

VESTA[®] MOBILE APPLICATION

An Easier, Faster, and More Reliable Visit Verification Method!

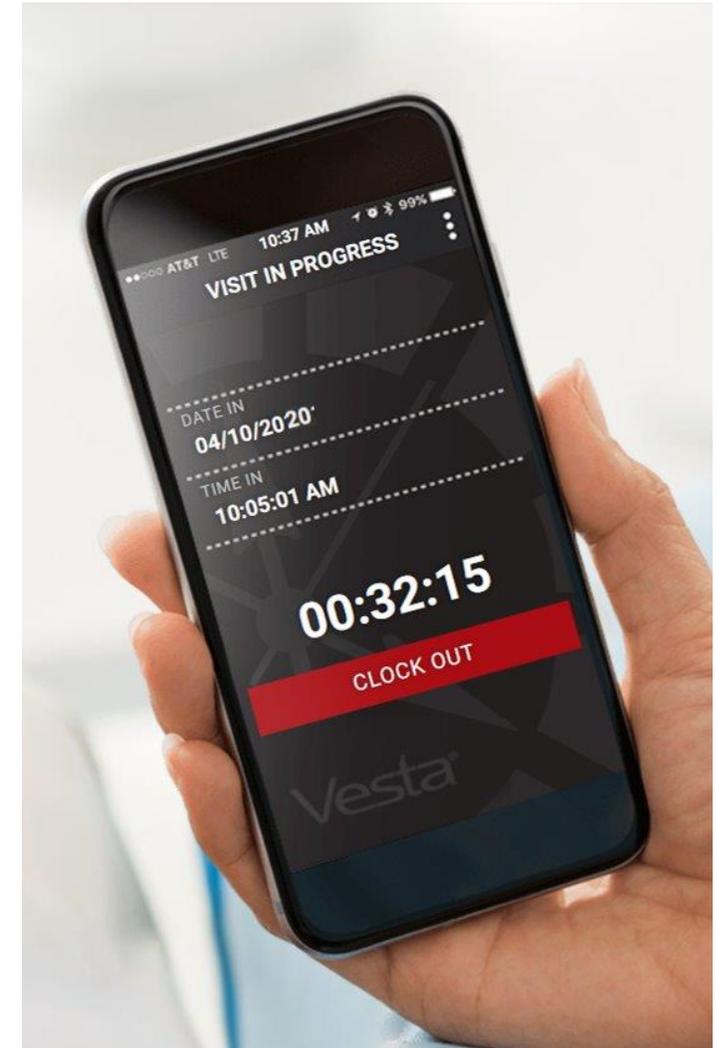
A Training Guide for Consumer Directed Services
(CDS) Employees



What is the Vesta Mobile Application?

The Vesta Mobile Application is an easy-to-use tool that CDS employees can use to document Electronic Visit Verification (EVV) service delivery visit data, like:

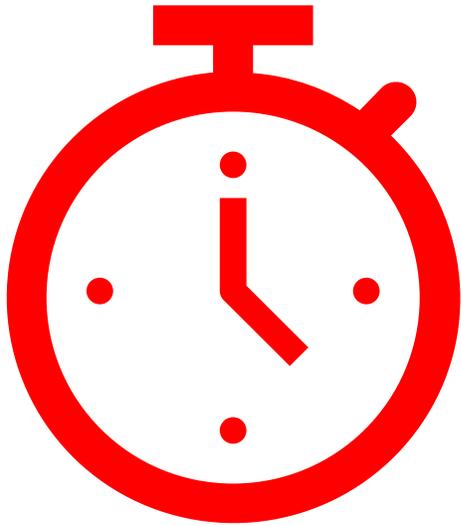
- Visit date.
- Start time and End time.
- Visit location at clock in and clock out.
- The identity of the CDS employee providing services and the member receiving services.



How does the Vesta Mobile Application use GPS and Data?

- The Vesta Mobile Application uses Global Positioning System (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 a visit.
- The Vesta Mobile Application uses data and not minutes from a smartphone plan.
- There is minimal impact to mobile phone data costs.
(Estimated at less than two megabytes per month)

Vesta Mobile Application Features



- The Community Location feature allows the CDS employee to clock in and clock out when work begins or ends while in the community.
- Memorizes member and attendant ID numbers after the first visit; therefore reducing data entry errors.
- Can be used to clock in and clock out without internet service.
- CDS employees can enter alternative device codes in the mobile application instead of calling the toll-free number.

