

Vesta® EVV – Landline Telephone

Follow these steps to ensure the CDS employee can successfully clock in and clock out using the member's home landline telephone.



Step 1. At the start of the visit, use the 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's caller ID.
- The CDS employee must call from the member's documented home landline phone number for the EVV system to recognize they are calling from the member's home.

Step 2. "Enter Service Attendant ID"

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

Step 3. "If required, enter Member ID"

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

Step 4. "If required, enter token number or wait for time"

- A token number should not be entered when calling from the member's landline telephone.
- 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.

Repeat Steps 1- 4 to Clock Out.

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.

Employees must clock in and out for each member and service requiring Electronic Visit Verification.

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