SUPPORTIVE SERVICES FOR FAMILIES & PHYSICIANS

Florida Birth-Related Neurological Injury Compensation Association

NICA App User Guide – v25.0.0

Table of Contents

App Version Number and Check for Updates Button 3
Forgot Password 6
View Funding Request 9
Create Funding Request 13
Add document to Action Required Funding Request 16
Submit a Timesheet 19
Submit a Timesheet – Delete Entry (only non-submitted entries) 26
Submit a Timesheet – Copy Entry 28
Submit Documents 31
View Uploaded Documents 34
Delete Uploaded Documents 35
View EOBs 37
View Benefits 38
View Purchase Authorizations 39
Medical Release Form 42
View Contact Information 46
Edit Contact Information 48
View Privacy Policy 50
Get Help 51
About 53
FAQs (Frequently Asked Questions) 56
Change Password 58
Notifications – Notification Preferences 59
Notifications – View Notifications 61
Log Out 65

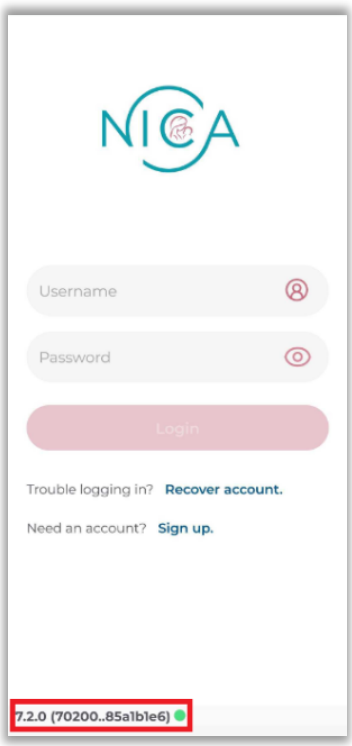
App Version Number and Check for Updates Button

On the login screen, you can view the app version number. After a new version is made available and you have updated the app, please confirm the version number is correct.

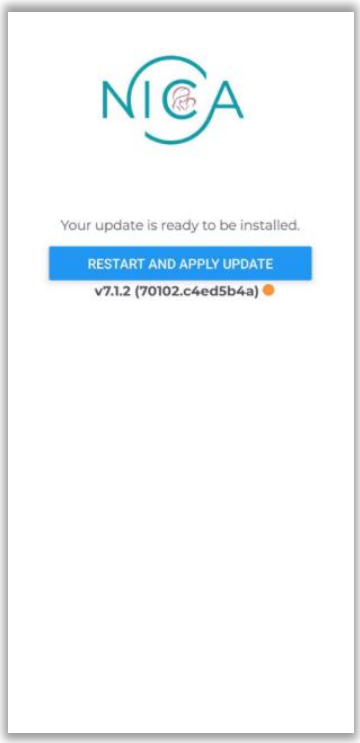
Next to the version number, a dot appears. This dot is a clickable button. These colors signify the following:

1. Gray – An update is available.
2. Orange – An update is in progress.
3. Green – The app is updated

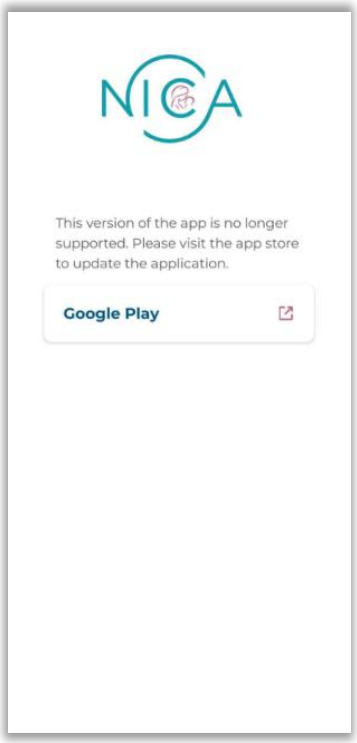
As an example:



After clicking the dot button, if an update is required, the user will be prompted to update the app. As an example:



Users will be blocked from logging into previous versions of the app. When users are required to install an update, they will be prompted to access the app store. As an example:

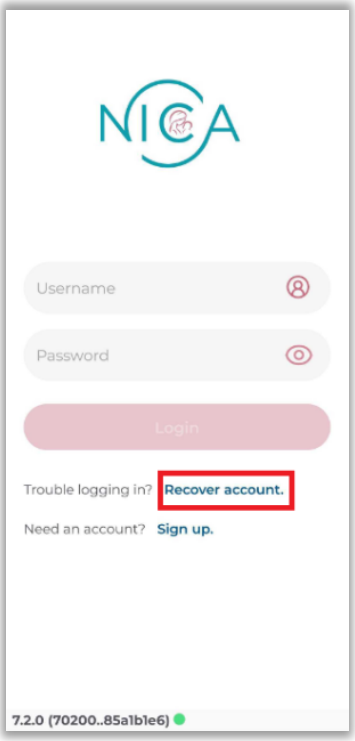


Please note – App users may have their app set to automatically update, in which case the above screens may not appear if the most up to date version of the app is already installed.

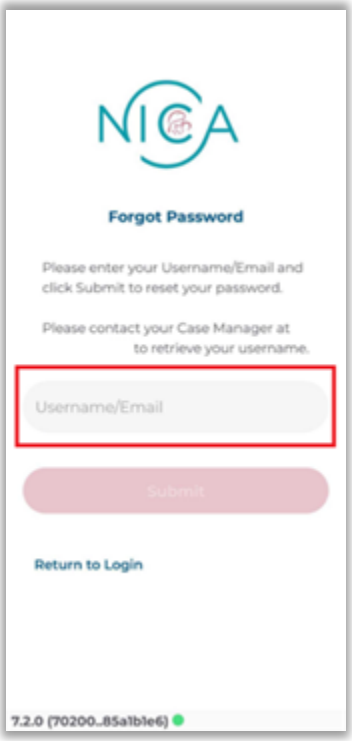
Forgot Password

If you have forgotten your password, please follow these steps:

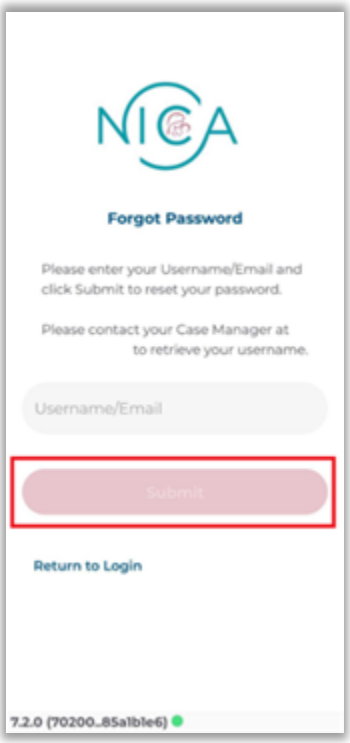
1. Access the log in screen.
2. Click **Recover your account**.



3. Enter **Username/Email**.

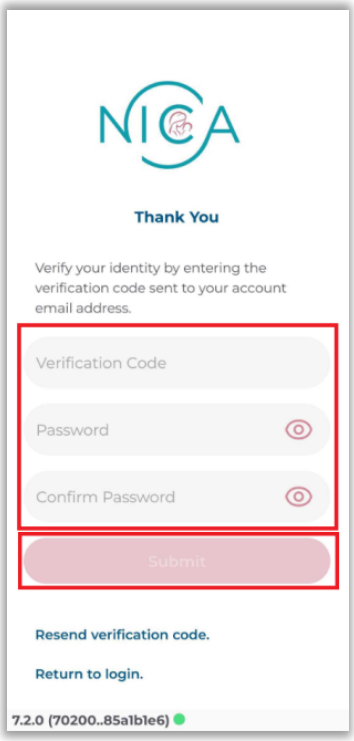


4. Click **Submit**.

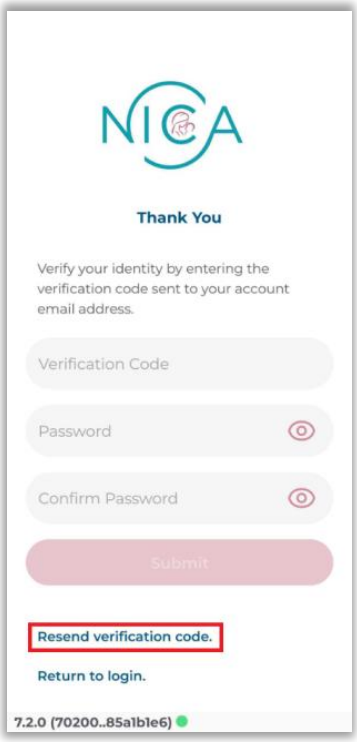


5. You will receive a verification code via the email you used to register your account.

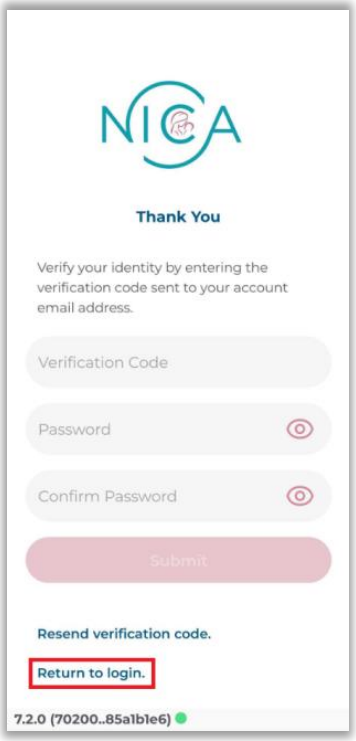
6. Enter the **Verification Code**, then your new **Password**, and **Confirm Password**. Then click **Submit**.



7. To resend the verification code, click **Resend verification code**.



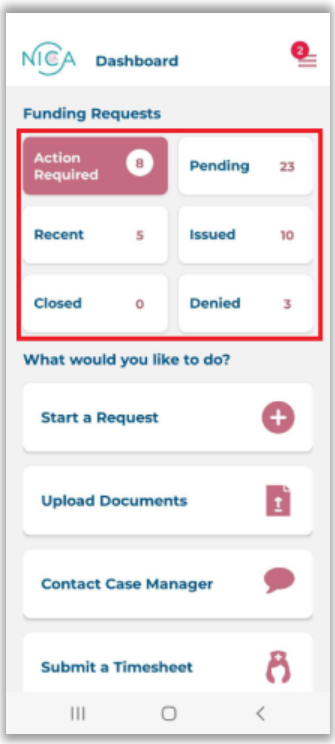
8. Click **Return to login** and log in using your username and new password.



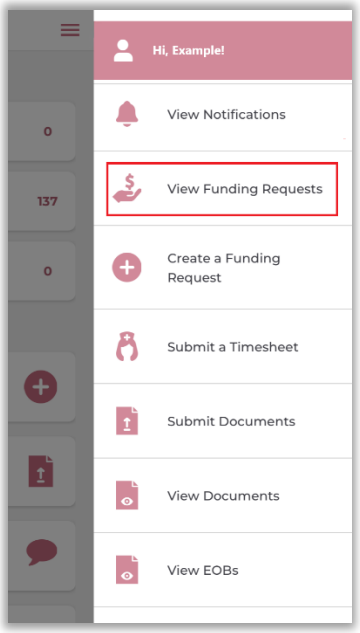
View Funding Request

To view a funding request in the app, please follow these steps:

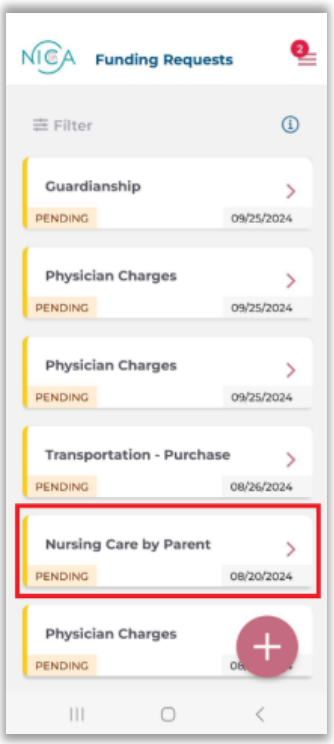
1. Log into the app.
2. On the home screen, click on a card (Action Required, Pending, Recent, Issued, Closed or Denied) under Funding Requests. **OR** see #3.



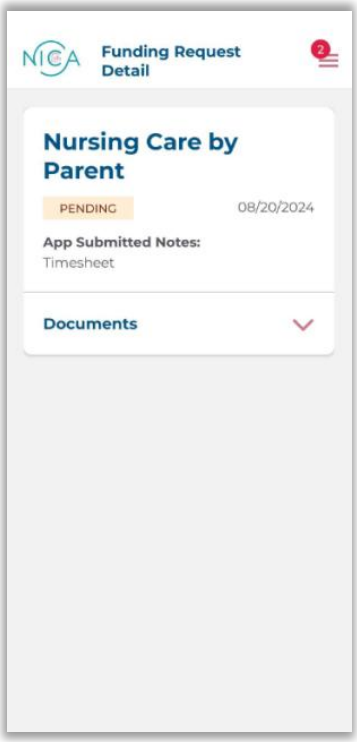
3. On the nav bar, click **View Funding Requests**.