How can I download the Vesta Mobile Application?

- You can download the Vesta Mobile Application on the:
 - *Apple® App Store for Apple iPhone® devices*
 - *Google® Play Store for Android® devices*
- Search for Vesta Mobile and follow the instructions for application installation.



CDS Employee Mobile Log-in Information

- The financial management services agency (FMSA) may provide the CDS employer with the following information to give to their CDS employees using the Vesta Mobile Application:
 - Vesta Mobile PIN
 - Attendant Vesta EVV ID (Located under the Legal Name)
 - Provider Agency ID
 - Member EVV ID
- The CDS employer may also retrieve this information in Vesta CDV, once the CDS employer receives access from their FMSA.
 - From Vesta CDV, click the **Menu** button and select **My Profile**.
 - The Member ID is located under User information in My Profile.
 - The Agency ID is located under the Provider Information (see below).
 - The Employee EVV ID and Mobile Pin is located under the CDS Employee section (see below).

The screenshot displays two sections of the Vesta CDV interface. The left section, titled "Provider Information", contains a home icon next to "Agency ID: 5503" and a phone icon next to "EVV Phone Numbers: English: 833-771-4985". A red arrow points to the Agency ID. The right section, titled "My CDS Employees", contains a table with three columns: "EVV ID", "CDS Employee", and "Mobile Pin". The table has one row with the values "100", "DAVIS, ELIZABETH", and "12345". Red arrows point to the EVV ID and Mobile Pin fields.

EVV ID	CDS Employee	Mobile Pin
100	DAVIS, ELIZABETH	12345

USING THE VESTA MOBILE APPLICATION FROM THE MEMBER'S HOME

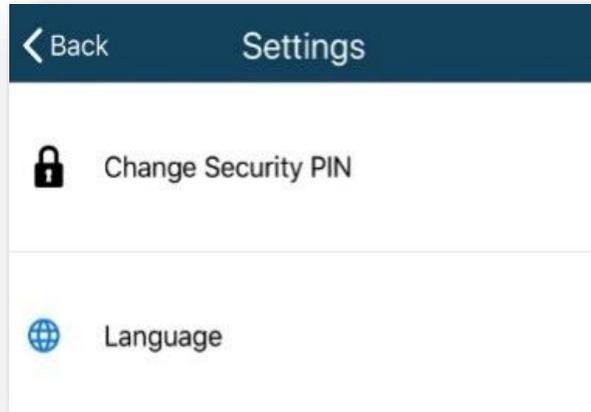
Follow these steps to ensure the CDS employee can successfully clock in and clock out from the member's home, using the Vesta Mobile Application.

Log into Vesta Mobile Application

- Launch the Vesta Mobile Application from the smartphone.
- If the user previously logged in and did not log out completely, the user only needs to enter their Security PIN to log in to the Vesta Mobile Application.
- For first time use, or if the user logged out completely, the user must enter the Agency ID, Attendant ID, and the Security PIN to log in.



Changing Security PIN or Language



- From the Vesta Mobile Application, select the menu button and click **Settings**.
- The Settings option allows you to change your Security PIN or change the language to English or Spanish.
- The **Change Security PIN** option allows users to change their Security PIN to a unique four to six-digit PIN that they will remember.
 1. Enter the Previous PIN
 2. Enter the New Security PIN
 3. Confirm the New Security PIN
 4. Select **Change PIN**
- The new PIN will appear in the CDS employee's profile in the FMISA's Vesta account. **The CDS employer will need to call the FMISA to get the new PIN.**

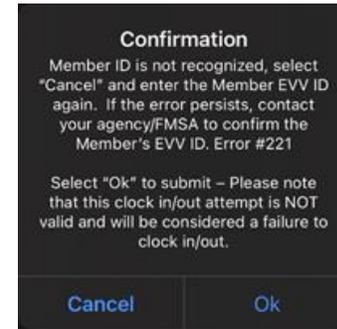
A screenshot of the 'Change Security PIN' screen in the Vesta Mobile Application. The header is dark blue with a white back arrow and the text 'Change Security PIN'. Below the header, there are three input fields: 'Previous security PIN', 'New security PIN', and 'Confirm security PIN'. At the bottom of the screen, there is a red button with the text 'Change PIN'.

