

# 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.

\*Note: This document contains proprietary information and should not be distributed without permission from DataLogic Software, Inc.

# 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.