Vesta Mobile Application – Mobile Method

Follow these steps to ensure CDS employees can successfully clock in and clock out from the member's home, using the Vesta Mobile Application.

LOGGING IN TO THE APPLICATION

- ➢ Launch the Vesta Mobile Application from the smartphone.
- ➢ For first time use, enter the Agency ID, Service Attendant ID, and the Security PIN in order to login. If you previously logged in and did not log out completely, you must enter your **Security PIN**.

CLOCK IN

- ➢ From the Mobile Method main screen, select **New Visit.**
- ➢ Enter the Member EVV ID or select the Member EVV ID using the dropdown.
- ➢ Use the drop-down to select the service that is being provided for the visit.
- ➢ Select **Clock In.**

VISIT IN PROGRESS

- ➢ Once a visit has started, the Vesta Mobile Application may remain open or it may be closed.
- ➢ If Vesta Mobile Application is left open, the **Visit In Progress** screen displays when accessing the application.
- ➢ If the Vesta Mobile Application is closed or the smartphone shuts down due to power loss, once the phone is restarted and upon re-launching the Vesta Mobile Application, the **Visit In Progress** screen displays.

Note: Closing the Application does not stop the timer that shows the duration of the visit.

CLOCK OUT

- ➢ If the application has been closed, launch the Vesta Mobile Application, and enter the Security PIN to re-open it.
- ➢ Click **Clock Out** to end the visit. A Confirm Clock Out prompt appears.
- ➢ If ready to end visit, click **OK**. Visit details appear.
- ➢ Click **OK** to close the detail information.

Agency ID _____   Employee EVV ID _____

The Agency ID, Service Attendant ID, Security PIN, and EVV IDs for the members are provided by the CDS Employer, from Vesta CDV, or the FMSA.

Employees must clock in and out for each member and service requiring Electronic Visit Verification.

**The Vesta Mobile Application uses Global Positioning Service (GPS) to identify the location of a visit ONLY at the time a CDS employee clocks in and clocks out. The Vesta Mobile Application does not use GPS at any other time during the visit.

Vesta Mobile Application – Community Location

Follow these steps to ensure the CDS Employee can successfully clock in and clock out away from the member's home.

CLOCK IN

- ➢ From the mobile app main screen, select **New Visit**.
- ➢ Enter the Member EVV ID or select the Member EVV ID using the dropdown.
- ➢ Use the drop-down to select the service that is being provided for the visit.
- ➢ Select **Clock In**.
- ➢ The screen shows the distance from the Learned Location is beyond 100 feet and a highlighted button labeled 'Service Location' prompts you to select a location before continuing.
- ➢ Select the appropriate Service Location from the drop-down list and select **Continue**.

VISIT IN PROGRESS

- ➢ Once a visit has started, the Vesta Mobile Application may remain open or it may be closed.
- ➢ If Vesta Mobile Application is left open, the **Visit In Progress** screen displays when accessing the application.
- ➢ If the Vesta Mobile Application is closed or the smartphone shuts down due to power loss, once the phone is restarted and upon re-launching the Vesta Mobile Application, the **Visit In Progress** screen displays.

Note: Closing the Application does not stop the timer that shows the duration of the visit.

CLOCK OUT

- ➢ If the mobile app has been closed, launch the Vesta Mobile Application, and enter the security pin to re-open the mobile application.
- ➢ Click **Clock Out** to end the visit.
- ➢ The screen shows distance from Learned Location is beyond 100 feet and therefore a highlighted button labeled **Service Location** prompts you to select a location before continuing.
- ➢ Select the appropriate **Service Location** from the drop-down list and select **Continue**.
- ➢ Upon clicking **Continue**, visit details are displayed. You have the option of making corrections to service locations before clicking **OK**.

Agency ID _____   Employee EVV ID _____

The Agency ID, Service Attendant ID, Security PIN, and EVV IDs for the members are provided by the CDS Employer, from Vesta CDV, or the FMSA.

Employees must clock in and out for each member and service requiring Electronic Visit Verification.

**The Vesta Mobile Application uses Global Positioning Service (GPS) to identify the location of a visit <u>ONLY</u> at the time a CDS employee clocks in and clocks out. The Vesta Mobile Application <u>does not use</u> GPS at any other time during the visit.

Vesta Mobile Application – Enter Alternative Device Codes

Follow these steps to ensure you can successfully clock in and clock out from the member's home, using the alternative device with the Vesta Mobile Application.