CLOCK IN

1. From the Mobile Method main screen, select **New Visit**.

2. Enter the Member EVV ID or select the Member EVV ID using the dropdown.

- If an invalid EVV ID is entered, the CDS employee will receive the following message when attempting to clock in:



- The CDS employee must select **Cancel** and correct the member EVV ID. If the CDS employee selects **Ok**, the clock in will be submitted with the invalid EVV ID and the clock in/out attempt may be invalid for visit verification.

3. Use the drop-down to select the service that is being provided for the visit.

4. Select **Clock In**.



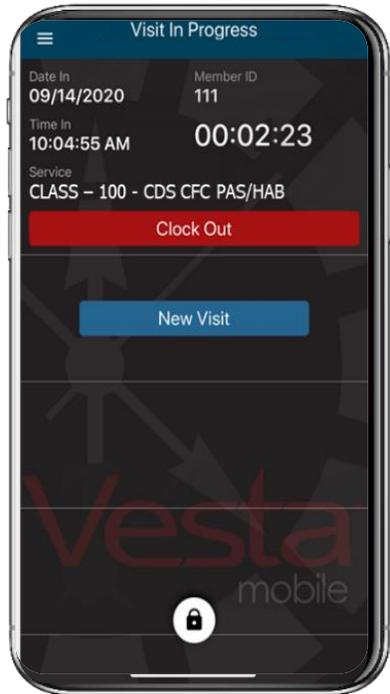
VISIT IN PROGRESS

- Once a visit has started, the Vesta Mobile Application may remain open or it may be closed.
- If Vesta Mobile is left open, the **VISIT IN PROGRESS** screen displays when accessing the application.
- If the 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.
- Closing the application does not stop the Visit Clock timer that shows the Visit duration.

CLOCK OUT

If the mobile application has been closed, launch the Vesta Mobile Application, and enter the security pin to re-open the application.

1. The CDS employee will not select a service upon clocking out. The original service selected is associated with the clock in and clock out.
2. Upon clocking out, the service is included in the visit details.
3. Click **Clock Out** to end the visit. A **Confirm Clock Out** prompt appears.
4. Click **OK** to close detail information.

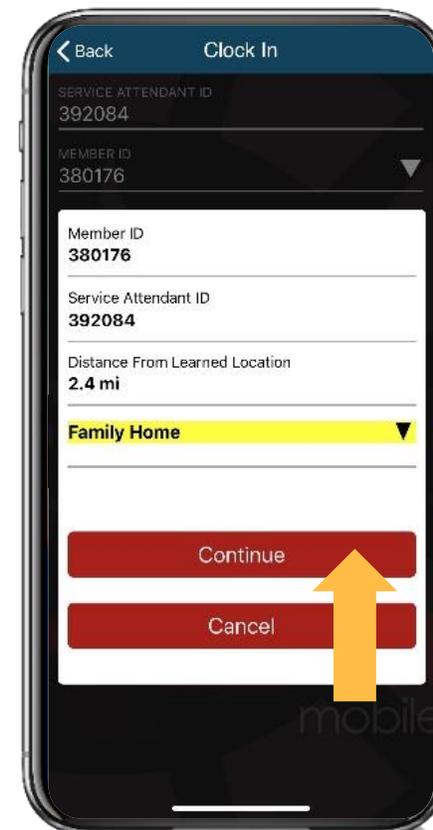
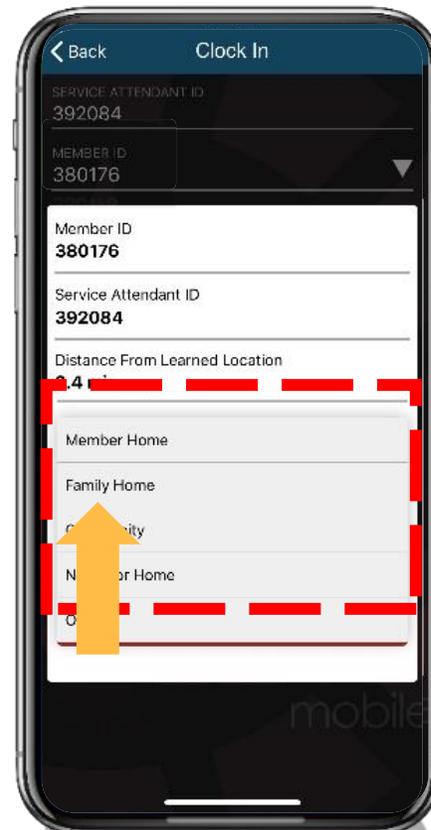
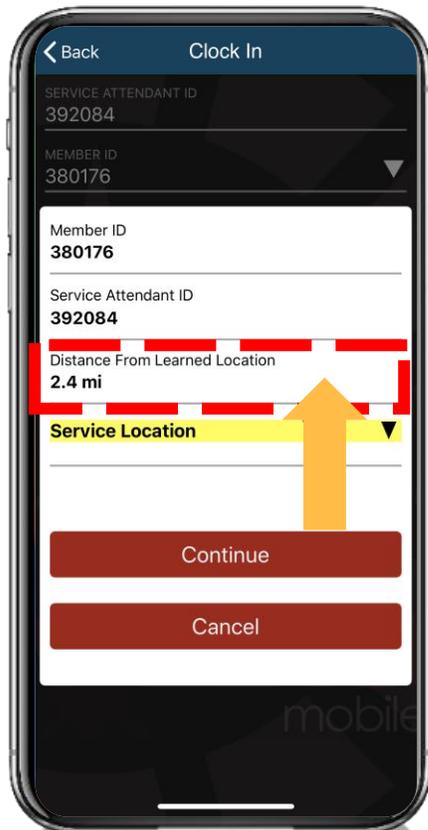


