



LifeSpan
HOME HEALTH



EVV Frequently Asked Questions (FAQ)

- **What if my smart phone is not working. How do I clock in and out?**
 - We are recommending that all clients request an alternative device. That way employees can clock in and out when they are unable to use a smart phone or land line.

- **How does it work for clocking in for different service types?**
 - Currently the Vesta system does not allow for the employee to select what service is being performed. The selection of service type happens when the employer is performing visit maintenance. We have submitted a request that Vesta allow the employers' employees to select the service that is being performed.

- **If I am using an alternative device, how often do I need to log the clock in/out codes?**
 - You should call this information in every day. This data is retained for only 7 days. If you do not register the data daily, you risk losing a record of your hours.

- **Is it the Employer's or Employee's phone that should be used to clock in? If it is the Employer's, how will that work if Employer is away from home while Employee is trying to log in?**
 - If the employer has a landline that may be used to clock in/out. The employee may use their own smart phone to clock in/out using the mobile app or they can use their own phone to call in a code produced using the Alternative Device. The employer may also let them use their smart phone to clock in/out using the Vesta mobile app if the Employee does not have a smart phone.

- **Are separate clock in/outs required for different services? PAS, Respite, etc?**
 - Yes the employee must clock in/out when changing services or clients.

- **If a change in Employee's schedule is required, would Employee's hours be locked in or will there be an option to manipulate them and maintain a flexible work schedule?**
 - Yes, the employer or the FMSA performing visit maintenance is able to edit the hours worked for a period of 60 days after the shift was completed. However, hours may not exceed the total authorized by week. Please note if edits are made after payroll has been produced, payment may be delayed.

- **What number do I call to enter Alternative Device codes?**
 - English: 877-404-3983
 - Spanish: 877-407-6300

- **Vesta Mobile App - Can I clock in and out while my phone does not have a signal or access to the internet?**
 - Yes, the Vesta mobile app will allow you to clock in/out while offline. Once your cell phone registers a signal or access to the internet your punches will sync.

- **I do not have a landline or a smart phone, and I am the employer. Am I able to use my employee's smart phone in order to approve my employee's hours?**
 - Yes, you can utilize your employee's smart device or computer that has access to the internet to approve your employee's time. You will have your own username and password to the EVV system. We would recommend using a computer over a smart phone if possible to perform visit maintenance.

- **Can each employee choose a different way to clock in/out?**
 - Yes, each employee can choose a different way to clock in and out. The employee can also use different methods.

- **Does this mean no more time sheets?**
 - Timesheets are still required until Dec 2020. If you have done training and we get you set up, it means no more timesheets if you choose option 1 after the testing period between July 1st and Nov 30th is over. If you choose option 2 or 3, your employees will still have to log in electronically, and you will need to send us a timesheet as well. We are in the process of designing a timesheet for this purpose. It may be necessary for this timesheet to be sent back-and-forth multiple times before it can be finalized. We are still working with HHSC to reach the simplest process which still meets their requirements.

- **Can funds in the budget be used to purchase a smart phone?**
 - Yes, but funds must be allocated to your budget. At present, the limit is \$600.00 per program year. HHSC is working on increasing the amount of funds that can be used for equipment and supplies. HHSC has stated they will be allowing the employer to purchase items to help with EVV but have not given a formal list.

- **I would like to know when the training will be sent out for the new EVV Clock In / Clock Out format?**
 - You will be prompted to go through training when you first log into the EVV user portal.

- **Does EVV start in July? Because I do not know how to get my employees' times paid out.**
 - July 1st started the official testing period that will run until December 1, 2020. We will begin utilizing EVV before Dec 1st but are still in the information gathering period. when we are ready to begin, there will be an official notification sent to all clients. Please continue sending timesheets as normal.

- **How will Holiday and Vacation pay work with EVV?**
 - Vacation and Holiday pay are none EVV required services and will need to be communicated on a separate form. EVV has not officially gone live, please continue to submit these types of items on your employees' timesheet. Once EVV usage has begun we will have a new form to communicate and document none EVV services.

- **I do not want to use the EVV program. So I am holding off on sending in the requested paperwork.**
 - EVV is not an option any longer for the CDS program. This is not optional, please make your selection on Form 1722 and complete the information form. If we do not receive your information to process by September 1, 2020, we may not be able to process time for your employees because the state will not accept ~~our~~ claims for reimbursement if they do not match the hours entered in the EVV system.

- **I heard if my employee lives in the same household I do not have to participate in EVV.**
 - Unfortunately, this is not the case. CMS recommended that a state can exclude members from having to participate in EVV if their employee lives in the same home as the client. Texas HHSC has decided not to adopt this recommendation and all personal care employees must utilize EVV.

- **Employer wants to know if Employee can take the training course instead of Employer for EVV?**
 - No, the employer or their DR must be the one to take the EVV training. The employer then trains the employee on how to clock in/out.

- **I have a VoIP internet-based home phone like Magic Jack or Ooma, Is this considered a landline phone?**
 - Non-fixed Voice over Internet Protocol (VoIP) are now allowable phone types if the client home phone is not a hard-wired landline

- **When I fill out the form you sent me, should I fill out a separate form for each person receiving services?**
 - Yes, we need one form for each individual receiving services. You can fill out all the information that does not change and make copies of the form, then fill in just the space that shows the name of the individual receiving services

- **Where are we to send the EVV forms when we complete them? Intake or directly to the teams?**
 - Please forward the forms to EVV@cdsintexas.com

- **On form 1722 what do we put as an effective date?**
 - The effective date needs to be the date you sign the form.

- **The form is not available. I get a “No Link Accessibility” in the email I received.**
 - Here is the link to the letter and form: <https://cgsintexas.com/public/docs/CDS-EVV-Announcement-July-2020.pdf>

- **The EVV information form requests that Employer select a phone option, and asks for Employee's phone and email. Is the Employee clocking in/out on their phone (landline) or ER's phone?**
 - The employee cannot use their own landline phone to clock in/out. They can use their own smart phone to clock in/out using the Vesta mobile app or by calling in a code generated by the Alternative Device on any phone.

- **What is the deadline date to submit the EVV forms? Letter only specifies July.**
 - There is no deadline set as of yet. We are asking the Employers to submit the forms as soon as possible. This will allow us enough processing time to get everyone setup and testing/using before the official go live period.

- **If the Employer does not have an active Employee right now do they still send in the form?**
 - Yes, we are required to have it on record and also to know what to do when they do hire an employee.

- **Is there a mileage limit for Employees when attending Dr. appts?**
 - No, EVV is not limiting any services; it only records the time in and out. Mileage is not subject to EVV. If you have Transportation as a separately authorized service, that time must be recorded on a timesheet. It is not part of EVV at this time.

- **Can the Designated Representative sign the EVV documents for the Client if he/she is unable to do so?**
 - Yes, the DR can sign the 1722 if the effective date on form 1720 (DR Appointment form) is before the effective date on form 1722 and the form 1720 does not restrict the DR from approving timesheets.

- **Is it a problem for the Client and Employee to use same email and phone for the EVV forms?**
 - The client and employee cannot use the same email address because each has different access. The employee's email address is used to clock in/out and the client's email is used to verify and approve the time for the employee. ***If you (the employer) are currently using the employee's email address, please let us know, and set up an email address for the employer's use.***

If there is a question you have that is not listed above, please email or call our Customer Support department, CustomerSupport@cdsintexas.com