



eVero User Guide
For Participants and Parents

Setting up your account

As a new user, you will be required to set up an account for your child/participant. This is done by a link sent to you via email directly from eVero. Once you receive the link, you will follow the steps in the email. Please note that you will create a new account.

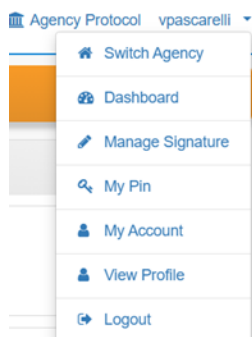
*If you are the parent/advocate for more than one participant, create the first participant's account as a new account. The second and subsequent accounts will then be created by choosing the option to **link** your accounts. This will allow you to navigate through each participant using a single portal. You will be able to toggle between each participant in the top right-hand corner by choosing "switch individual".

Linked below is a helpful guide of the entire eVero system. It will give you step by step guides for setting up your account, submitting reimbursements, approving broker invoices and managing staff time.

[Overview Guide for Individuals and Families \(Web\) | Our Digital Learning Repository](#)

Creating your Signature and PIN

After creating a portal account, please navigate to the left-hand side where your username is listed. You will be required to create a signature under "manage signature" along with creating a pin. This serves as your signature when reviewing items that require your approval within the eVero system.



Downloading the eVero app

Once your account is set up and your signature and pin are created, you can download the eVero app in the Google Play Store or Apple App Store. The app is called **eVeroMobile**.

Below are some links that will help you navigate the eVeroMobile app.

How to install the app: [Mobile Apps Installation Guide | Our Digital Learning Repository](#)

How to navigate the app settings (changing/updating pin, updating signature, enabling push notifications):
[eVeroMobile™ - Settings | Our Digital Learning Repository](#)

Overview guide for using the eVeroMobile app: [Mobile Overview Guide \(For Individuals and Families\) | Our Digital Learning Repository](#)

Approving Documents on eVero Mobile:

[Individuals and Families Completing Reviews \(Mobile\) | Our Digital Learning Repository](#)

Submitting Reimbursements

Below are helpful links on how to submit your reimbursements:

[Overview Guide for Individuals and Families \(Web\) | Our Digital Learning Repository](#)

[Creating an Invoice \(For Individuals and Families\) | Our Digital Learning Repository](#)

[Uploading an Invoice \(Mobile\) | Our Digital Learning Repository](#)

This guide will review the most common budget line items for reimbursement and the new process on how to claim reimbursement when using the eVero system. If there is a budget line item that you would like to utilize that is not outlined here, please ask your self-direction supports coordinator for guidance.

***Please note that all the payees are listed in a drop down. Selecting the correct payee is mandatory. There is no longer a note section to write in who the payee is. If you need to add a payee, please let your Self-Direction Supports Coordinator know.**

IDGS Camp:

You can create your camp invoice after services are rendered. The invoice amount in eVero should match the amount of the camp invoice. If the participant attends camp at an approved vendor, they will be listed as a payee for direct payment. If the parent/advocate paid for camp out of pocket, choose the appropriate parent/advocate to receive payment.

IDGS Community Classes:

All community class invoices must be accompanied by an invoice/proof of attendance/proof of payment.

Any classes that are taken with an approved vendor that is directly paid on behalf of the participant must have an invoice uploaded in eVero. The vendor should be connected to the participant and listed as a payee. Ensure that you are choosing the correct vendor as payee when uploading approved vendor invoices.

Any classes that are taken and paid for out of pocket by the participant and/or parent/advocate the payee selected will be the person who receives the reimbursement.

*If you see that there is a payee **not** associated with the participant but should be, please let your Self-Direction Supports Coordinator know and they will be able to make the connection for you.

Memberships/Health Clubs:

All memberships/health club invoices must be accompanied by an invoice/proof of attendance/proof of payment. Please select the payee that reimbursement should be made to.

Household Related Goods and Services:

All household related goods and services invoices must be accompanied by an invoice/proof of attendance/proof of payment. Please select the payee that reimbursement should be made to.

IDGS and OTPS Transportation:

You are no longer required you to fill out mileage forms or upload maps to support your mileage.

You must submit separate invoices for IDGS mileage and OTPS mileage.

To submit for mileage, you will select your to and from address by selecting “add trips” and using the search bar and selecting a verified address from google maps. You will get the verified address by typing in the address next to “street”.

If you are coming and going from the same location, there is an option to select a “round trip” so that you only have to enter the data once. You may add multiple trips to one invoice if it is for the same month of service.