USING THE VESTA MOBILE APPLICATION IN THE COMMUNITY

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

Clock In From A Community Location

- From the mobile application 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 member's home is beyond 100 feet and a highlighted button labeled **Service Location** prompts the attendant to select a location before continuing.
- Select the appropriate **Service Location** from the dropdown list and select **Continue**.



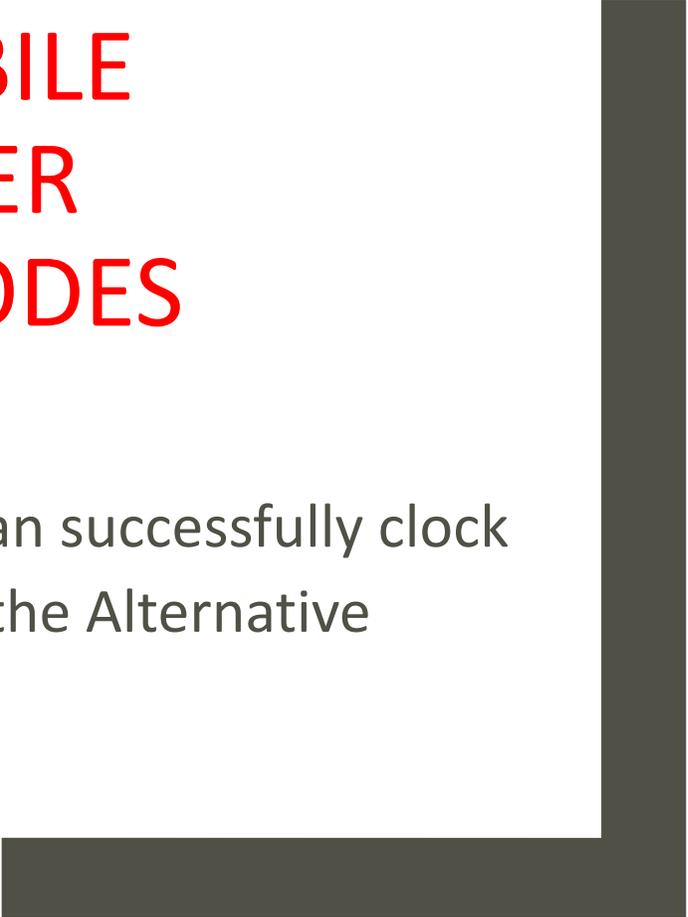
Clock Out From A Community Location

- If the mobile application 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 the member's home is beyond 100 feet and therefore a highlighted button labeled **Service Location** prompts the attendant to select a location before continuing.
- Select the appropriate **Service Location** from the dropdown list and select **Continue**.
- Upon clicking **Continue**, visit details are displayed. The CDS employee has the option of making corrections to service locations before clicking **OK**.



