

# VESTA<sup>®</sup> LANDLINE AND ALTERNATIVE DEVICE

A Training Guide for  
Consumer Directed Services (CDS) Employees

# INTRODUCTION

## Landline and Alternative Device

This guide will provide instructions on how CDS employees clock in when arriving at the CDS member's home and clock out after services were provided using the landline or the alternative device.

# Attendant Visit Plan

The Attendant Visit Plan is a great resource to assist CDS employees with their visits. The document can be printed and provided to each CDS employee and contains:

- CDS employee schedule: Vesta schedule (if applicable) of each member the CDS employee is assigned to.
- EVV Information: Toll-Free # for FMSA, CDS employee's EVV ID, CDS member's EVV ID.
- A section for notes or instructions for the CDS employee.

### Attendant VisitPlan

FROM Vesta Harlingen  
1605 W Tyler Ave  
Harlingen, TX 78550

As of: 06/09/2020  
Agency Phone: (956) 412-1424

TO JESSICA LEWIS  
1905 S 1st st  
Harlingen

JESSICA,  
This sheet includes your weekly schedule and the tasks that you are required to provide to this member. This sheet also includes important EVV information that may be used to clock in and clock out.

SCHEDULE					IMPORTANT EVV INFORMATION	
<b>Member: VICTOR BAKER</b>					<i>You may use the following information to clock in/out:</i>	
	In	Out	In	Out	Toll Free #	<b>(1844) 610-6752</b>
<b>SUN</b>					Attendant ID	<b>104</b>
<b>MON</b>	08:00 AM	11:00 AM			Member ID (If Required)	<b>101</b>
<b>TUE</b>	08:00 AM	11:00 AM			Six Digit Token Code (If Required) Up to two codes can be entered per call. You will hear call time when you clock in and clock out.	
<b>WED</b>	08:00 AM	11:00 AM			<b>HOME CARE AGENCY NOTES:</b>	
<b>THU</b>	08:00 AM	11:00 AM				
<b>FRI</b>	08:00 AM	11:00 AM				
<b>SAT</b>						
<b>TASKS</b>						
If the telephone is unavailable, make notation below of time in and/or time out and report to agency.						

## Landline Telephone Method

The landline method utilizes the CDS member's landline telephone caller ID to electronically verify service delivery.

- The CDS employee uses the CDS member's landline telephone and calls the EVV toll-free number.
- The CDS employee follows the prompts to clock in.
- The CDS employee repeats this process at the end of the visit to clock out.



## Step 1:

At the start of the visit, the CDS employee uses the CDS 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 ID.
- The CDS employee must call from the CDS member's documented home landline phone number for the EVV system to recognize they are calling from the CDS member's home.



## Step 2:

Enter the Employee ID.

- The Employee ID is also known as the CDS employee EVV ID and the CDS employee must enter their CDS employee EVV ID. This identifies the individual providing the services to the CDS member.
- The CDS employee EVV ID must be entered correctly on each clock in and clock out attempt.

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# Step 3:

If required, enter the Client ID.

- The Client ID, also known as the CDS member’s EVV ID, identifies the individual receiving services.
- When the CDS employee calls from the CDS member’s landline telephone number, it is not required to enter the CDS member ID, **unless** there is more than one CDS member that receives services in the home.
- The CDS member EVV ID, if entered, must be entered correctly on each clock in and clock out attempt.

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## Step 4:

If required, enter the token number or wait for time.

- When calling from the CDS member's landline telephone (for the landline method), a token number should not be entered.
- 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.



## Alternative Device

The alternative device is a device assigned to a CDS member and placed in their home for the CDS employee to use to clock in and clock out. The device must always remain in the home.

- The alternative device continuously displays a unique six-digit number on the screen that is always visible. The displayed six-digit number represents a specific date and time.
- The alternative device six-digit unique number changes every 60 seconds; every 10 seconds, a new line is displayed to the left of the six-digit number that indicates how much time is left before the number will change.
- When clocking in and clocking out using this method, alternative device values may be:
  - Called in real-time.
  - Called in later (values are valid for seven days).



## Step 1:

Upon arrival to the CDS member's home, the CDS employee will locate the alternative device.

- To begin the visit, write down the unique six-digit number displayed on the front of the alternative device.
- To end the visit, write down the unique six-digit number displayed on the front of the alternative device.
- Each unique number can be called in to the EVV toll-free number after each unique number is obtained or after the visit is completed.



## Step 2:

- Once one or both unique alternative device values are obtained, call the EVV toll-free number.
- The CDS employee must enter their CDS employee EVV ID. This identifies the individual providing the services to the CDS member.
- The CDS employee EVV ID must be entered correctly on each clock in and clock out attempt.

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TASKS						

If the telephone is unavailable, make notation below of time in and/or time out and report to agency.

# Step 3:

If required, enter the Client ID.

- The Client ID, also known as the CDS Member’s EVV ID, identifies the individual that is receiving the services.
- This number **IS** required for a CDS member that is assigned an alternative device and must be entered correctly on each call attempt.

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<b>SUN</b>					 Attendant ID	<input type="text" value="104"/>
<b>MON</b>	08:00 AM	11:00 AM			 Member ID (If Required)	<input type="text" value="101"/>
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## Step 4:

If required, enter token number or wait for time.

- This unique six-digit number is retrieved from the alternative device that is in the CDS 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.



## Step 5:

If you have another token number, enter it now or hang up to end the call.

- The Vesta EVV system allows up to two token numbers (clock in token number and clock out token number) to be entered on one call.



# EVV System Responses for Alternative Device Values

When the EVV System receives a verified token number for a specific CDS member, the CDS 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-digits.
- The CDS employee may re-enter a six-digit number during the same call awaiting a Call Time.



**Invalid Number!**



## Unable to Verify

Indicates:

- The number was not verified for the specific CDS member.
- Either the CDS Member EVV ID was entered incorrectly and/or the number entered is six-digits but is incorrect.
- The CDS employee may call back and re-enter all the information awaiting a Call Time.



**Unable to Verify!**



If CDS employees need additional assistance using the landline or alternative device, they must contact their CDS employer.