CLOCK IN

- From the mobile application main screen, select the **Menu** icon and select **Alternative Device**.
- Select the **New Visit** button.
- Enter the Member EVV ID or select the Member EVV ID using the dropdown.
- Use the drop-down to select the service that is being provided for the visit then select **Submit.**

CLOCK OUT

- If the application has been closed, launch the Vesta Mobile Application, and enter the security PIN to re-open the application.
- Enter the **Token Number Out** and select **Submit**.
- You will not select a service upon clocking out. The original service selected with be associated with the clock in and clock out.
- Upon clocking out, the service details will display.

Agency ID _____   Employee EVV ID _____

The Agency ID, Service Attendant ID, Security PIN, and EVV IDs for the members are provided by the CDS Employer, from Vesta CDV, or the FMSA.

Employees must clock in and out for each member and service requiring Electronic Visit Verification.

The Vesta Mobile Application does <u>not</u> use Global Positioning Service (GPS) when clocking in and clocking out with the alternative device.

Vesta® EVV – Landline Telephone

Follow these steps to ensure the CDS employee can successfully clock in and clock out using the member's home landline telephone.

Step 1. At the start of the visit, use the member's landline phone to call the EVV toll-free number.

- "Vesta®" is heard when the CDS employee calls the Vesta® EVV toll-free phone number. This indicates the EVV system captured the caller's caller ID.

- The CDS employee must call from the member's documented home landline phone number for the EVV system to recognize they are calling from the member's home.

Step 2. "Enter Service Attendant ID"

- The Service Attendant ID is also known as the CDS employee EVV ID. The CDS employee must enter their EVV ID. This identifies the individual that is providing services to the member.

Step 3. "If required, enter Member ID"

- This is the member's EVV ID that identifies the individual that is receiving services.
- When the CDS employee calls from the member's landline telephone number, it is not required to enter the member ID, **unless** there is more than one member that receives services in the home.

Step 4. "Enter 1 to Clock In or Enter 2 to Clock out"

- CDS employees must select the correct option for the call to register as a clock in or clock out.

Step 5. "Enter 1 if this is an overnight visit, or wait for next prompt"

- If clocking in or out for an overnight shift, the user must select 1 for both the clock in and clock out.

Step 6. "If required, enter token number or wait for time"

- If the caller is prompted with this message, they should stay on the line until they receive a "Call Time." This ends the landline clock in or clock out call.

Vesta EVV Toll Free Number _____ Employee EVV ID _____

The EVV Toll-Free Number and EVV IDs for the employee and members are provided by the CDS Employer, from Vesta CDV, or the FMSA.

Vesta® EVV – Alternative Device

Follow these steps to ensure the CDS employee can successfully clock in and clock out using the member's alternative device.

Step 1. Upon arrival to the member's home, locate the alternative device.

- To begin the shift, document the unique six-digit number displayed on the front of the alternative device.
- To end the shift, document the unique six-digit number displayed on the front of the alternative device.
- Calls to the EVV toll-free number may be made after each unique number is obtained or after the shift is completed.

Step 2. Once one or both unique alternative device values are obtained, call the EVV toll-free number. "Enter Service Attendant ID"

- The service attendant ID is also known as the CDS employee's EVV ID. The employee must enter their EVV ID. This identifies the individual that is providing services to the member.

Step 3. "If required, enter Member ID"

- The member EVV ID identifies the individual that is receiving services.
- This number **IS** required for a member that is assigned an alternative device and must be entered correctly on each call attempt.

Step 4. "Enter 1 to Clock In or Enter 2 to Clock out"

- CDS employees must select the correct option for the call to register as a clock in or clock out.

Step 5. "Enter 1 if this is an overnight visit, or wait for next prompt"

- If clocking in or out for an overnight shift, the CDS Employee must select 1 for both the clock in and clock out.

Step 6. "If required, enter token number or wait for time"

- This unique six (6) digit number is retrieved from the alternative device that is in the member's home at the time of the clock in and clock out.
- This number **IS** required for a member that is assigned an alternative device.

Vesta EVV Toll Free Number _____ Employee EVV ID _____

The EVV Toll-Free Number and EVV IDs for the employee and members are provided by the CDS employer, from Vesta CDV, or the FMSA.

EVV System Responses for Alternative Device Values

When the EVV System receives an authenticated token number for a specific member, the employee will receive a call time **AFTER** entering a device code. The call time confirms a successful clock in or clock out.

Unacceptable input for a token number will result in either of these messages:

"Invalid Number – Please try again" – OR – **"Unable to verify token ID"**

Invalid Number - Indicates the token number entered was either more or less than six (6) digits. The employee may re-enter a six (6) digit number during the same call awaiting a call time.

Unable to Verify – Indicates the number was not authenticated for the specific member. This may be due to:

- The Member ID was entered incorrectly and/or
- The number entered is six (6) digits but is incorrect. The employee must call back and enter the correct member ID and six (6) digit device code.