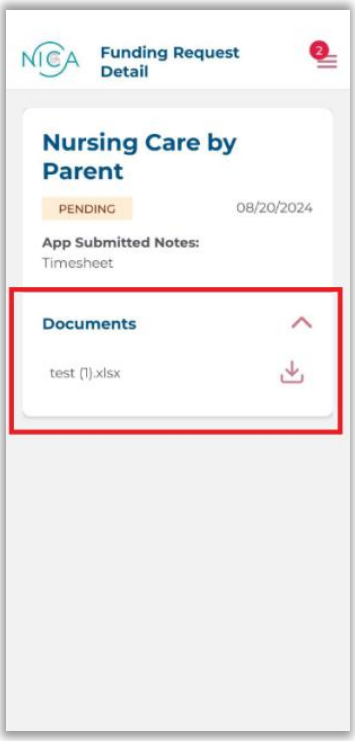
4. On the list view, click on a request card to view.



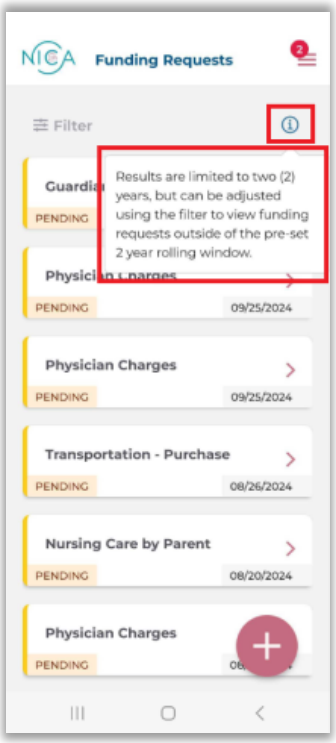
5. On the **Funding Request Detail** screen, you can view the submitted information, including the notes and the attached documents.



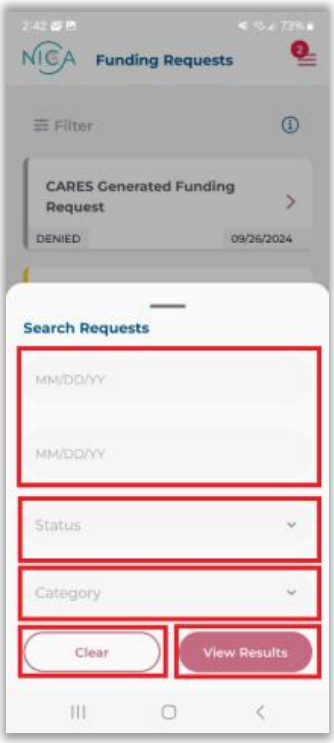
7. On the **Funding Request Detail** screen, you can view the associated documents by expanding the **Documents** section.



8. Clicking on the tooltip icon will display the following message – Results are limited to two (2) years, but can be adjusted using the filter to view funding requests outside of the pre-set 2 year rolling window.



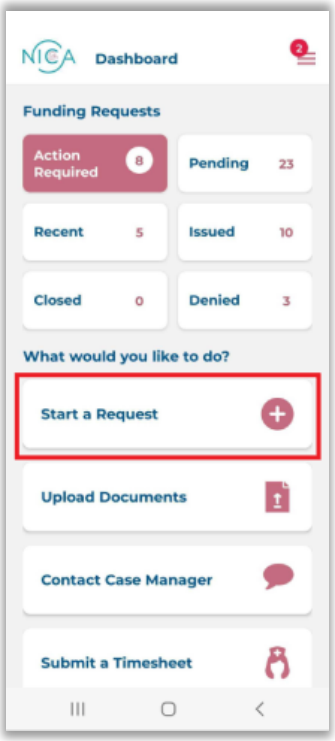
9. To adjust the timeframe or filter by status, enter a **date range**, select a **status** or select a **category** from the dropdown. Click the **View Results** button to view the results based off of the entered criteria. Click the **Clear** button to reset the filters to the default 2-year rolling window.



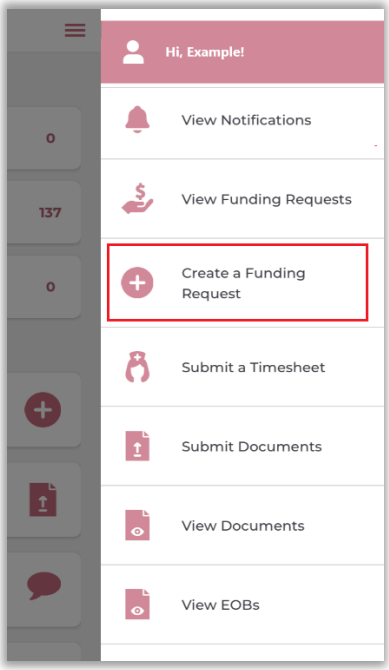
Create Funding Request

To create a funding request in the app, please follow these steps:

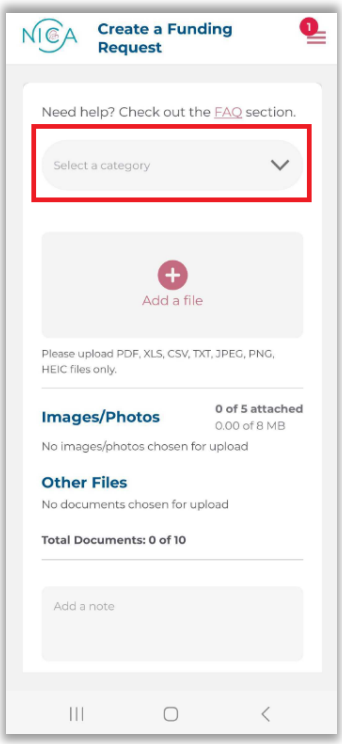
1. Log into the app.
2. On the home screen, click on **Start a Request**. **OR** see #3.



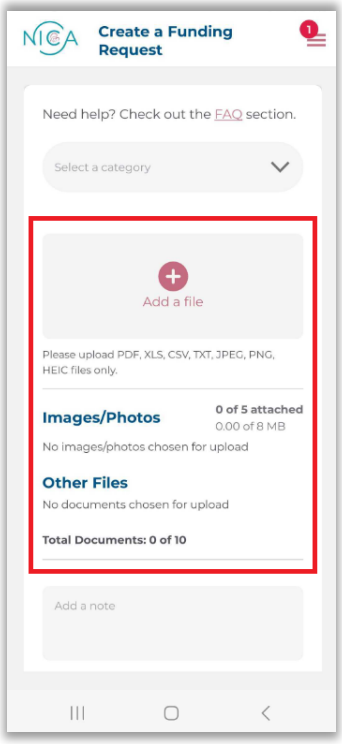
3. On the nav bar, click **Create a Funding Request**.



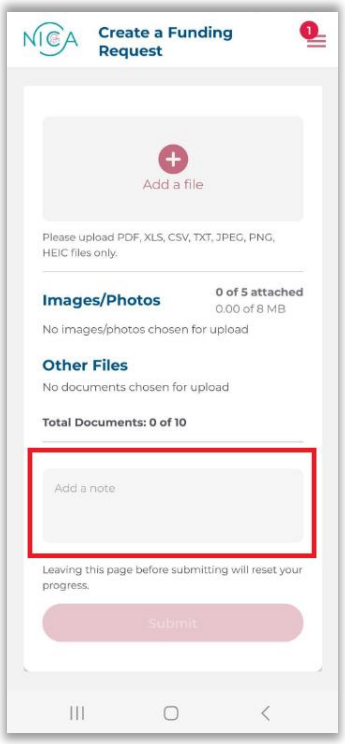
4. Select a category, add a file, and add a note.



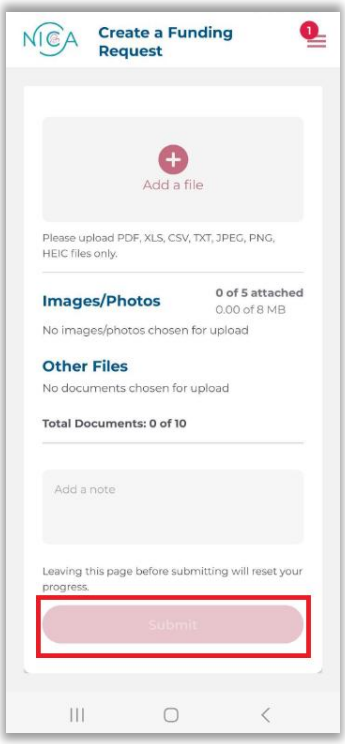
5. Add a file. The file section is broken out by – Images/Photos and Other Files. Saved images and photos taken using the camera will display in the Images/Photos section. All other file types will display in the Other Files section.



6. Add a note.



7. Click **Submit**.

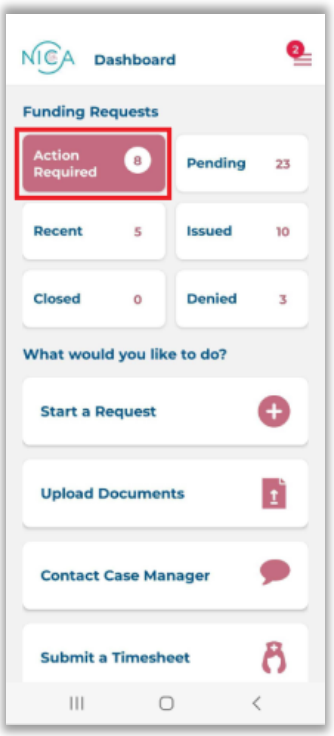


8. Ten files maximum are permitted for each funding request submission. Images/Photos are limited to a maximum of five files or 8MB. Other Files are not limited by file size. As an example – if a user adds four Images/Photos, then that user can add six additional Other Files. Uploaded filenames will be overwritten with – **camera_image_** when a user uploads a picture via take a picture, **image_** when a user uploads an image, and **document_** when a user uploads a document.

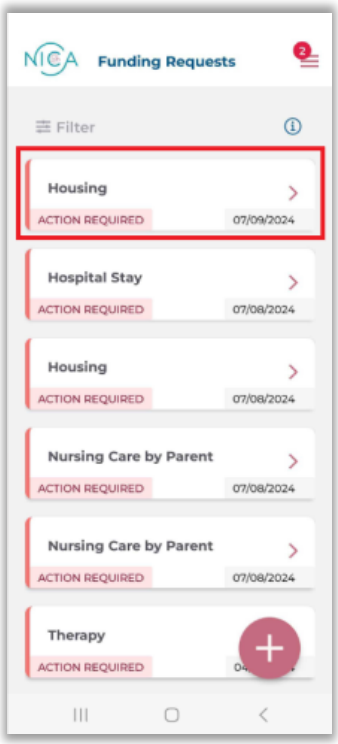
Add document to Action Required Funding Request

To add a document to an Action Required Funding Request, please follow these steps:

1. Log into the app.
2. On the home screen, click on the Action Required card.

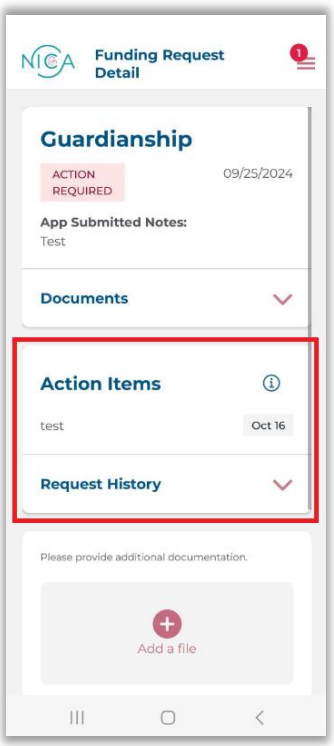


3. Click on a card from the list.



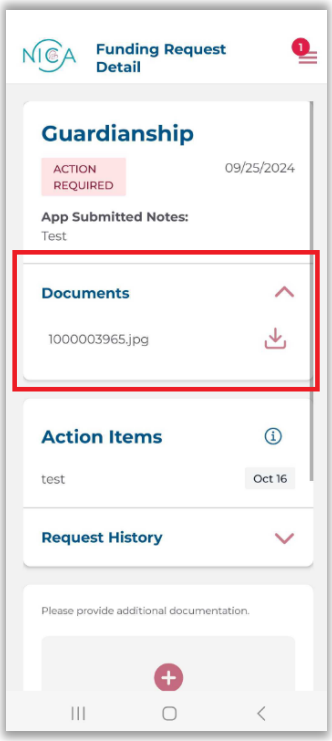
4. View the Funding Request Details screen and add additional file(s).

   The **Action Items** section will display the note submitted by the Case Manager -

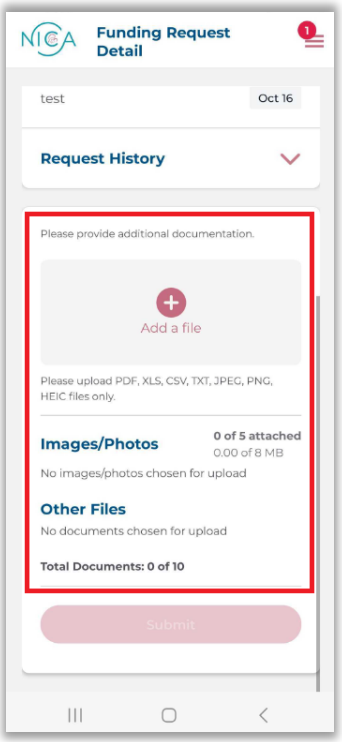


   The current note will display in the **Action Items** section. Older notes will display under **Request History**.

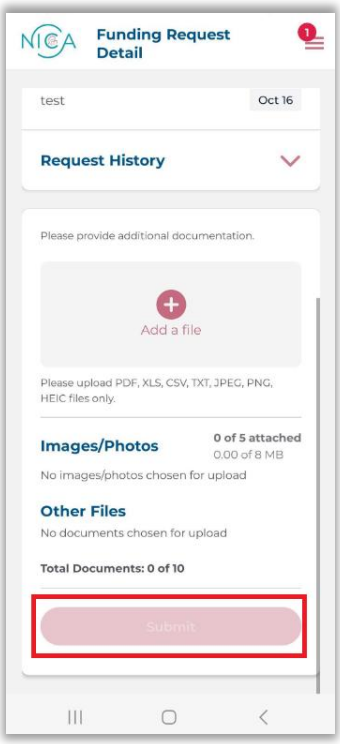
5. On the **Funding Request Detail** screen, you can view the associated documents by expanding the **Documents** section.



