Location Updates

Understanding EVV GPS Exceptions

Not all “GPS Verification Failed or Out of Range” exceptions are the same, and not all can be resolved by updating a consumer's home coordinates.

Start Call	GPS: Lat: 38.70814533904195 Lng: -93.21482263505459 Distance: 977 (ft) Accuracy: 16 meters	Show	GPS Verification Failed or Out of Range
End Call	Not Validated		GPS Verification Failed or Out of Range

Exception on Start

What it means:

- The GPS location captured when the attendant clocked in did not match the consumer's stored coordinates.

Possible Resolution:

- Verify the consumer's home coordinates.
- If the coordinates on file are inaccurate, updating them in Ascend may resolve future exceptions.

Exception on End

What it means:

- No GPS coordinates were received from the mobile device at clock-out.

Lack of Resolution:

- Updating the consumer's stored coordinates will **not** resolve an exception that occurred because coordinates were not received.

Start Call	GPS: Lat: 38.196434999999994 Lng: -93.53723333333333 Distance: 775 (ft) Accuracy: GPS Coordinate is not current	Show	GPS Verification Failed or Out of Range
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GPS Coordinate is not current

Occasionally, the mobile device fails to provide current GPS coordinates.

Important:

- This issue is unrelated to the consumer's stored home coordinates.
- Updating coordinates in Ascend will not correct the problem.

Possible Resolution:

- Turning the mobile device's location services off and then back on may restore GPS functionality and allow coordinates to be captured successfully.

Obtaining Accurate Consumer Coordinates

Accurate GPS coordinates are required when updating consumer locations.

Home Address Alone Is Not Sufficient

If the address alone were enough to determine the correct location, there would be no need to update coordinates.

Challenges can occur with:

- Apartment complexes
- Mobile home parks
- Multi-unit residences

In these situations, mapping services may return the location of a leasing office or main entrance instead of the actual residence.

Method for Finding Coordinates

Google Maps (maps.google.com) is one possible tool for identifying coordinates.

To obtain coordinates:

1. Open the location in Google Maps.
2. Right-click on the exact residence location.
3. Click the latitude and longitude displayed to copy.

Verification Process

A specialized spreadsheet can help identify the location where clock-ins and clock-outs typically occur.

This information may be used as a guide when:

- Investigating EVV exceptions
- Verifying consumer locations
- Updating home coordinates in Ascend

However, it should be noted that there is a possibility that the location where clock-ins and clock-outs typically occur is not the consumer's home coordinates. If there is uncertainty regarding the location, additional verification should be obtained before updating consumer records.

Before Requesting a Coordinate Update

- ✓ Determine which variation of the exception occurred.
- ✓ Confirm that GPS coordinates were received.
- ✓ If coordinates are missing, troubleshoot the mobile device first.
- ✓ When requesting a coordinate update, provide GPS coordinates, not just the home address.
- ✓ For apartments and mobile home parks, verify the exact residence location whenever possible.