

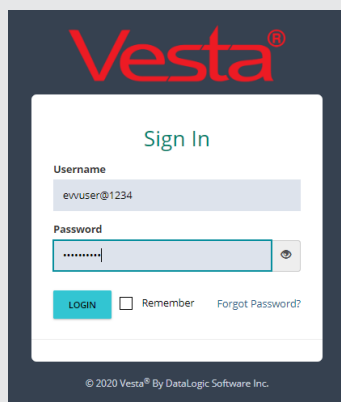
Employers who choose Option 1 on HHSC Form 1722 are responsible for performing visit maintenance in the Vesta CDV portal. The following steps will provide instruction for how to complete this task.

## Performing Visit Maintenance

EVV visit maintenance allows the Employer to edit certain data elements of a recorded EVV visit. Sometimes data must be corrected or added to accurately reflect the delivery of service. Once all required fields are complete, the Employer will approve the visit and it will be sent to the FMSA for review. Please follow the instructions below. More details on this, and other processes performed in the CDV system, can be found in the Resources section of the CDTX website.

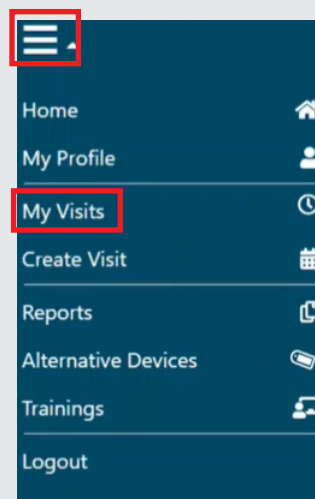
### 1. Log into Vesta CDV

- » Open a new internet browser and go to the Vesta website:  
<https://cdv.vestaevv.com>.
- » From the sign in page, enter the Username and Password sent to you by Consumer Direct Texas.
- » Select Login.
- » If you are **NOT** on a shared computer, select the box next to **Remember** to save sign in information.
- » If the password has been forgotten, click **Forgot Password?** and an email will be sent to the user with instructions to reset the password.



The image shows the Vesta Sign In page. It has a red 'Vesta' logo at the top. Below it is a 'Sign In' heading. There are two input fields: 'Username' with the text 'evvuser@1234' and 'Password' with masked characters. Below the password field is a 'LOGIN' button, a 'Remember' checkbox, and a 'Forgot Password?' link. At the bottom, it says '© 2020 Vesta® By DataLogic Software Inc.'

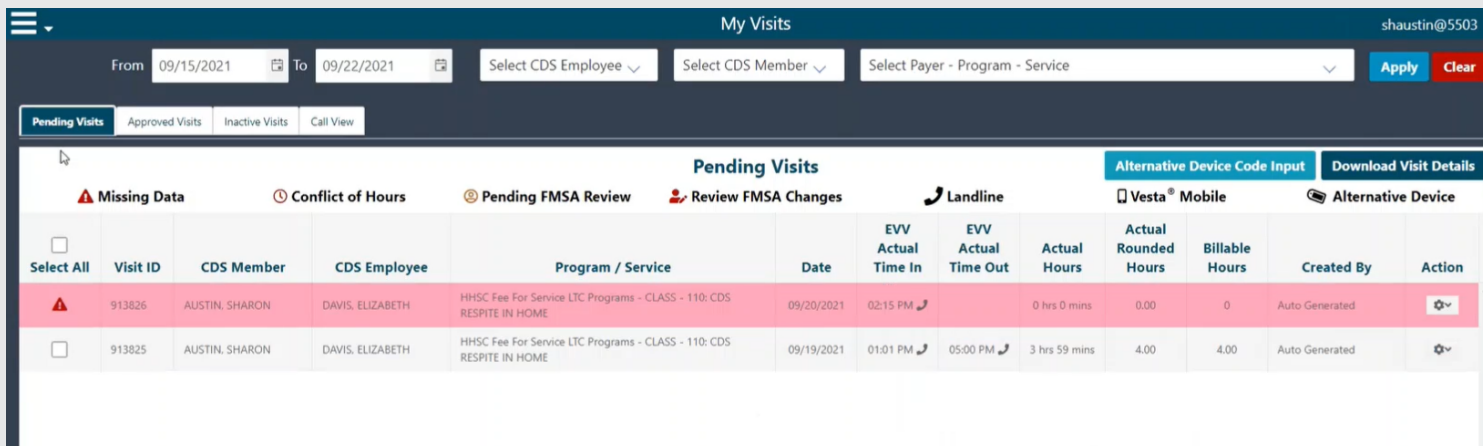
### 2. Navigate to My Visits



- » In the top left corner of your Home Page, click the 3 lines indicating a menu.
- » Then click My Visits.