6. You can add additional files by clicking **Add a File.** The file section is broken out by – Images/Photos and Other Files. Saved images and photos taken using the camera will display in the Images/Photos section. All other file types will display in the Other Files section.



7. To submit the document(s), click **Submit**.

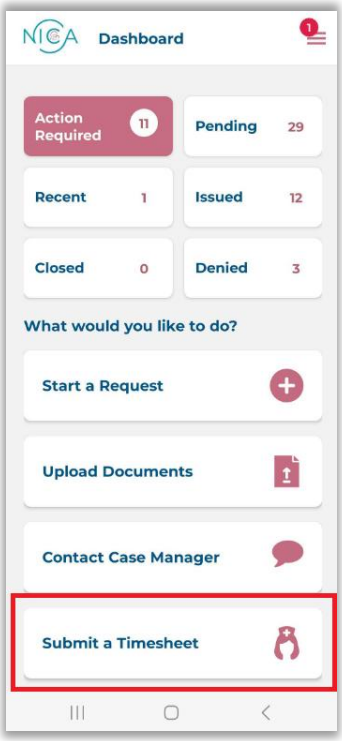


8. Ten files maximum are permitted for each Action Required submission. Images/Photos are limited to a maximum of five files or 8MB. Other Files are not limited by file size. As an example – if a user adds four Images/Photos, then that user can add six additional Other Files. Uploaded filenames will be overwritten with – **camera_image_** when a user uploads a picture via take a picture, **image_** when a user uploads an image, and **document_** when a user uploads a document.

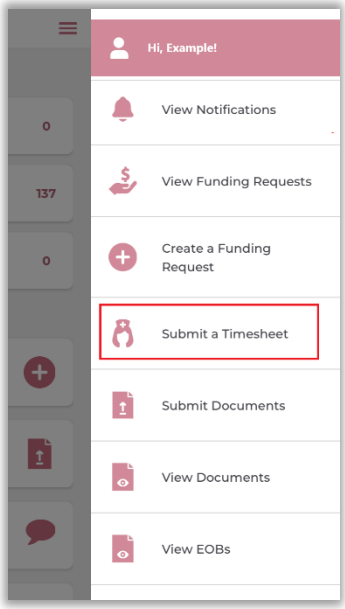
Submit a Timesheet

To submit a timesheet in the app, please follow these steps:

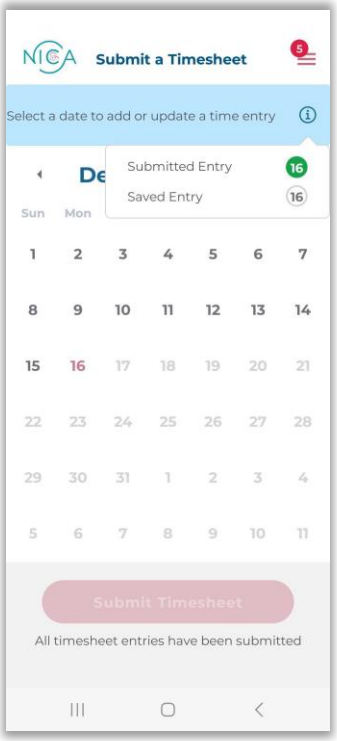
1. Log into the app.
2. On the home screen, click **Submit a Timesheet. OR** see #3.



3. On the nav bar, click **Submit a Timesheet.**

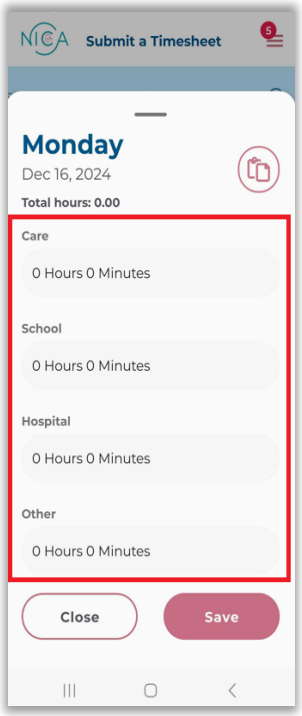


4. **Click the "i" icon** to view a tooltip for the calendar legend – a solid green circle denotes a **Submitted Entry** and a light gray circle denotes a **Saved/Non-Submitted Entry**.

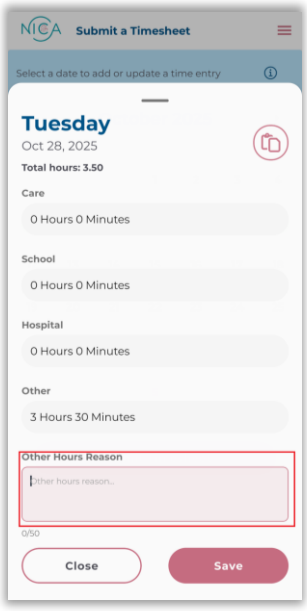


5. From the calendar view, users can select a date to enter hours. To select a day, **click on the day** for which you would like to submit hours.

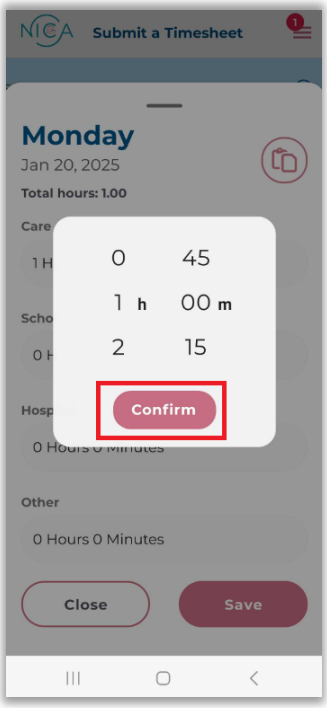
6. **Click on Care, School, Hospital and Other hours.** 24 hours maximum are permitted for any given day, and hours can be entered in 00, 15, 30 and 45 minute increments, as needed.



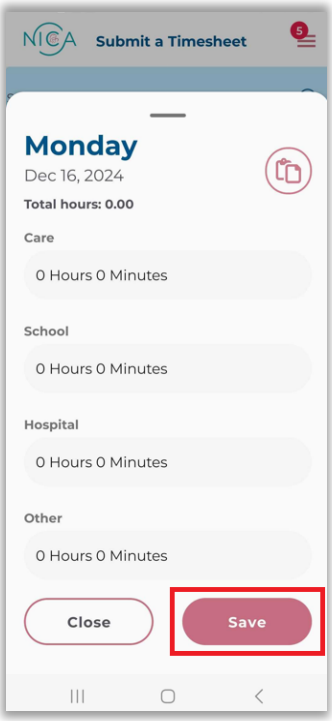
7. If entering **Other** hours, a textbox will display allowing the user to enter a reason.



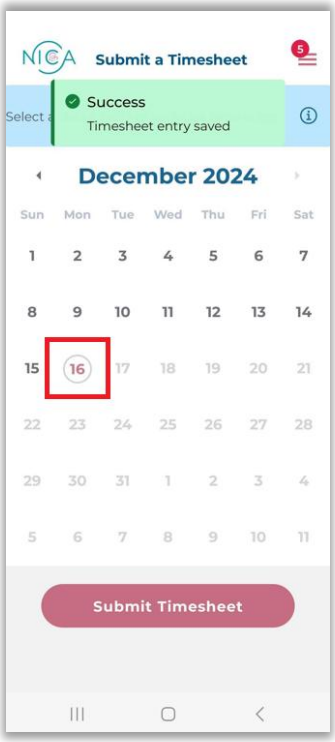
8. Enter the number of hours and click **Confirm**.



9. After entering the desired hours, click **Save**.



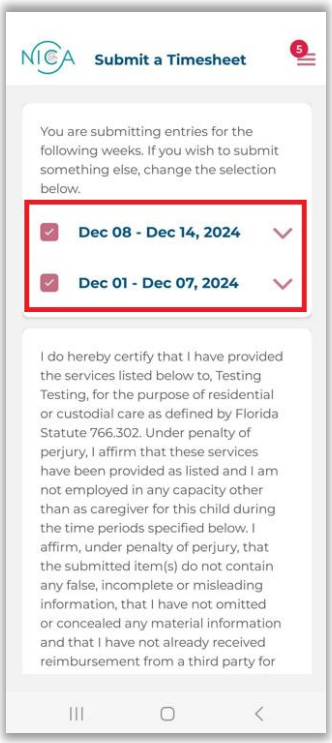
10. After clicking Save, you will be routed back to the calendar view. The saved entry will be denoted with a circle around the date.



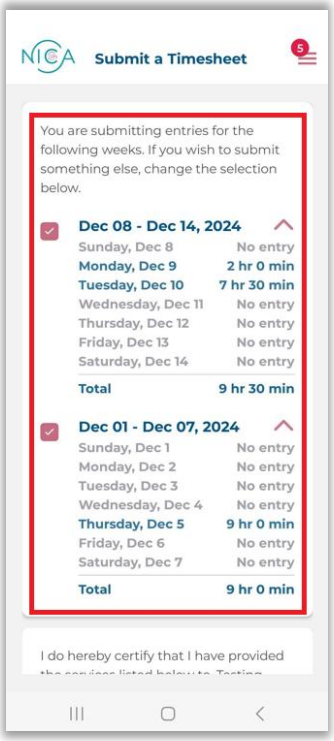
11. Click on a non-submitted date to view/edit it, prior to submission. After making changes, be sure to click **Save** again.

12. When ready to submit timesheet entries to NICA, click **Submit Timesheet**.

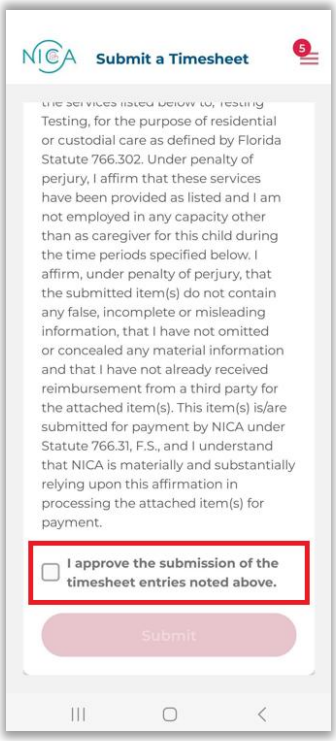
13. On the submission screen, users are able to select **one full week minimum or two full weeks maximum to submit**. Weeks run Sunday through Saturday, and entries will be grouped by week. If you attempt to submit more than 2 weeks at a time, the first two weeks will be selected by default, but you can change the selection as needed. A week will only be submittable after the week has concluded.



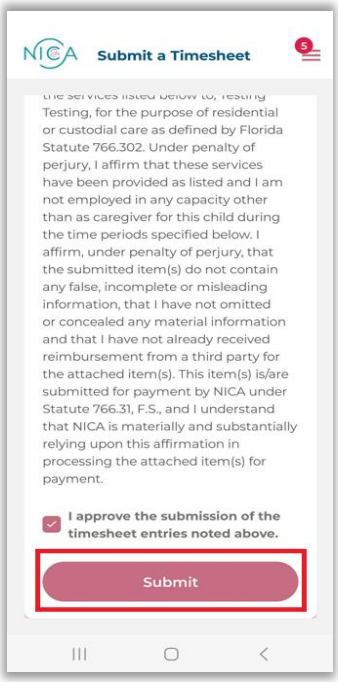
14. **Expand** the week **by clicking on it** to view the hours you have entered. If no hours were entered for a given day, “No entry” will display. Totals will display under each week.



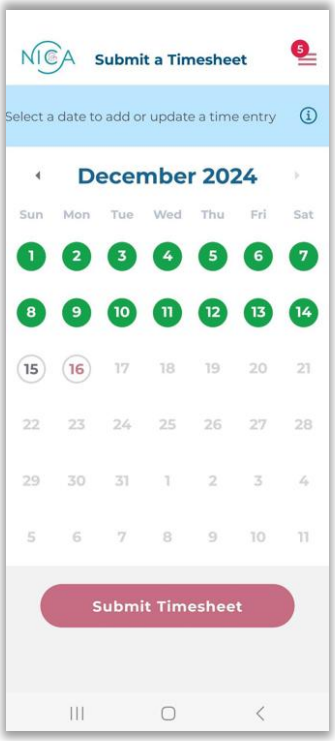
15. When ready to submit, scroll to **view the attestation** and **check the approval checkbox**.



16. Click **Submit**.



17. After submitting a timesheet to NICA, the corresponding weeks/days that were **submitted will display with a green circle**. These entries can no longer be edited, but you can click on the date to view the hours that were submitted.

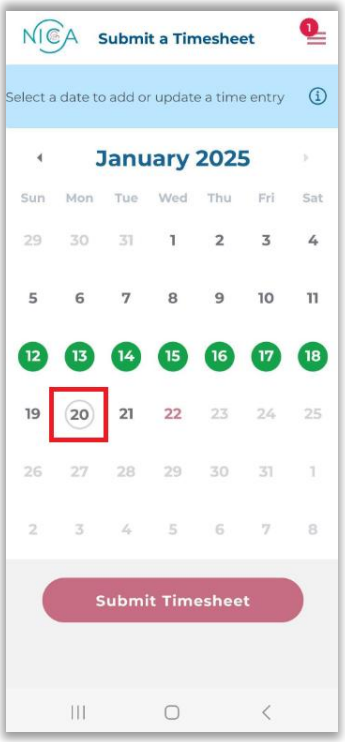


18. After submission, an email will be sent to the appropriate case manager and app user. This email contains a generated PDF, based on the submitted information.