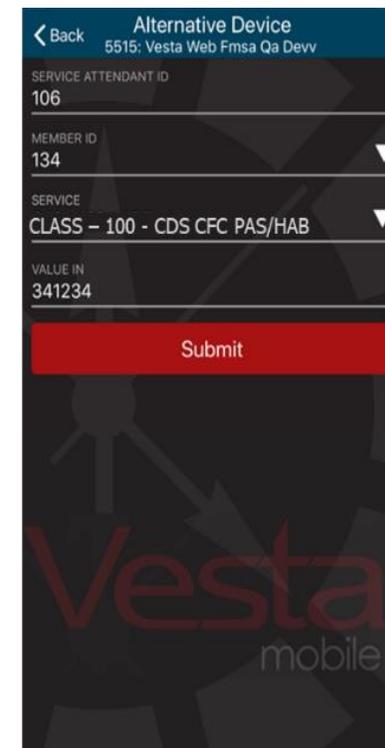
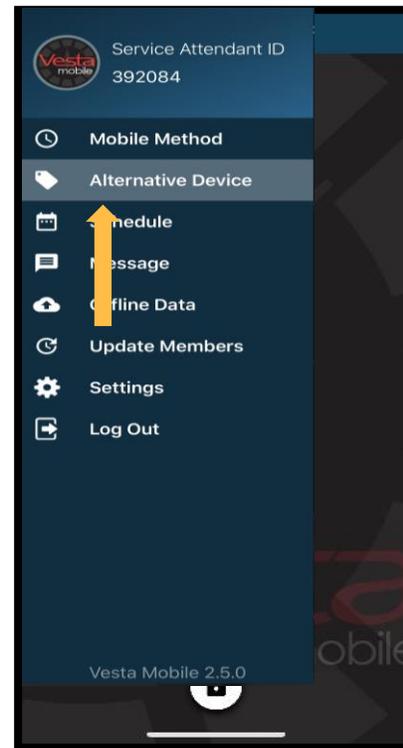
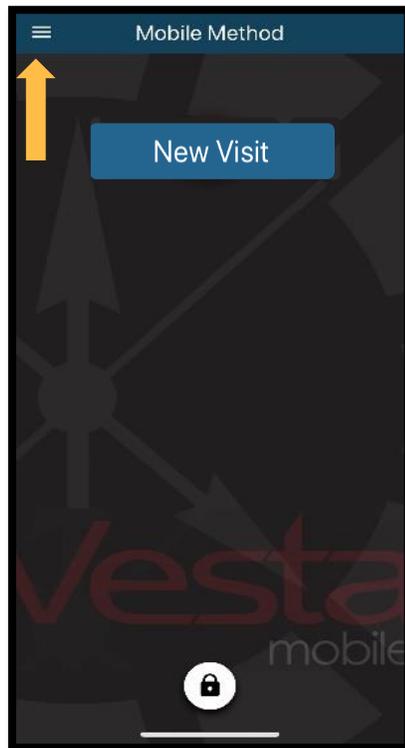
USING THE VESTA MOBILE APPLICATION TO ENTER ALTERNATIVE DEVICE CODES