## My Visits

- » Your My Visits page will look similar to below. From here you will approve visits and do any visit maintenance required. In the example below, the visit highlighted in pink will need Visit Maintenance to correct the missing data.



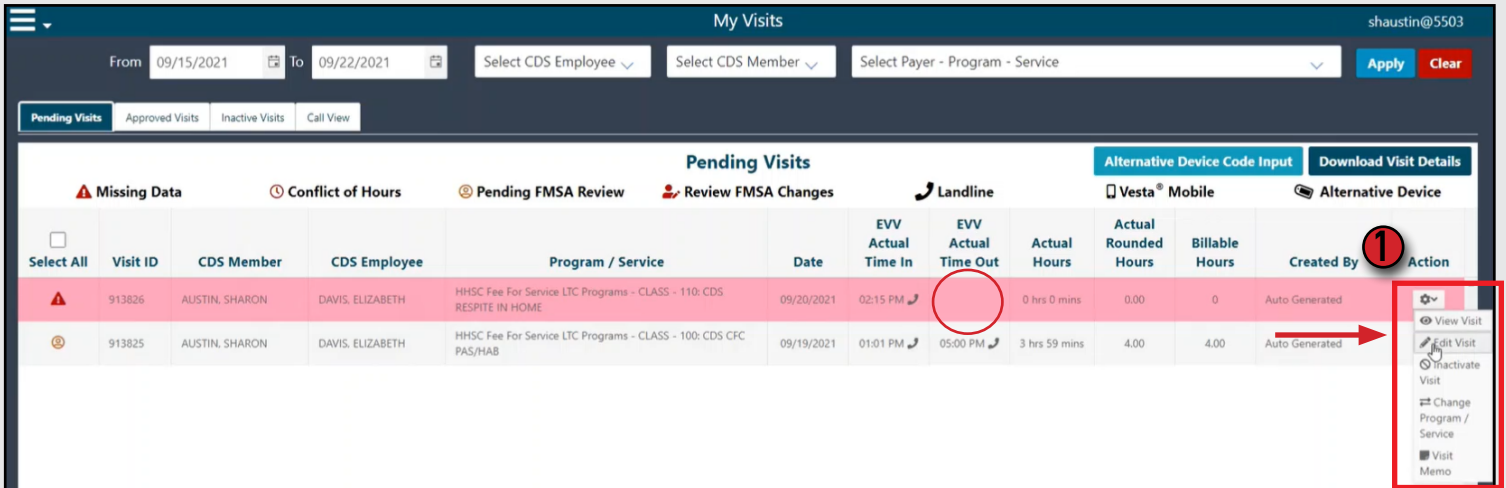
The image shows the 'My Visits' page in the Vesta CDV portal. It has a dark blue header with the title 'My Visits' and the user 'shaustin@5503'. Below the header are filters for 'From' (09/15/2021), 'To' (09/22/2021), 'Select CDS Employee', 'Select CDS Member', and 'Select Payer - Program - Service'. There are 'Apply' and 'Clear' buttons. Below the filters are tabs for 'Pending Visits', 'Approved Visits', 'Inactive Visits', and 'Call View'. The 'Pending Visits' tab is selected. Below the tabs is a table of pending visits. The table has columns: Visit ID, CDS Member, CDS Employee, Program / Service, Date, EVV Actual Time In, EVV Actual Time Out, Actual Hours, Actual Rounded Hours, Billable Hours, Created By, and Action. The first row is highlighted in pink and has a red triangle icon in the 'Visit ID' column, indicating missing data. The second row is not highlighted.

Visit ID	CDS Member	CDS Employee	Program / Service	Date	EVV Actual Time In	EVV Actual Time Out	Actual Hours	Actual Rounded Hours	Billable Hours	Created By	Action
913826	AUSTIN, SHARON	DAVIS, ELIZABETH	HHSC Fee For Service LTC Programs - CLASS - 110: CDS RESPITE IN HOME	09/20/2021	02:15 PM		0 hrs 0 mins	0.00	0	Auto Generated	
913825	AUSTIN, SHARON	DAVIS, ELIZABETH	HHSC Fee For Service LTC Programs - CLASS - 110: CDS RESPITE IN HOME	09/19/2021	01:01 PM	05:00 PM	3 hrs 59 mins	4.00	4.00	Auto Generated	

## Missing/Incorrect Clock-Out Time

» In the example below, the visit highlighted in pink will need Visit Maintenance to correct the missing clock-out time.