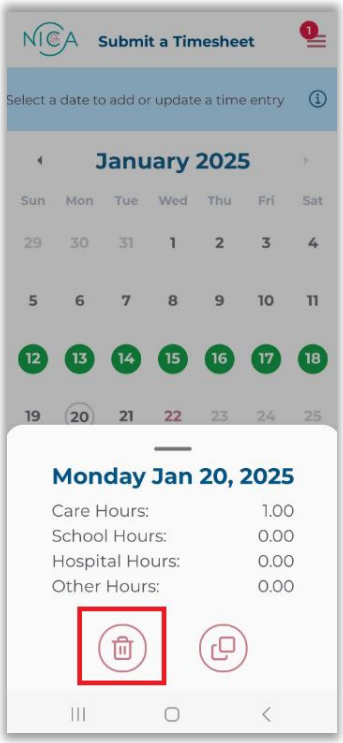
Submit a Timesheet – Delete Entry (only non-submitted entries)

To delete a timesheet entry, please follow these steps:

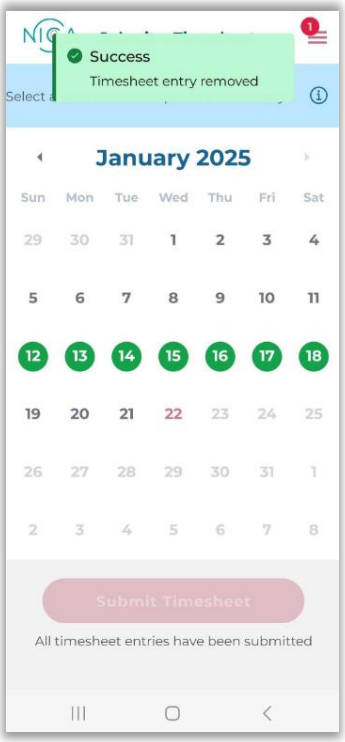
1. Press and hold a non-submitted date for which you have already entered hours.



2. Click the **Delete/Trashcan icon** button.



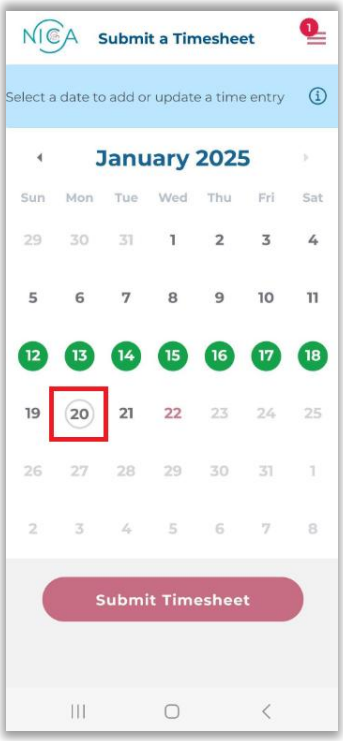
3. After clicking the Delete button, the entry will be deleted/removed from the calendar view. **Please note**, this action cannot be undone.



Submit a Timesheet – Copy Entry

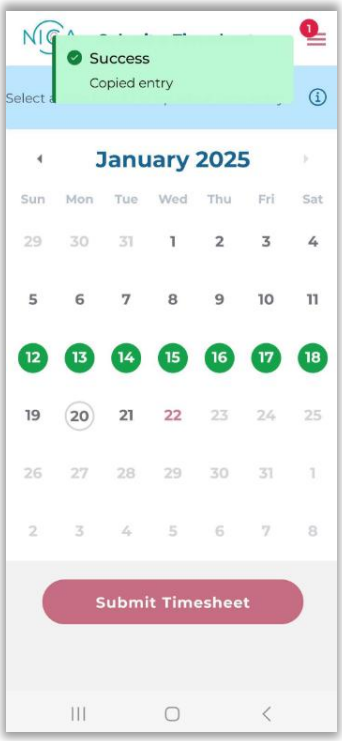
To copy a timesheet entry, please follow these steps:

1. Press and hold a non-submitted or submitted date for which you have already entered hours.

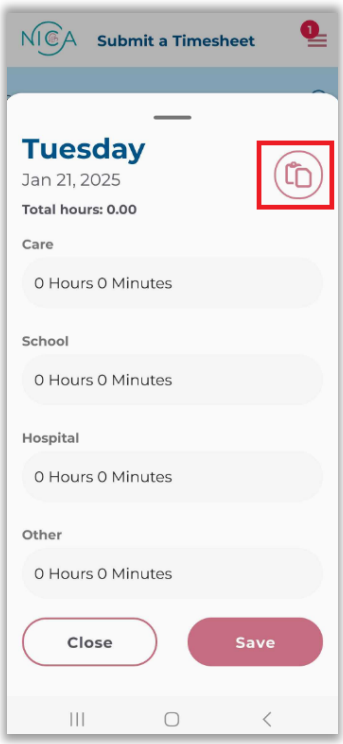


2. Click the **Copy icon/button**.

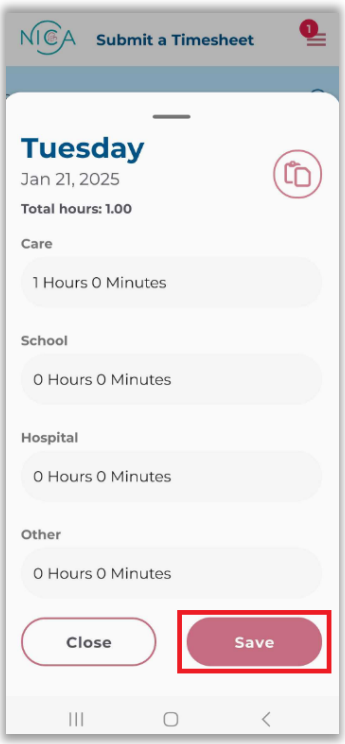
3. The entered hours will then be copied, and a success toast will display.



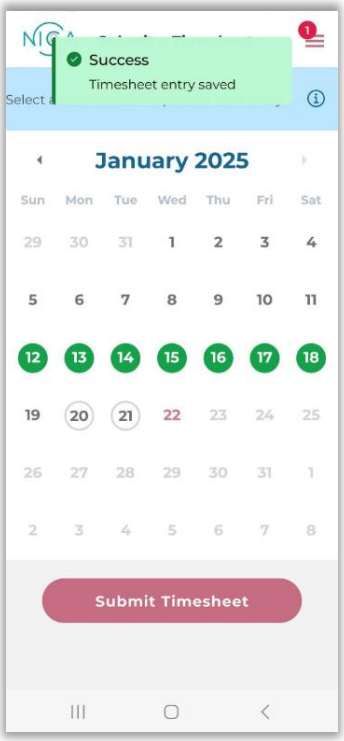
4. Click on the date you want to copy hours to, and click the **Paste icon/button**.



5. The copied hours will then populate on the time entry. Click **Save** to save the entry.



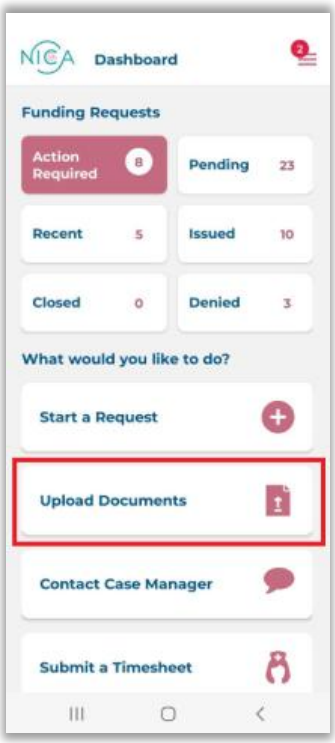
6. The newly saved entry will then display on the calendar view.



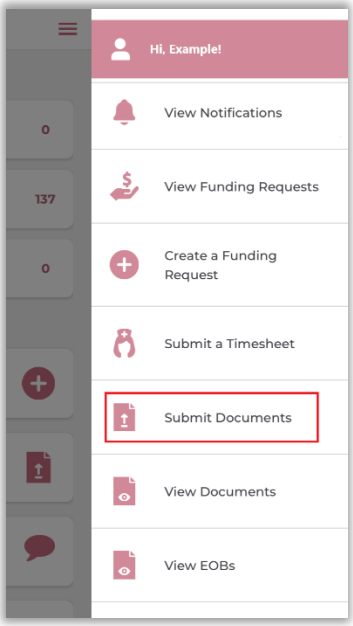
Submit Documents

To submit a document in the app, please follow these steps:

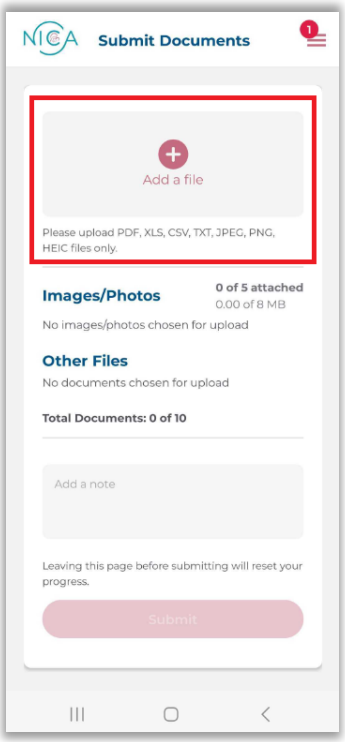
1. Log into the app.
2. On the home screen, click **Upload Documents**. **OR** see #3.



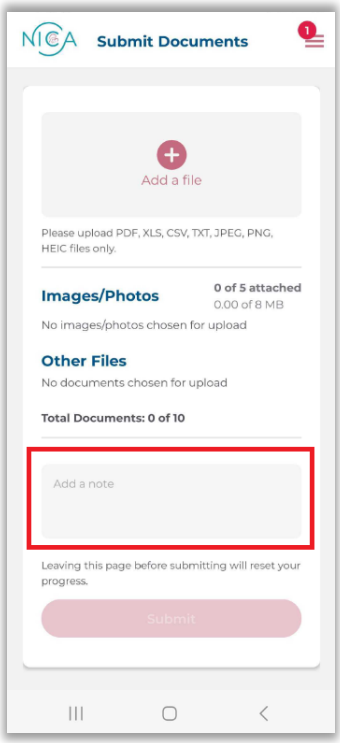
3. On the nav bar, click **Submit Documents**.



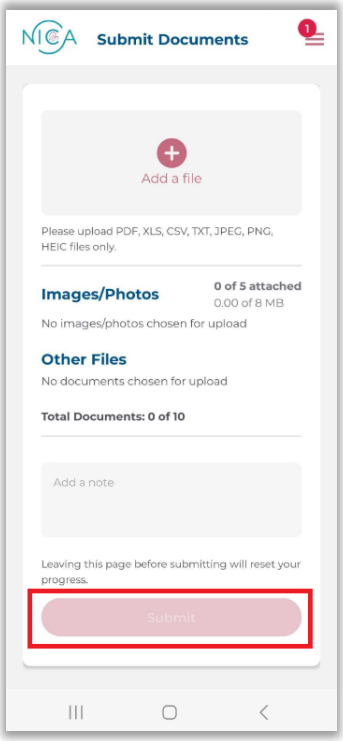
4. On the Submit Documents screen, add a file. The file section is broken out by – Images/Photos and Other Files. Saved images and photos taken using the camera will be displayed in the Images/Photos section. All other file types will display in the Other Files section.



5. Add a note.



6. Click **Submit**.

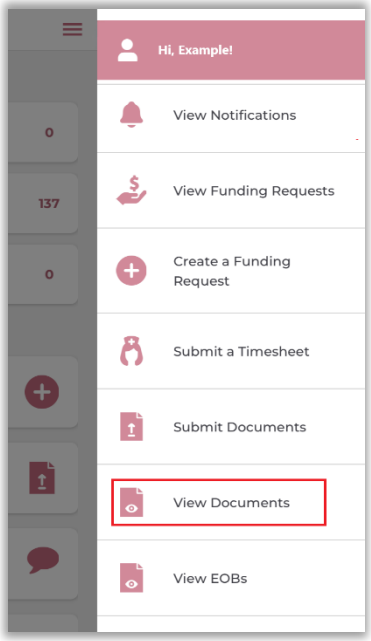


7. Ten files maximum are permitted for each document submission. Images/Photos are limited to a maximum of five files or 8MB. Other Files are not limited by file size. As an example – if a user adds four Images/Photos, then that user can add six additional Other Files. Uploaded filenames will be overwritten with – **camera_image_** when a user uploads a picture via take a picture, **image_** when a user uploads an image, and **document_** when a user uploads a document.