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



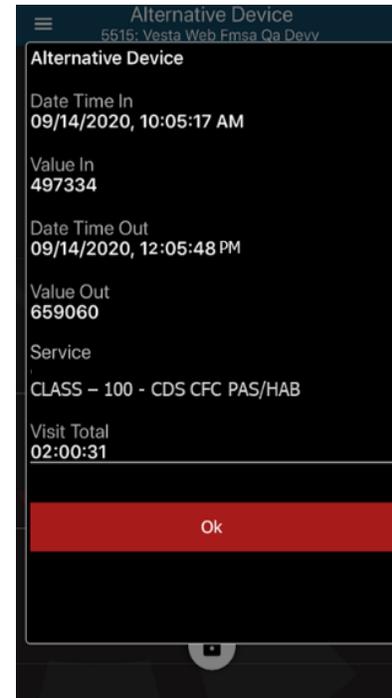
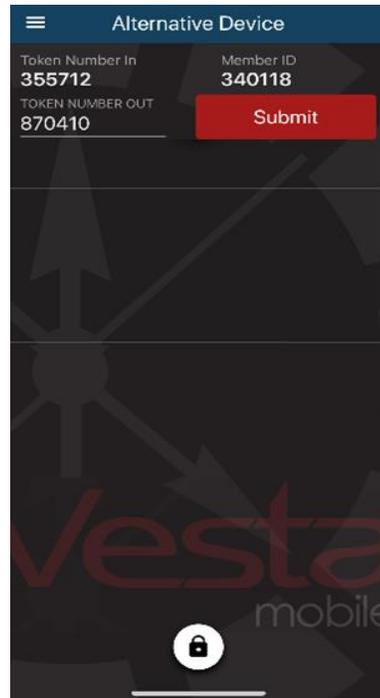
Clock In By Entering An Alternative Device Code In The Vesta Mobile Application

- 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 By Entering An Alternative Device Code In The Vesta Mobile Application

- 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**.
- The CDS employee 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.

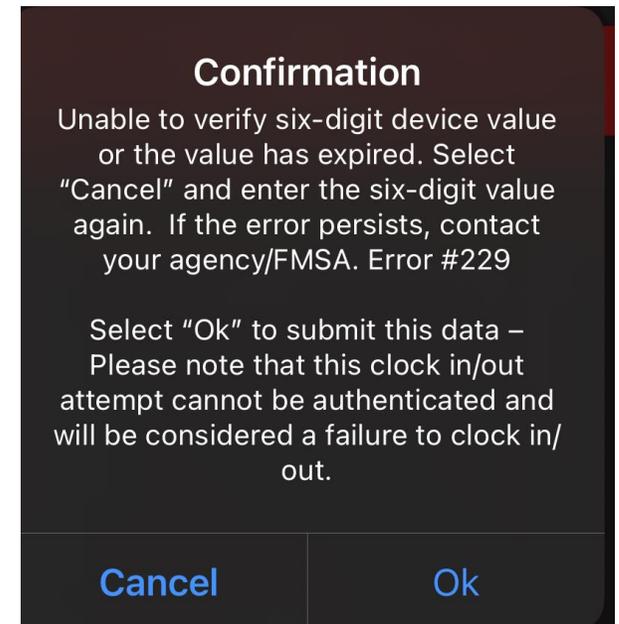
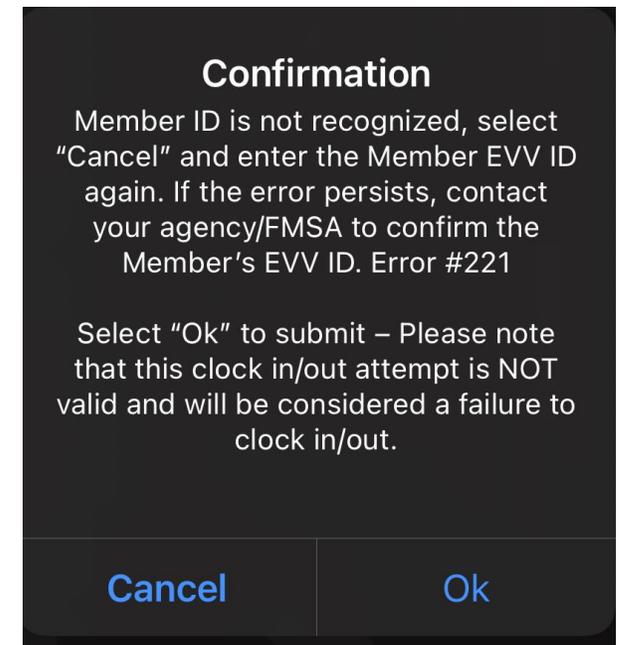


INVALID MEMBER EVV ID

- When a user selects or enters an invalid Member EVV ID, an error message will appear. The user should correct the EVV ID before submitting.

INVALID DEVICE VALUE

- When a user enters an invalid device value for the clock in or clock out an error message will appear. The user should correct the six-digit device value before submitting.



