




Electronic Visit Verification Tablets – Frequently Asked Questions

1. How can I order tablets?

To place orders for tablets, provider agencies can access the MobexHealth portal at www.orders.mobexhealth.com. Before finalizing orders through MobexHealth, managed care organizations (MCOs) will review and approve them.

2. How do I get my username and password for the Mobility Exchange portal?

Users can register for an account by going to www.orders.mobexhealth.com and . You may also contact the helpline for assistance at 949-527-6356.

3. When will we receive our tablets after they are ordered in the portal?

Tablets will be shipped within five to seven business days after MCO approval.

4. How will they be shipped?

Agencies must have a valid United States Postal Service (USPS) address. Tablets will not be shipped to Post Office Boxes. If you have an extenuating circumstance that you will need your tablet sooner, please reach out to the appropriate MCO.

5. What is the battery life of my tablet?

The tablet should last approximately two days if left on, but the device will last longer if powered down between uses.

6. Can I track the tablets I have ordered from each MCO?

Yes. Within the ordering portal, you can check to see if your device has been shipped and look up a tracking number for the package. In addition, there is a reporting feature that can be used to sort how many tablets you have and from which MCO they are provided. Log into www.orders.mobexhealth.com with your username and password and go to "Orders" for this information.

7. What do I do if the tablet will not turn on?

First, please ensure tablet is fully charged. If problems persist, please contact Mobility Exchange at 949-527-6356 or by email at mobexhealthsupport@mobexhealth.com.

8. What do I do if a caregiver or skilled worker reports a device is lost or stolen?

If a device is reported as lost or stolen, please send an email mobexhealthsupport@mobexhealth.com with the user information and device ID. Mobility Exchange will immediately suspend the device and ship out a replacement.

9. What do I do if the caregiver or skilled provider finds the device that was reported lost or stolen?

If the stolen/lost device is found, please send an email to mobexhealthsupport@mobexhealth.com with user information and device ID. Mobility Exchange will reactivate the original device and you will receive instructions on how to ship back the replacement device (if applicable).

10. Will I get the MCO tablet order form back before or with the delivery of tablets?

The MCO tablet order form will be emailed back to the provider prior to the new shipment. This information will also be available on the Mobility Exchange Portal.


11. Who do I contact for Tablet hardware related issues?

- a. Phone number: 949-527-6356
- b. Email: mobexhealthsupport@mobexhealth.com

Example tablet issue:

- 1) Tablet will not "power on."
- 2) AuthentiCare application is not showing on the tablet.

12. How do I create a support ticket through the online portal?

- a. First, log into the ordering portal
- b. On the 'Home' tab, click on the 
- c. Enter information for your Company, Contact Name, Email Address, Phone Number, Subject and Description of problem. If you're reporting an issue on a tablet, please add the IMEI or Device ID of the device in the description before submitting. 