View Uploaded Documents

To view uploaded documents in the app, please follow these steps:

1. Log into the app.
2. In the nav bar, click View Documents.

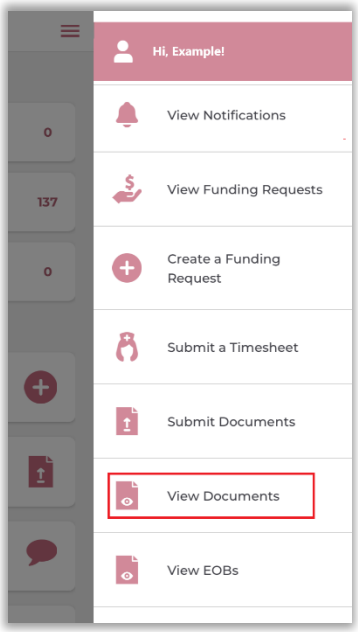


3. View the list of uploaded documents, and click the icon to download.

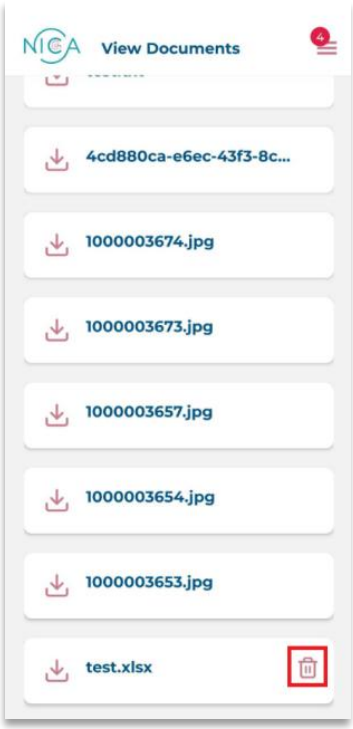
Delete Uploaded Documents

To delete documents in the app, please follow these steps:

1. Log into the app.
2. In the nav bar, click **View Documents**.

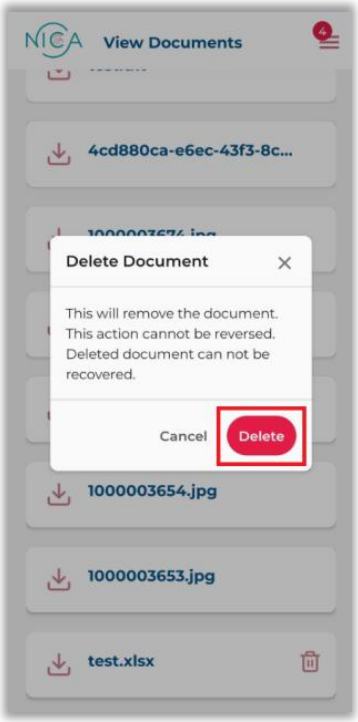


3. Click the trashcan icon to delete.

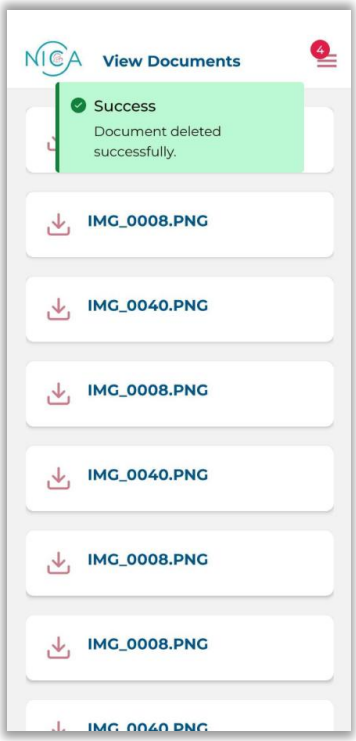


Please note, documents can only be deleted for one (1) hour after submission. Once the hour has lapsed, the trashcan icon will no longer display, and the document cannot be deleted.

4. After clicking the trashcan icon, click **Delete** to confirm the deletion. If you do not wish to delete the document, click **Cancel**.
   Please note, once documents are deleted, they cannot be restored.



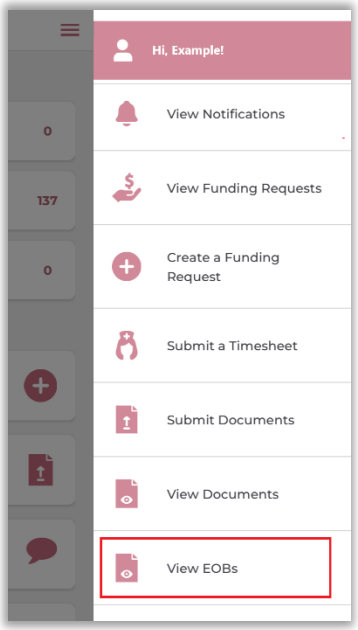
5. Once the document is successfully deleted, a message will appear, and the document will be removed from the list.



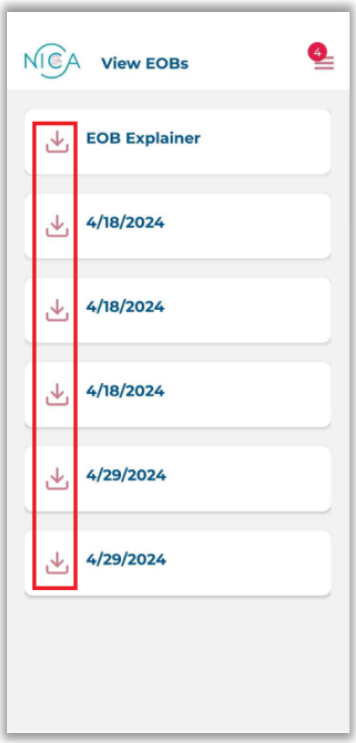
View EOBs

To view your Explanation of Benefits (EOB), please follow these steps:

1. Log into the app.
2. On the nav bar, click **View EOBs**.



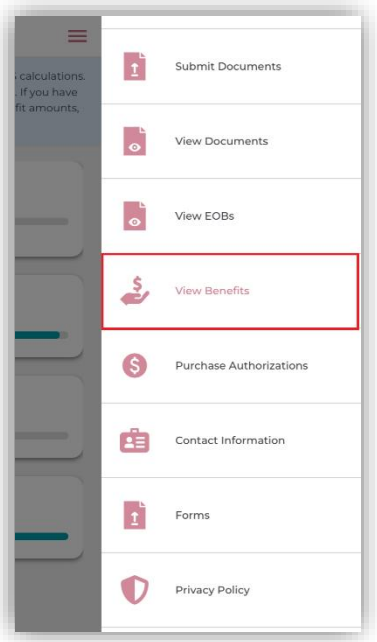
3. The **EOB Explainer** is available to download, in addition to the EOBs – it is fixed to the top of the screen. View the list of EOBs, and click the icon to download.



View Benefits

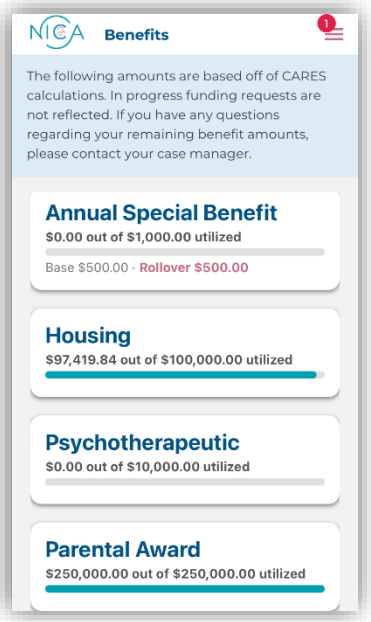
To view your current benefits, please follow these steps:

1. Log in to the app.
2. On the nav bar, tap **View Benefits.**



3. On the **Benefits** screen, you can track funding across four categories:
    a. Annual Special Benefit
    b. Housing
    c. Psychotherapeutic
    d. Parental Award

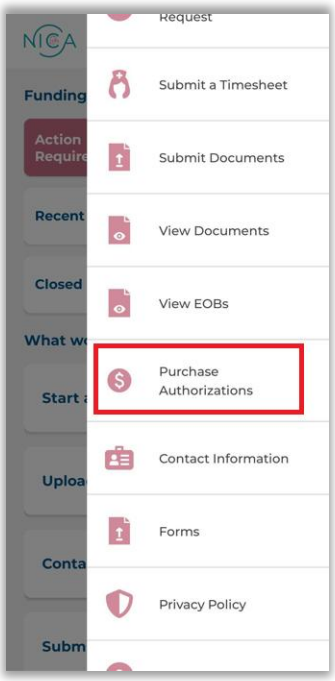
    Each card displays your current usage alongside your maximum limit.



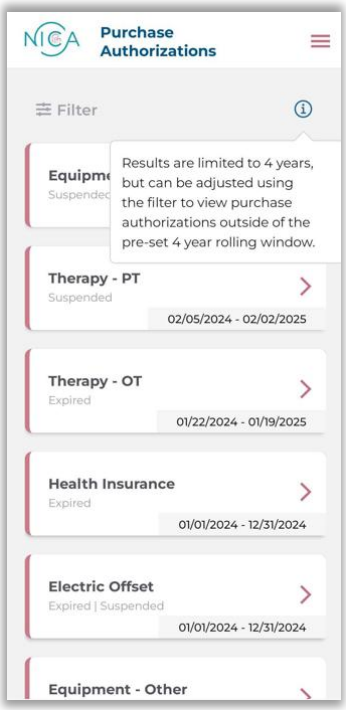
View Purchase Authorizations

To view purchase authorizations, please follow these steps:

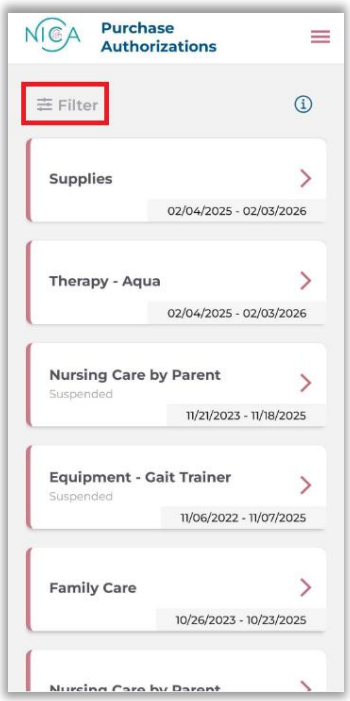
1. Log into the app.
2. On the nav bar, click **Purchase Authorizations**.



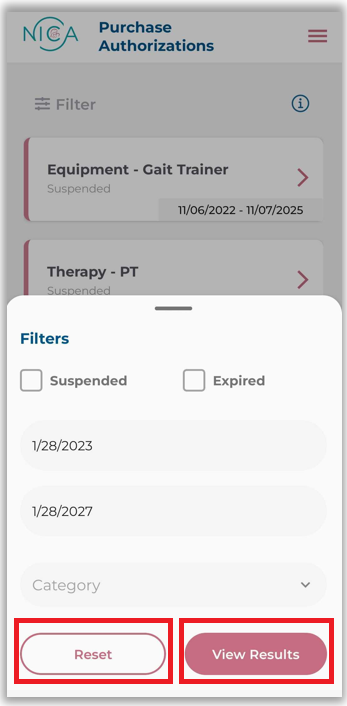
3. On the Purchase Authorization screen, a list of associated approved purchase authorizations will display in cards. A tool tip outlines that the results are limited to 4 years, but results can be adjusted using the search filters. Purchase authorizations will fall off of the view based off of the End Date.



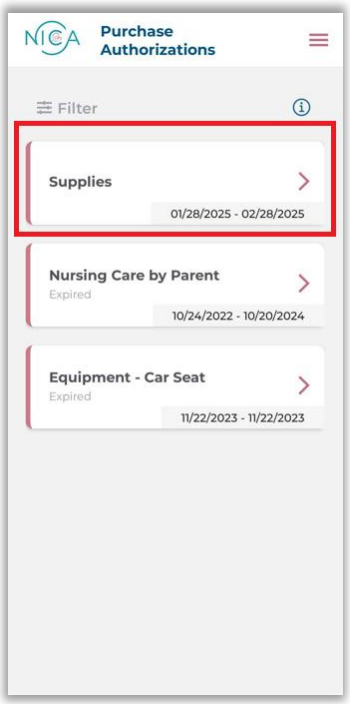
4. To search purchase authorizations, click **Filter**.



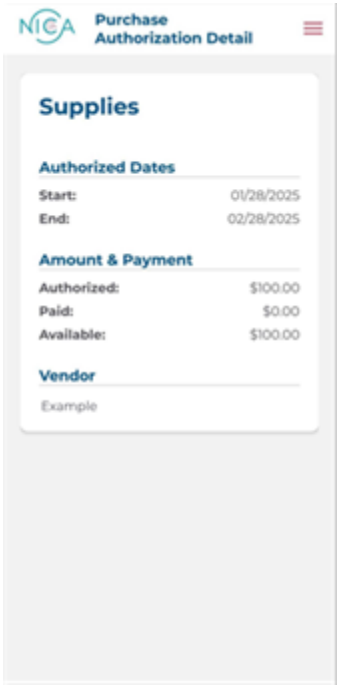
5. Filters can be set to view by – Suspended, Expired, both Suspended/Expired, Start/End Date and Category. Please note, the Category dropdown contains additional categories that app users cannot submit under. Click **View Results** to return to the results/view purchase authorizations based on the set filter(s). Click **Reset** to reset the filter to the initial state.



6. To view more details for a purchase authorization, click the card.



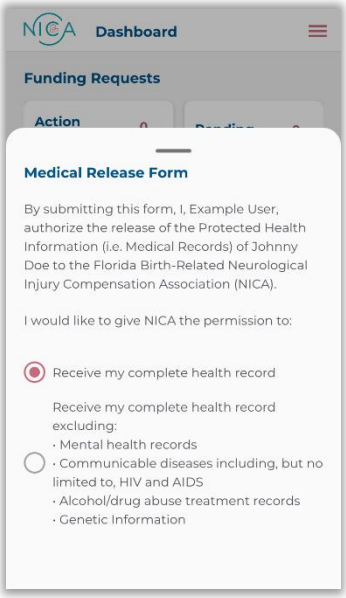
7. The detail view displays the following information – Category, if the purchase authorization is Expired, Suspended or both, Start and End Dates, Authorized Amount, Paid Amount, Available Amount, and the Vendor.