*When submitting an invoice for mileage you will see that there is an option for start and end time along with an option for an odometer reading. Please note that these options are **not** required.

*You will also see that there is an option to request reimbursement for a parking fee. Please note that parking fees are not allowable under IDGS. The only allowable parking fee is payable to self-hired com hab staff using OTPS Staff Activity Fees.

*If your staff are going to claim reimbursement for mileage, they must do so on their own. They will have the option on their app to submit a reimbursement for mileage. If your staff are having issues with their mileage submissions please have them email SDstaff@childrenatplayeic.org.

Below is a helpful link for creating Mileage Reimbursements:

[Creating Transportation Invoices \(For Individuals and Families\) | Our Digital Learning Repository](#)

Family Reimbursed Respite:

You are no longer required to submit an FRR form with a provider signature. You can create an FRR invoice using the “add service” option. This will allow you to create a timesheet that mimics the paperwork that you are used to providing. You can add multiple entries in one invoice; therefore, each month can be submitted in one lump sum.

*Ensure that your dates of service are for the same month, invoices combining multiple months will not be accepted.

*As a reminder, the parent/advocate is responsible for paying the FRR provider directly and then be reimbursed.

Below is a helpful link explaining how to create a FRR invoice:

OTPS:

Phone Service, Internet, Utilities:

All phone service, internet, and/or utility invoices must be accompanied by a bill/proof of payment.

Bills for Internet and Utilities are divided by the number of adults (18+) in the household. CAP can only reimburse for the participants portion of the bills.

Phone service reimbursement is for the service only. Reimbursements for the device or insurance are not eligible.

*Participants must be 18+ in order for these OTPS items to be reimbursed. Participants who are under 18 must have a justification approved by OPWDD. If you are unsure if you are eligible for these reimbursements, contact your Self Directed Supports Coordinator.

Clothing:

All clothing invoices must be accompanied by a receipt/proof of payment.

*Participants must be 18+ to access this reimbursement. There are no exceptions.

OTPS Goods and Services Related to Health and Safety:

All invoices must be accompanied by a receipt/proof of payment.

OTPS Staff Activity Fees:

All Staff Activity Fee invoices must be accompanied by a receipt/proof of payment. If you are submitting the request on behalf of your staff, ensure the staff are listed as a payee. If they are not listed contact your Self Directed Supports Coordinator.

Your staff are able to submit their own Staff Activity Fees for reimbursement through the eVeroMobile app. You must approve your staff's request in order for them to be reimbursed.

Any reimbursement request made directly from self-hired staff must be reviewed/approved by the parent/advocate before the invoice will be processed for payment. Invoices pending your review will show up in your portal as a needed action:

Status Summary				
2026 ▾ Apr ▾		Attention Needed	Approved	Paid
Transportation		0	0	0
Individual Summary Note		0	0	0
Invoice		0	0	0

Below is a helpful link for submitting and approved Staff Activity Fees:

[Staff Activity Fee | Our Digital Learning Repository](#)

Broker Billing/Invoicing

Brokers will be completing their billing in the eVero system. Broker billing will be required to be reviewed/approved by the participant or parent/advocate prior to the broker being paid for their invoices.

Broker billing needing approval will show on your dashboard as "Review Pending". You can also access Broker billing by navigating to SDS and then selecting Broker Documentation.

Reviewing and approving Self-Hired Staff time

The participant and/or parent/advocate is responsible for reviewing and approving time for their self-hired staff.

Staff must clock in and out in real time and must have their location services on in order to use the app.

There is no longer an option to adjust their time. If staff have issues clocking in and out, they must reach out to SDstaff@childrenatplayeic.org. Staff time adjustments will be documented and noted as a staff infraction.

Multiple staff infractions may be considered cause for a suspension and/or termination. *It is a Medicaid requirement that staff are clocking in and out in real time.

*Self-Hired Com Hab staff are required to write monthly summary notes. Your staff have been trained on how to submit these summary notes. If they have any questions, staff should email SDstaff@childrenatplayeic.org. There is no requirement for participants and/or parent/advocates to read or approve these notes.

Below is a link on how to review and approve staff time on both Web and Mobile:

[Individuals and Families Completing Reviews \(Web\) | Our Digital Learning Repository](#)

[Individuals and Families Completing Reviews \(Mobile\) | Our Digital Learning Repository](#)

Reviewing and approving monthly Expenditure Reports

Each month, the expenditure report will be generated in eVero by your self-direction supports coordinator. You will be able to review this expenditure report on your parent portal, which will require your review and approval. Monthly expenditure reports will no longer be sent via email.