1. Use the Action menu dropdown to choose Edit Visit.



**My Visits** shaustin@5503

From: 09/15/2021 To: 09/22/2021 Select CDS Employee Select CDS Member Select Payer - Program - Service Apply Clear

Pending Visits Approved Visits Inactive Visits Call View

**Pending Visits**

Missing Data Conflict of Hours Pending FMSA Review Review FMSA Changes Landline

Alternative Device Code Input Download Visit Details

Vesta® Mobile Alternative Device

Select All	Visit ID	CDS Member	CDS Employee	Program / Service	Date	EVV Actual Time In	EVV Actual Time Out	Actual Hours	Actual Rounded Hours	Billable Hours	Created By	Action
<input type="checkbox"/>	913826	AUSTIN, SHARON	DAVIS, ELIZABETH	HHSC Fee For Service LTC Programs - CLASS - 110: CDS RESPITE IN HOME	09/20/2021	02:15 PM		0 hrs 0 mins	0.00	0	Auto Generated	1
<input type="checkbox"/>	913825	AUSTIN, SHARON	DAVIS, ELIZABETH	HHSC Fee For Service LTC Programs - CLASS - 100: CDS CFC PAS/HAB	09/19/2021	01:01 PM	05:00 PM	3 hrs 59 mins	4.00	4.00	Auto Generated	

View Visit Edit Visit Deactivate Visit Change Program / Service Visit Memo

2. Enter the **Bill Time In** and **Bill Time Out** values. These will be the correct clock-in and clock-out times for the visit.

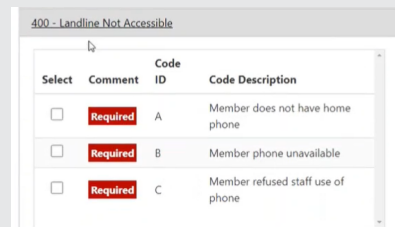
3. **Billable Hours** and **Billable Minutes** will automatically fill based on the times entered above.

4. Verify that the **Program/Services** are correct. If it needs to be updated, use the dropdown menu and choose the correct Program/Service.

5. Verify that the **CDS Employee** and **Visit Location** are correct.


6. Enter a **Reason Code**. Any edit made to an EVV visit record must include an HHSC 3-digit number indicating the reason it was updated. When choosing a Reason Code, think about why you are editing this EVV visit entry and use the most closely related explanation.

Clicking on a **Reason Code** will make visible another menu within that Reason Code. Choose as many options that apply to explain why this EVV visit required correction.



Select	Comment	Code ID	Code Description
<input type="checkbox"/>	Required	A	Member does not have home phone
<input type="checkbox"/>	Required	B	Member phone unavailable
<input type="checkbox"/>	Required	C	Member refused staff use of phone

The **Billing Time In** and **Billing Time Out** values will be automatically entered into the comments section. It is optional to add any additional notes.



Required Reason Code Comment

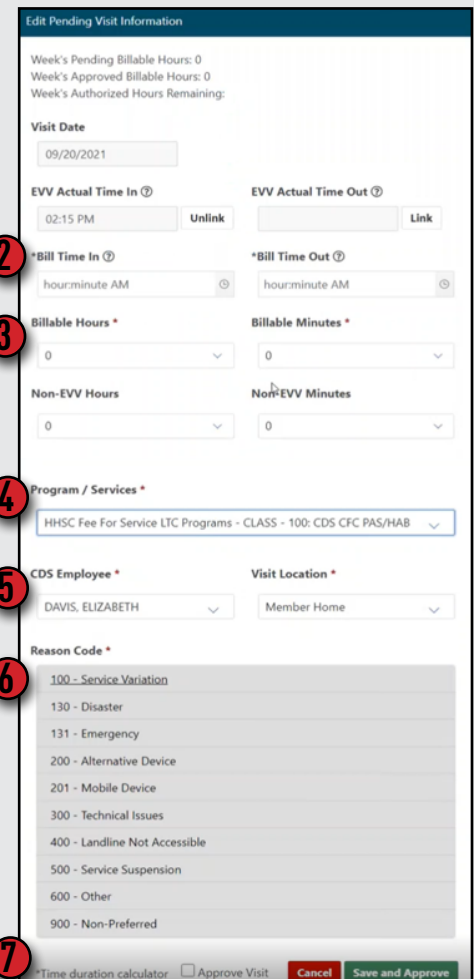
Comment is **REQUIRED** for Reason Code.