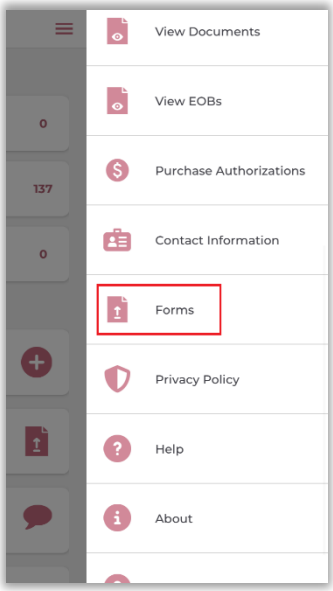
Medical Release Form

To submit/view a medical release form, please follow these steps:

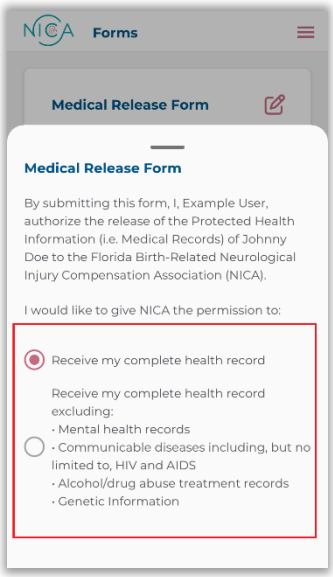
1. Log into the app.
2. Upon opening the app, the medical release form will display as an overlay on the home screen. Please note, the form is dismissible, however it will continue to display upon log in until it is submitted. **OR**



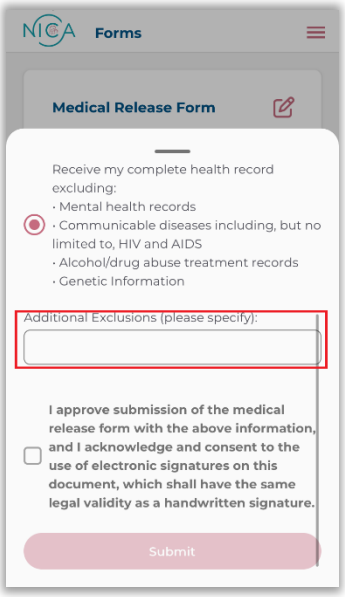
3. On the nav bar, click **Forms**.



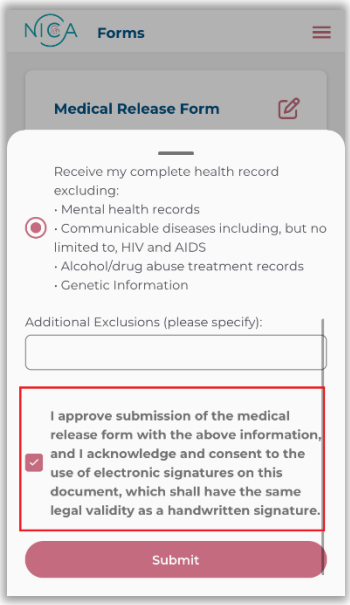
4. To complete the form, select a radio button.



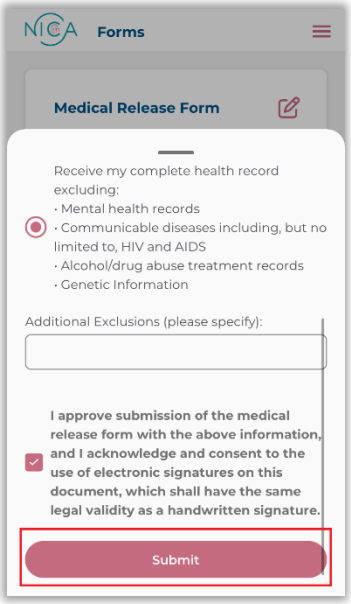
5. If the second radio button is selected, an exclusion field displays to allow the user to outline what they would like to be excluded.



6. After selecting a radio button, **check the approval check box** to acknowledge/electronically sign the form.

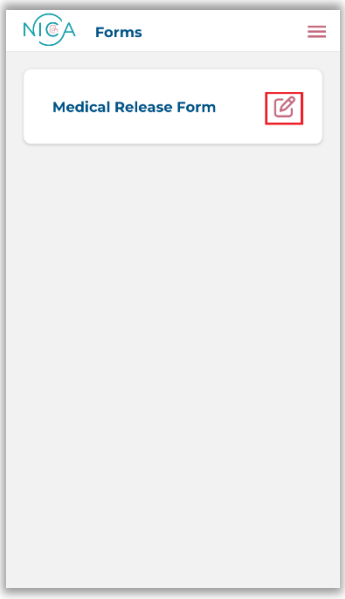


7. After checking the approval checkbox, the Submit button will enable. Click the **Submit** button to submit the form.



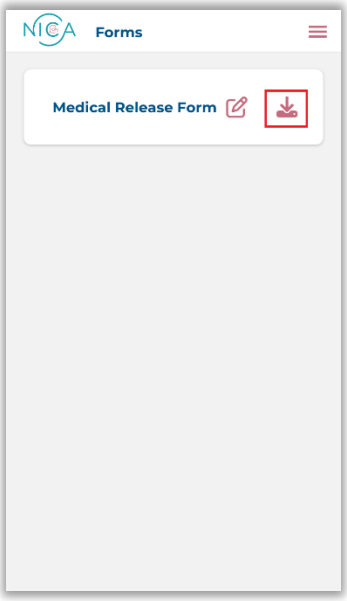
8. After clicking submit, a loading indicator will display, and when the form is successfully signed/submitted, a success message will display.

9. From the Forms page on the nav bar, the process looks the same. Click the **edit icon** to complete and submit the form.

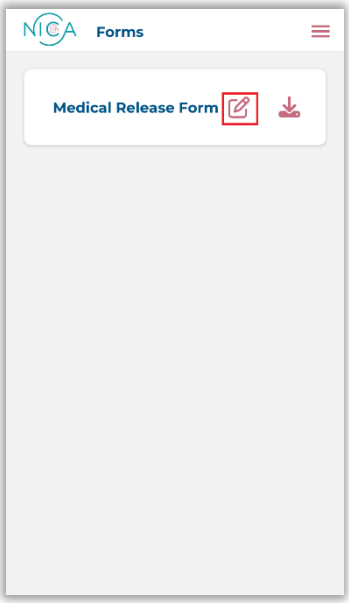


10. Follow steps 4-8, as outlined above.

11. After submitting the form from either the home screen or the Forms page, the submitted form can be downloaded by clicking the **download icon**.



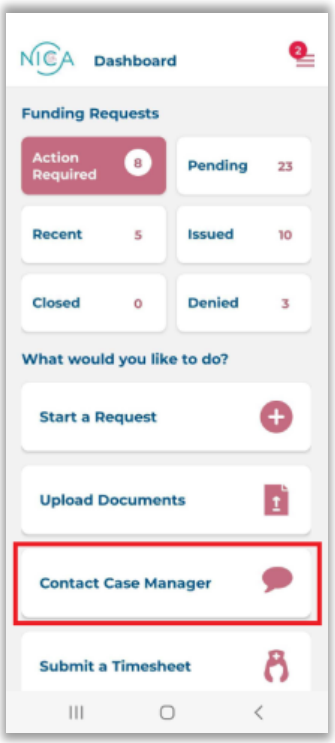
12. The form can be resubmitted at any time, by clicking the **edit icon**. Whatever selection/exclusions previously submitted will display by default, and the selections can be changed prior to resubmission.



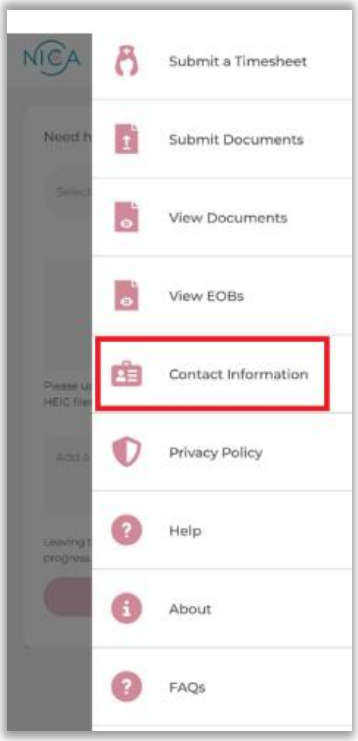
View Contact Information

To view contact information, please follow these steps:

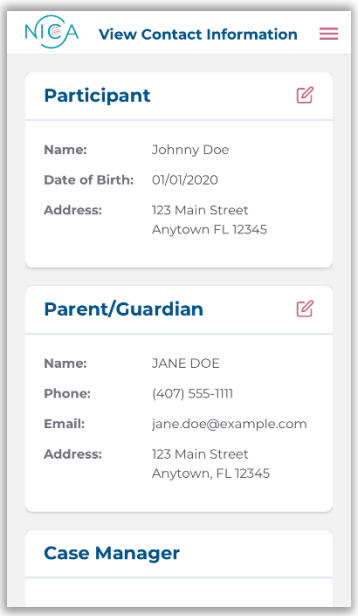
1. Log into the app.
2. On the home screen, click **Contact Case Manager**. **OR** see #3.

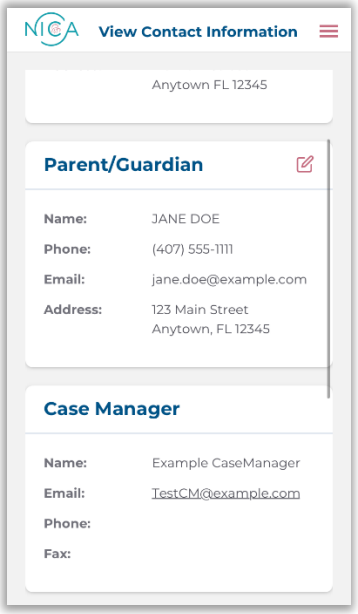


3. On the nav bar, click **Contact Information**.

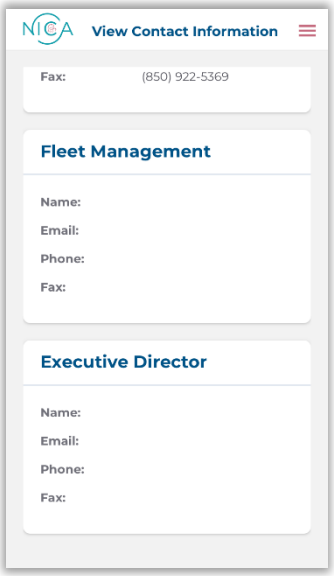


4. View the Contact Information sections – Participant, Parent/Guardian, and Case Manager.





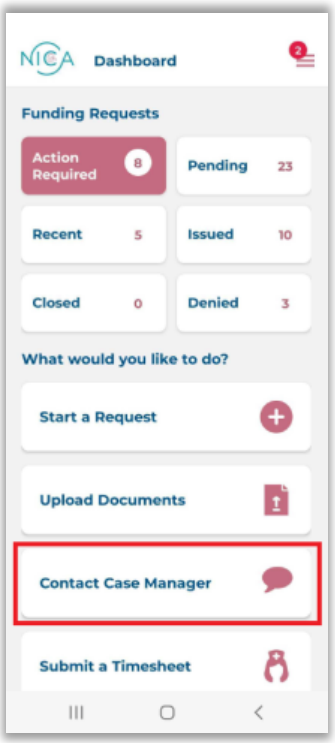
5. Additional sections – Fleet Manager and Executive Director.



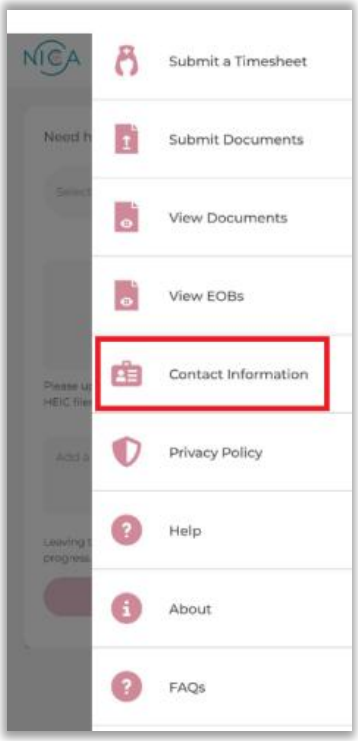
Edit Contact Information

To edit contact information, please follow these steps:

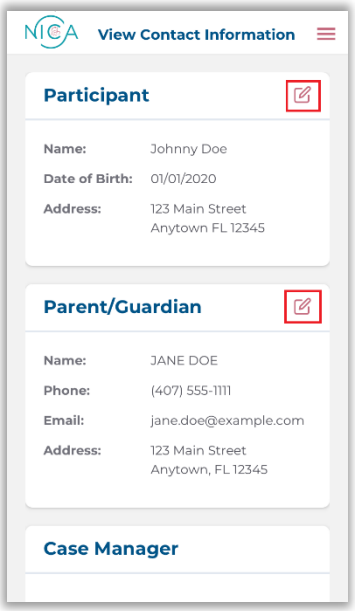
1. Log into the app.
2. On the home screen, click **Contact Case Manager**. **OR** see #3.