Alternative Device Details

Alternative Device
352: Vesta Test Inc

Clock In Time
02:25:41 PM

Member ID
241940

Value In
427227

Value Out

Submit

New Visit

Alternative Device
5515: Vesta Web Fmsa Qa Devy

Alternative Device

Date Time In
09/14/2020, 10:05:17 AM

Value In
497334

Date Time Out
09/14/2020, 12:05:48 PM

Value Out
659060

Visit Total
02:00:31

Ok

- The alternative device clock in screen displays the Clock In Time after submitting the first alternative device value.
- When submitting the alternative device value for the clock out time, the Date Time In, Value In, Date Time Out, value out, and visit total.

Important: CDS employees should only enter clock in and out alternative device values for the same visit.

OFFLINE DATA

- The Vesta Mobile Application requires a data connection to download the application, report the GPS location, and use application functions.
- However, once Vesta Mobile is set up on the CDS employee's smart device, it can be used continuously even in locations where there is no cellular data or internet connection.
- When a CDS employee clocks in or clocks out without a data connection, the data is stored in the **Offline Data Menu**. The clock in or clock out information cannot be sent to Vesta until a data connection has been restored.

Viewing Offline Data

- Press the **Menu** button to view menu options and select **Offline Data**.
- The offline data displays.
- Press **Submit** to send the data. If there is still no internet connection, the message 'The internet connection appears to be offline' displays.
- The moment the phone reconnects to the internet, the user will be prompted with an alert stating that the offline data will be synced to Vesta automatically.

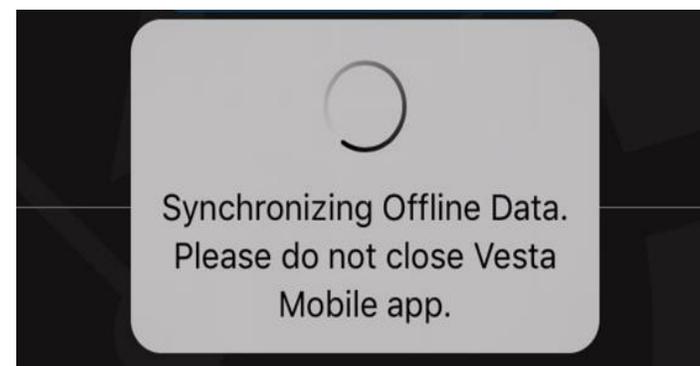
OFFLINE CLOCK IN/OUT DATA



The screenshot shows the Vesta mobile app interface. At the top, the status bar displays the time 11:56, LTE signal strength, and battery level. Below the status bar is a dark blue header with a menu icon on the left and the text 'Offline Clock In/Out'. The main content area displays the following data:

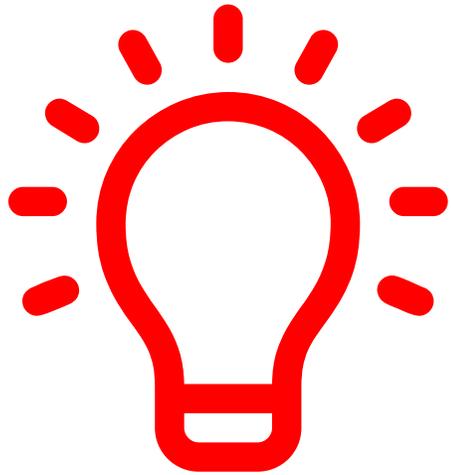
Member ID	123456
Date Time In	09/27/2019, 10:57:43 AM
Date Time Out	09/27/2019, 10:57:56 AM
Service Location In	Client Home
Service Location Out	Client Home

OFFLINE DATA PROMPT



Best Practices

- Before clocking in and clock out, ensure you have a signal. If you do not have a signal, do not attempt to clock in or clock out multiple times, the first clock in or clock out will be stored offline until you get a connection.
- The moment the phone reconnects to the internet, the user will be prompted with an alert stating that the offline data will be synced to Vesta automatically.
- Ensure you are fully clocked-out. Make sure to follow all the prompts and the device should be back at the new user clock in screen when complete.
- Double check the Member EVV ID to ensure that you are clocking in for the correct member.
- When possible, take screenshots of any issues you may experience and provide them to your CDS employer with as many details as possible.



If CDS employees need additional assistance using the Vesta Mobile Application, they must contact their CDS employer.