EXAMPLE & INSTRUCTION: The provider will select this reason code when the member home telephone is not accessible, which prevented staff from using the EVV system.

Time In: 02:15 PM Time Out: 06:00 PM

500/500

Cancel Save



**Edit Pending Visit Information**

Week's Pending Billable Hours: 0  
Week's Approved Billable Hours: 0  
Week's Authorized Hours Remaining:

Visit Date: 09/20/2021

EVV Actual Time In: 02:15 PM Unlink EVV Actual Time Out: Link

\*Bill Time In: hour:minute AM \*Bill Time Out: hour:minute AM

Billable Hours: 0 Billable Minutes: 0

Non-EVV Hours: 0 Non-EVV Minutes: 0

Program / Services: HHSC Fee For Service LTC Programs - CLASS - 100: CDS CFC PAS/HAB

CDS Employee: DAVIS, ELIZABETH Visit Location: Member Home

Reason Code: 100 - Service Variation

130 - Disaster  
131 - Emergency  
200 - Alternative Device  
201 - Mobile Device  
300 - Technical Issues  
400 - Landline Not Accessible  
500 - Service Suspension  
600 - Other  
900 - Non-Preferred

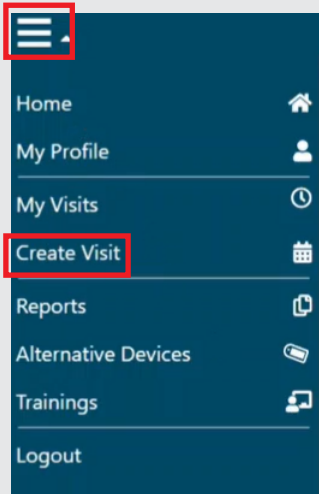
Time duration calculator ☐ Approve Visit Cancel Save and Approve

7. Check the **Approve Visit** box and click **Save and Approve** to update the visit for FMSA review.

## Creating a Missing Visit

» There may be situations when you must manually create a visit due to no visit records showing, although you know services were provided. Follow the instructions below to create a visit in the Vesta CDV portal.

### 1. Select Create Visit

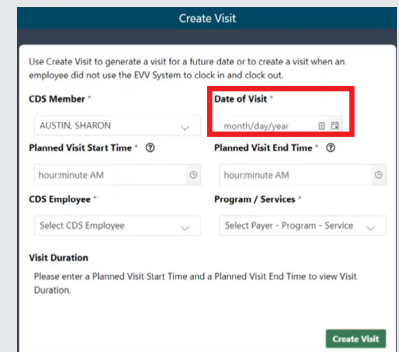


» From the CDV menu, select **Create Visit**.

» Common reasons for needing to Create Visit include, but are not limited to:

- The Employee failed to clock in and clock out.
- The Employee did not enter valid EVV IDs when clocking in and clocking out.
- The Employee provided services outside the home but does not use the Vesta Mobile Application.

» To start, use the **calendar menu** to choose a date of service for which you'd like to create a visit. Once you've chosen a date, you will see the form below.



### 2. Complete the Create Visit Form

1. Verify that the CDS Member and Date of Visit are correct.

2. Enter a **Planned Visit Start & End Time**

If there may be an EVV entry, click the Link button to see a list of possible calls that day and add to your visit, if applicable.

3. Enter the **Bill Time In** and **Bill Time Out** values. These will be the clock-in and clock-out times for when service has been provided.

4. **Billable Hours** and **Billable Minutes** will automatically fill based on the times entered above.

5. Verify that the **CDS Employee**, **Program/Services**, and **Visit Location** are correct.

6. Enter a **Reason Code**. Any new EVV visit record must include an HHSC 3-digit number indicating the reason it was created. When choosing a Reason Code, think about why you are creating this EVV visit entry and use the most closely related explanation.

7. Once all required fields (indicated by a red asterisk \*) are complete, click **Create and Approve Visit**.