3. On the nav bar, click **Contact Information**.

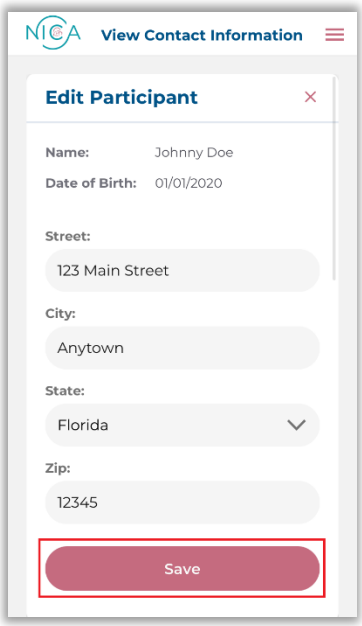


4. Click the edit icon on the right side of the cards.



5. Edit information as needed. **Please note**, only the address can be edited for the Participant. All information for the Parent/Guardian can be edited. Validation has been implemented to ensure that only valid email addresses can be saved.

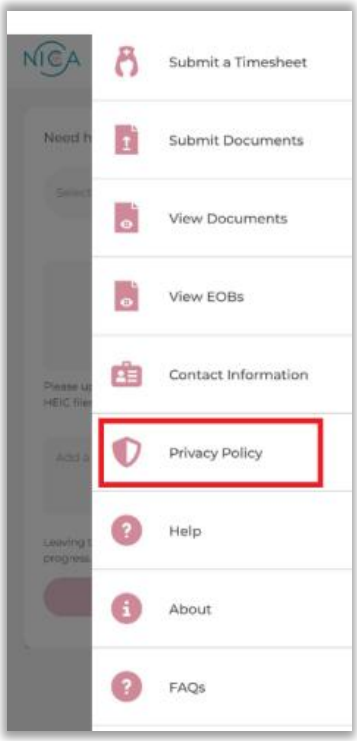
6. Click **Save**.



View Privacy Policy

To view the Privacy Policy, please follow these steps:

1. Log into the app.
2. On the nav bar, click **Privacy Policy**. **OR** see **Get Help** section.

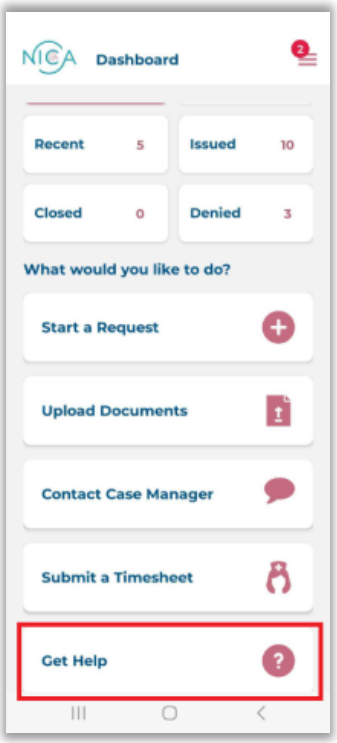


3. You will then be routed to NICA's website to view the **Privacy Policy**.

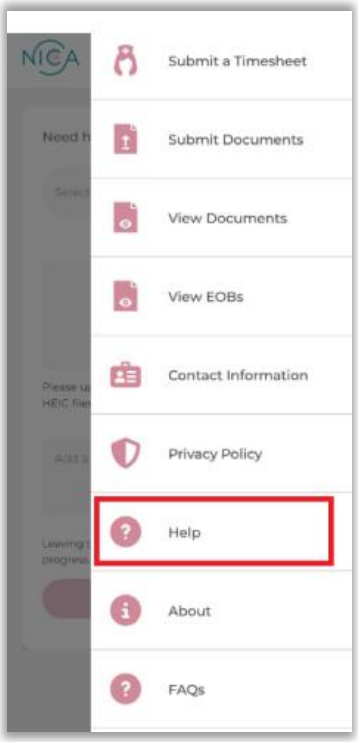
Get Help

To view helpful links, please follow these steps:

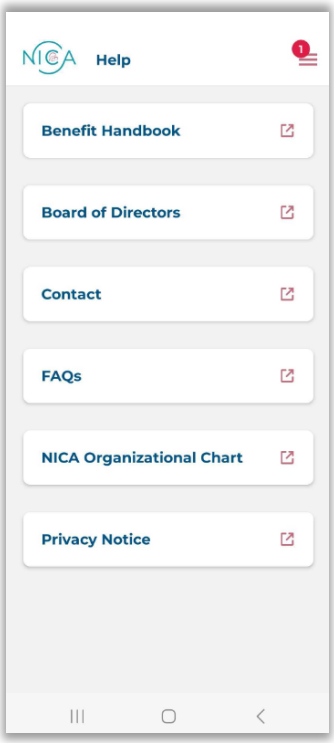
1. Log into the app.
2. On the home screen, click **Get Help**. **OR** see #3.



3. On the nav bar, click **Help**.



4. Click **Help** links.

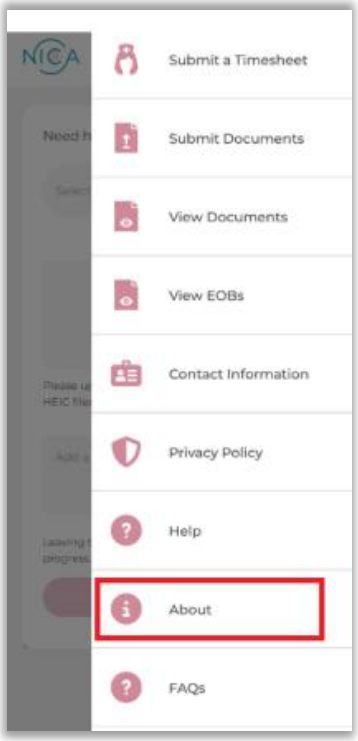


5. You will then be routed to NICA's website to view each link.

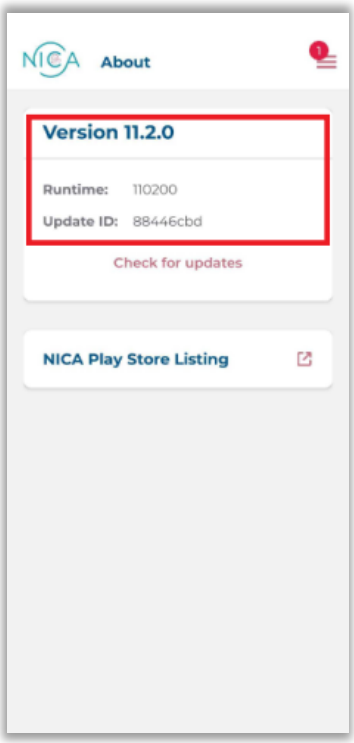
About

To view the About page, please follow these steps:

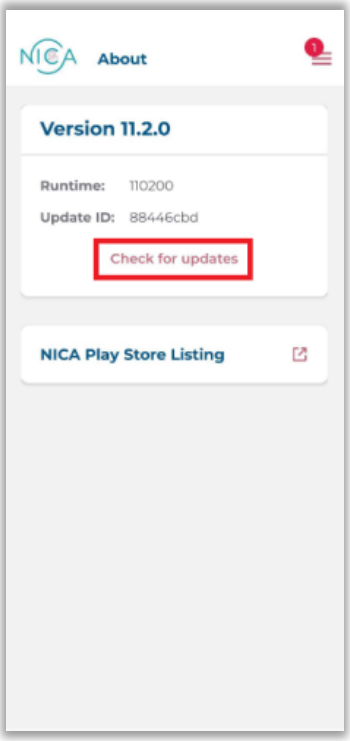
1. Log into the app.
2. On the nav bar, click **About**.



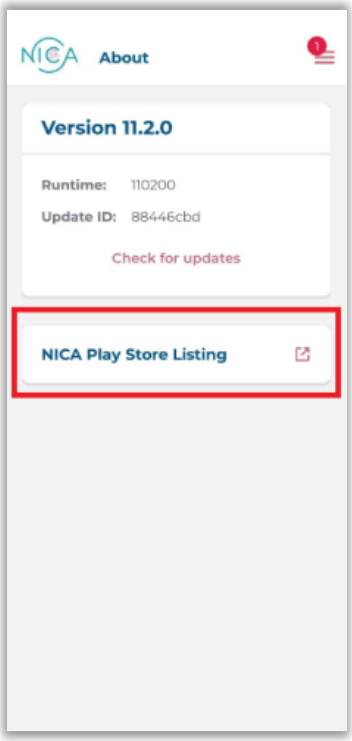
3. On the **About** page, you can view the following: current version number, runtime, and update ID.



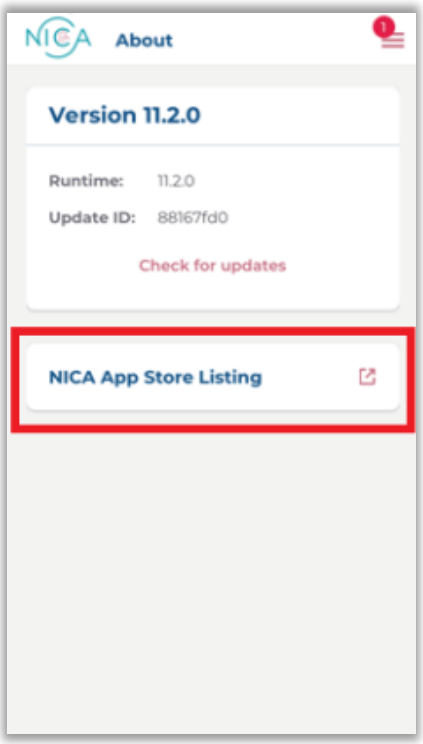
4. Click **Check for updates** to see if an update is available.



5. For Android users: Click **NICA Play Store Listing** to access the Google Play Store listing.



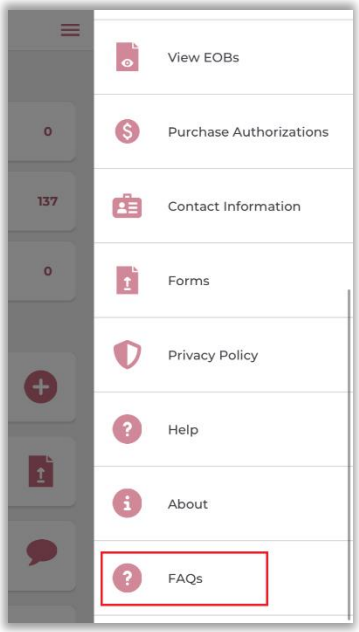
6. For iOS users: Click **NICA App Store Listing** to access the App Store listing.



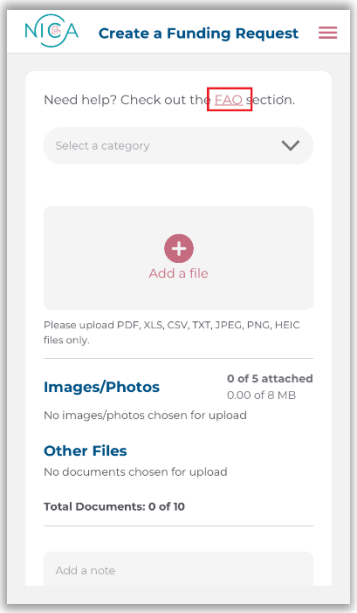
FAQs (Frequently Asked Questions)

To view the FAQs page, please follow these steps:

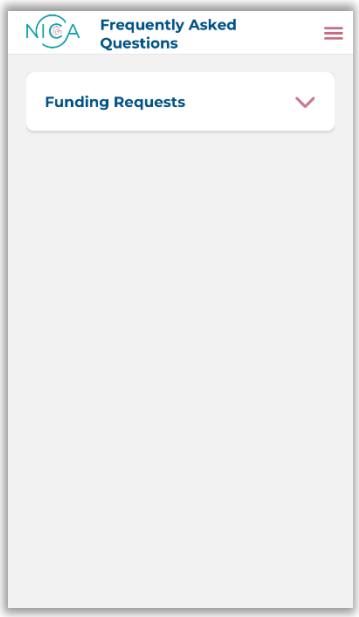
1. Log into the app.
2. On the nav bar, click **FAQs**. **OR** see #3.



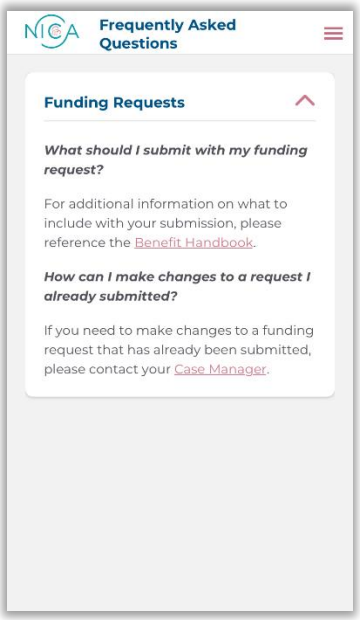
3. On the Create a Funding Request page, click **FAQs**.



4. There is currently only one section – **Funding Requests**.



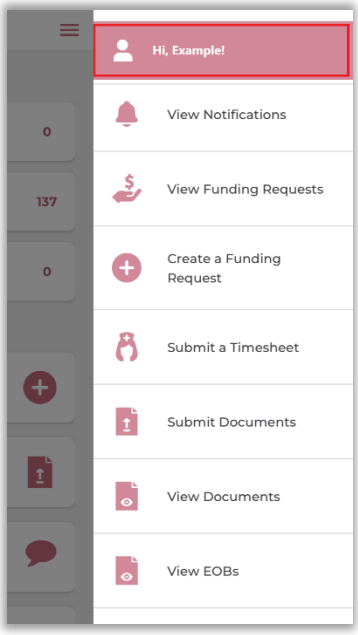
5. Click on **Funding Requests** to expand the section.



