
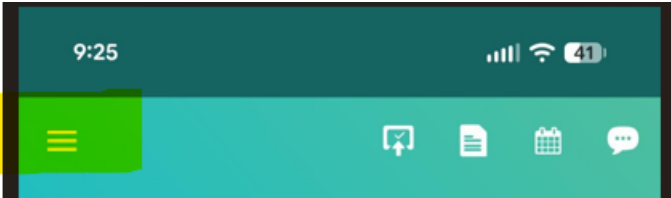




## An Introduction to Procure for Team Members - Q&A by PAI



<p>Why might I see Procure reference the individual being served at PAI as a “student” or myself as a “parent” or “family” (though I may hold the role of guardian, case manager or residential provider)?</p>	<p>Because the Procure program/app was initially designed to be used at daycare centers, in some places it refers to the enrolled individual as a “student” and that person’s team contacts as “parents” or “family.” There are unfortunately a few places where this is not a customizable field for us to adjust.</p>
<p>When I am looking at my profile and the different categories I can sort by, I see “bottle” and “nap.” Why is this?</p>	<p>Because the Procure program/app was initially designed to be used at daycare centers, in some places you may see language that does not apply to the people we support. Please know that we have thoughtfully adapted our use of this program for us – and we are not using those features.</p>
<p>Why is there a “payments” option in my account?</p> <p>Will I ever be asked to make a payment through Procure?</p>	<p>Program is utilized mainly by childcare centers, but also karate centers, dance studios, etc. – who, for the most part, are all directly paid for by the consumer or the parent of the consumer, rather than through Medicare like PAI.</p> <p>No, you will never be asked to make a payment through Procure, and your balance should always show as \$0. If we add the ability to private pay or pay spend down amounts through Procure in the future, we will let you know.</p>
<p>I see reference to a “Parent Pin” and signing-in/out my individual either on my phone or kiosk – do I need to do anything with that?</p>	<p>No – we’ll always take care of that.</p>

<p>What if there is specific information I need that I am not getting through Procare?</p>	<p>Ask your program supervisor and we can likely make that adjustment for you! We want you to have the information you need, when you need it. If for health reasons you are tracking something specific, like water intake, please let us know and we can work that into our daily practices of documenting.</p>
<p>How do I navigate Procare if I have more than one person at PAI and they are at different locations?</p>	<p>All individuals connected to your account will appear within the same login. You can toggle between the different PAI sites, by navigating to the upper left-hand corner and clicking the down arrow by the program location name.</p> 
<p>I would like to choose not to utilize Procare. Can I opt out?</p>	<p>Procare is PAI’s primary platform for communicating daily information, programming plans, news, and more. Your personal utilization of Procare is up to you – but there will be information you do not have access to and there may be messages you miss if you opt out.</p>
<p>I would like to access the app, but do not need the daily emails. Can I opt out of those?</p>	<p>Unfortunately, the daily emailed summary is not a feature we can turn off. In most email systems, it is easy to set up a rule where all those emails coming from Procare can be sent directly to a specific folder, rather than your inbox. If you would like assistance in setting this up, let us know and we can help!</p> <p>Once you download the app, you can customize which push notifications you receive throughout the day.</p> <p>Click the 3 bars in the upper left-hand corner of the app.</p> 

Select "edit profile" under your name.



Here, you can choose which push notification you would like to receive throughout the day, if any.