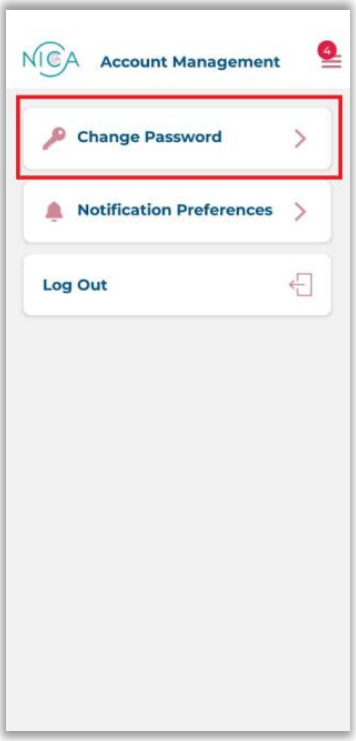
Change Password

To change your password, please follow these steps:

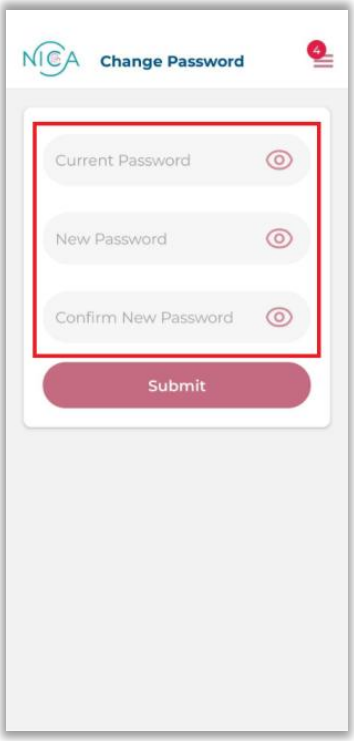
1. Log into the app.
2. Open the nav bar, and click **Hi, [username]**.



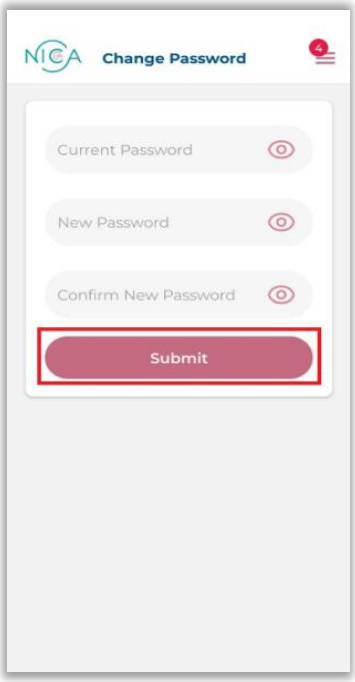
3. Click **Change Password**.



4. Enter **Current Password**, **New Password** and **Confirm Password**.



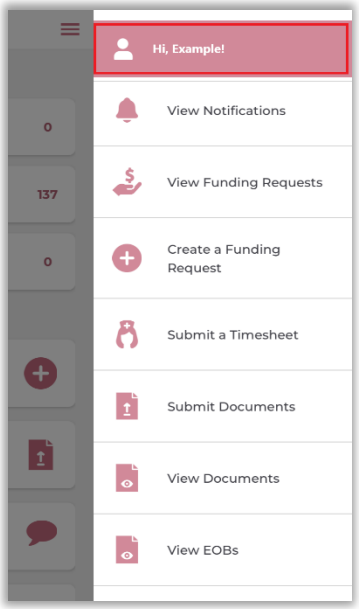
5. Click **Submit**.



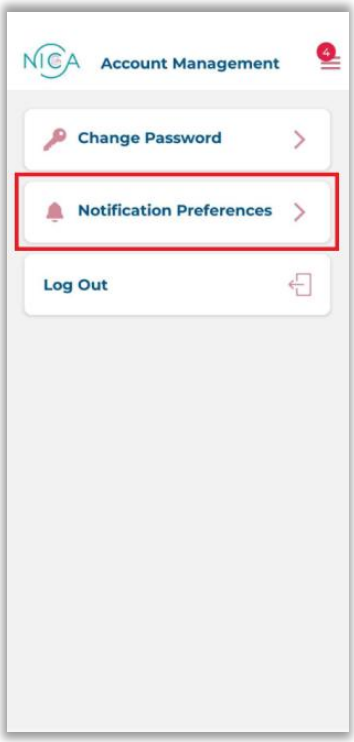
Notifications – Notification Preferences

To access Notification Preferences, please follow these steps:

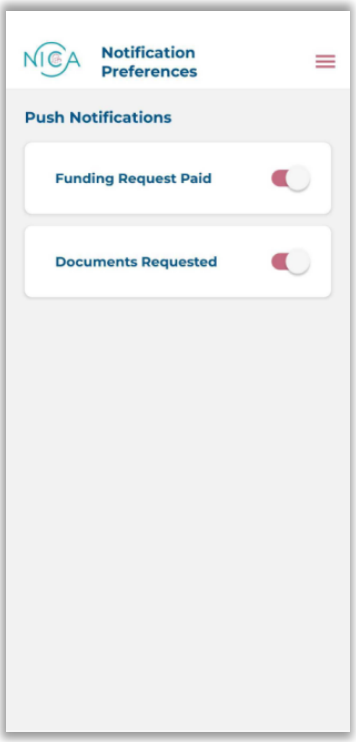
1. Log into the app.
2. Open the nav bar, and click on **Hi, [username]**.



3. On the **Account Management** screen, click **Notification Preferences**.



4. On the Notification Preferences screen, you can toggle notifications on or off, depending on your preference. Notifications are enabled by default.



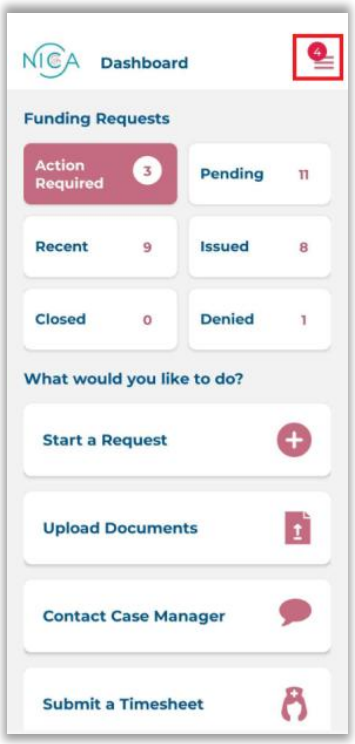
5. In addition to receiving a notification in the app, you will receive a push notification on your device. In order to receive push notifications, you must enable them for the app on your device.

   Please note – at this time, disabling the notifications will only disable the push notification.

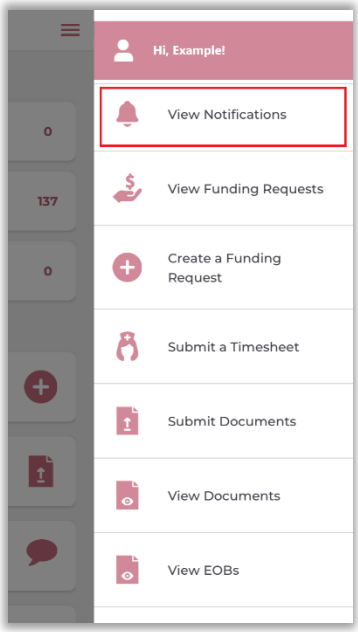
Notifications – View Notifications

To view notifications, please follow these steps:

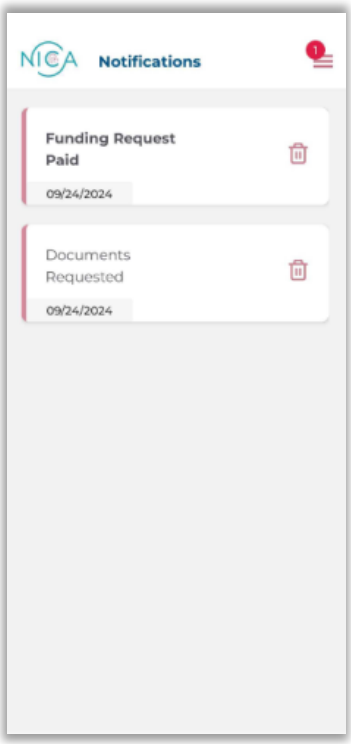
1. When you have notifications, there will be a numerical indication in the nav bar icon.



2. In the nav bar, click **View Notifications**.



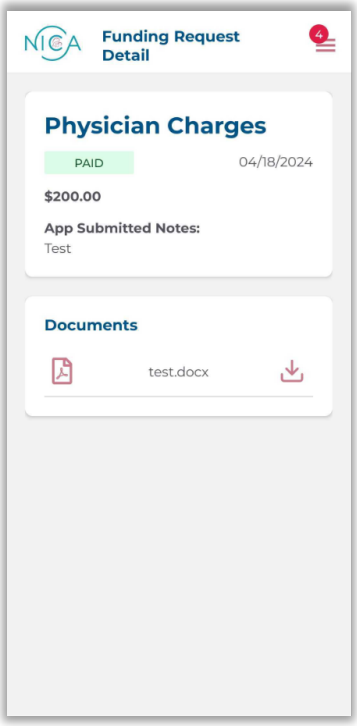
3. On the Notifications list, select a card to view.



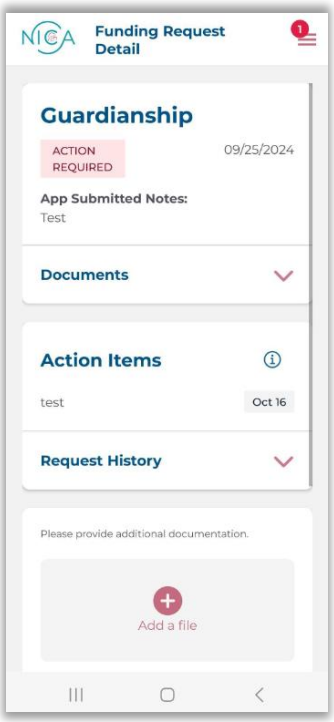
4. Notifications will appear for the following circumstances – **if a funding request is paid** and **if a funding request is marked Action Required/needs additional documentation**.

5. Clicking on a notification will take you to the Funding Request Detail screen for said funding request.

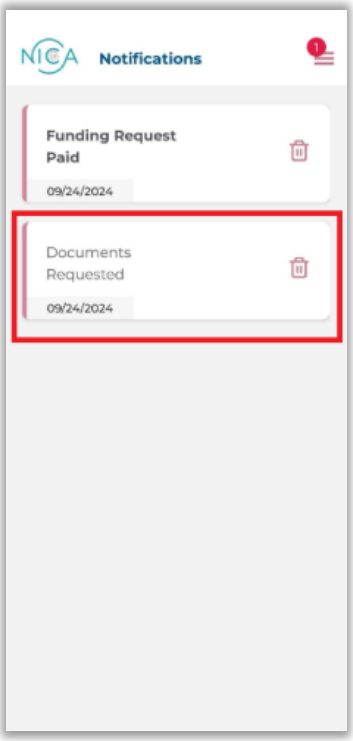
For a paid funding request:



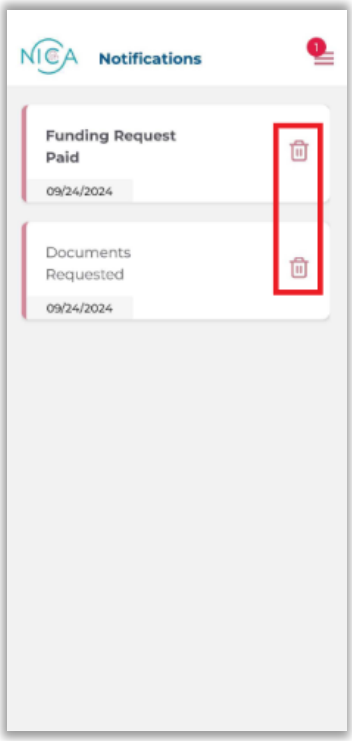
For an Action Required funding request:



6. After clicking a new notification to view it, the notification will be marked as read.



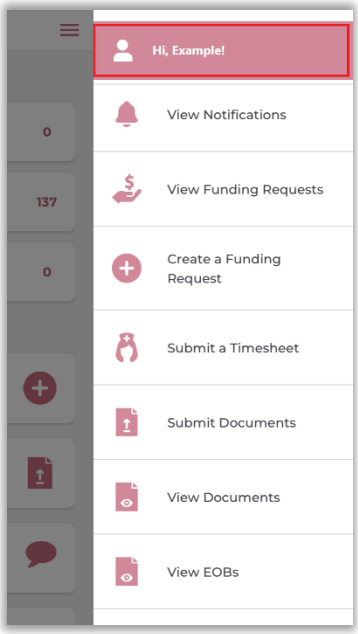
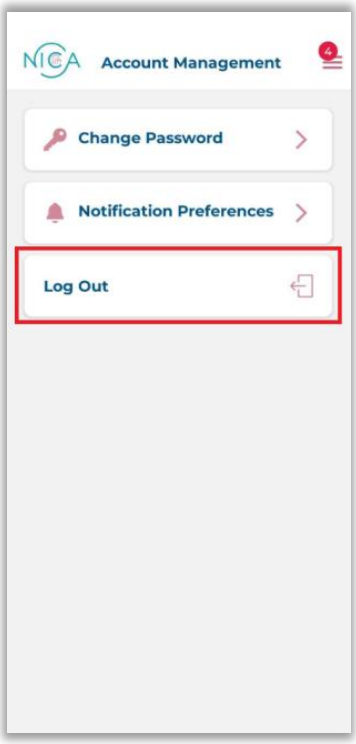
7. Notifications can be deleted by clicking the delete icon on the Notification screen.



Log Out

To log out of the app, please follow these steps:

1. Log into the app.
2. Open the nav bar, and click on **Hi, [username]**.



3. Click **Log Out**.