

# CDS Employer Vesta EVV Information

## Welcome to Vesta EVV!

The Vesta team is focused on sharing resources with FMSA users and CDS employers so that they may have the knowledge and know-how to navigate and fully utilize the Vesta EVV software system. Vesta EVV is a compliance-oriented system and will assist users in meeting their goals. Training tools, documentation, and a LIVE Customer Support center are available to field questions, provide guidance, and offer support to Vesta EVV users.

Prior to beginning Electronic Visit Verification (EVV) with Vesta, your financial management services agency (FMSA) should have the following components in place in the FMSA Vesta EVV System:

- Consumer Directed Services (CDS) employee entered in the system and assigned to the applicable CDS member(s)
- CDS member and authorization entered in the system
- Visit maintenance option selected on HHSC Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities and sent to your FMSA
- CDS employer and Designated Representative (if applicable) entered by the FMSA in the EVV system
- Consumer Directed Verification (CDV) system credentials provided to the CDS employer (if applicable)

## Frequently Asked Questions

### 1. When do CDS employers have to begin using Vesta EVV?

Between July 1, 2020, and November 30, 2020, FMSAs can participate in the HHSC *Practice Grace Period* and learn more about using the EVV system, EVV Portal, and EVV claims matching.

CDS employers can learn more about using the CDV system, and CDS employees can practice clocking in and clocking out using an approved visit verification method.

During the *Practice Grace Period*, EVV claims will deny as a claims mismatch.

EVV system practice activities include:

- Identifying appropriate clock in/clock out methods when delivering services
- Providing training on clock in/clock out methods
- Reviewing EVV visit transactions to confirm all data elements are correct
- Performing visit maintenance to correct any data elements, such as missing clock in or clock out times
- Reviewing reports

Consult with your FMSA for the specifics of implementing EVV during the *Practice Grace Period*.

More information on this timeline can be found on the [Texas Health and Human Services 21<sup>st</sup> Century Cures Act](#) web page.

## 2. What are my responsibilities as a CDS employer for EVV?

A CDS employer is responsible for:

- Complete EVV vendor system training. This training is available when the CDS employer first logs in to their CDV account or by registering for **Intro to Vesta EVV/FMSA** training at <https://vestaevv.com/training/>.
- Train CDS employees on how to clock in and clock out using one of the approved EVV methods (Vesta Mobile Application, Land Line, or Alternative Device).
- Receive EVV policy training from their FMSA.
- Choose a visit maintenance responsibilities option listed on HHSC Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities. **A completed HHSC Form 1722 must be submitted to the FMSA, not to Vesta.**
- Continue to approve time worked either within the EVV system or request the FMSA to confirm your approved time worked in the EVV system on your behalf.

The FMSA is responsible for:

- Explaining the responsibilities of the CDS employer and FMSA for using the EVV system.
- Provide EVV policy training to CDS employers.
- Onboard with an EVV vendor.
- Set-up and manage CDS members, CDS employers, CDS employees within the EVV vendor system.
- Enter the CDS employer's visit maintenance option selected on HHSC Form 1722 in the EVV system.

## 3. What is HHSC Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities?

HHSC Form 1722 documents the CDS employer's choice of EVV responsibilities. The CDS employer will select the appropriate EVV responsibility option that best meets their needs:

- Who completes visit maintenance: the CDS employer or the FMSA.
- Who approves the time worked by the employee in the EVV system:
  - the CDS employer will approve time worked in the EVV system; or
  - the CDS employer elects their FMSA to confirm the time worked in the EVV system based on approval by the CDS employer.

<https://hhs.texas.gov/laws-regulations/forms/1000-1999/form-1722-employers-selection-electronic-visit-verification-responsibilities>

#### 4. What is Vesta CDV?

Vesta Consumer Directed Verification (CDV) is the web-based program that CDS employers may use to manage visits, approve time worked, and perform visit maintenance. Responsibilities are dictated by the option selected on HHSC Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities.

CDV credentials may be assigned by the FMSA to the following users:

- **CDS Member** – When the CDS member is also the CDS employer, CDV credentials are created for the member to manage their EVV visits in Vesta CDV.
- **CDS Employer / Designated Representative** – When the member is not the CDS employer, CDV login credentials are created for the CDS employer and/or the Designated Representative (if applicable).

#### 5. How do I access Vesta CDV?

Vesta CDV credentials are created by the FMSA in their Vesta Web application. Once credentials are created, the CDS employer will receive an email containing the username and temporary password along with a link to Vesta CDV. CDS employers that selected Option 1 or Option 2 on HHSC Form 1722 will be required to use Vesta CDV to manage EVV visits.

#### 6. What is visit maintenance?

Visit maintenance is the process by which an FMSA or CDS employer adjusts a visit record in Vesta EVV or Vesta CDV to electronically document service delivery as required by HHSC and MCOs. Visit maintenance is required when the EVV system did not document a clock in, a clock out, or both through one of the methods allowed for electronic visit verification. Visit maintenance requires the use of reason codes. A reason code is a standardized HHCS-approved code selected in the EVV system to explain the specific reason a change was made to an EVV visit.

<https://hhs.texas.gov/sites/default/files/documents/doing-business-with-hhs/providers/long-term-care/evv/evv-reason-codes.pdf>

EVV visit maintenance allows the CDS employer to edit the following data element(s) of an EVV visit:

- Time worked – How long was the visit (hours and minutes)
- CDS employee – Who worked the visit
- Program and services – What service was provided during the visit
- Service delivery location – Where did the visit take place
- Reason code(s) and free text – Why visit maintenance to a visit was required

#### 7. What methods are available for the CDS employee to clock in and clock out electronically?

Vesta EVV offers three dependable and user-friendly solutions for CDS employees to verify service delivery and comply with EVV requirements.

- **Vesta Mobile Application** – The Vesta EVV Mobile Application is a fast, reliable, and easy method for CDS employees to clock in and clock out with their own smartphone. The Vesta Mobile Application is available for iPhone® and Android® devices.
- **Home Landline Telephone** – The home landline telephone method utilizes the CDS member’s landline telephone Caller ID to electronically verify service delivery. The CDS employee uses the member’s landline telephone, calls the EVV toll-free number, and follows the prompts to clock in. The CDS employee repeats this process at the end of the visit to clock out.
- **Alternative Device** – The alternative device is a device provided at no cost by DataLogic to CDS employers to document service delivery. The alternative device is assigned to a member and must always remain in their home. The alternative device is shipped to the CDS employer’s address.

**Note:** A CDS employee may use more than one visit verification method for a single visit. For example, a visit may start at the member’s home where the CDS employee used the landline telephone to clock in but ended in the community where the CDS employee used the Vesta Mobile Application to clock out.

## 8. How can a CDS employee begin using the Vesta Mobile Application?

Prior to using the Vesta Mobile Application, the following components must be in place:

- The CDS employee has been entered in the Vesta EVV system by the FMSA.
- The CDS employee is assigned to a CDS member in the Vesta EVV system by the FMSA.
- The FMSA has provided the CDS employer with the Agency ID, Employee Vesta EVV ID, and Security PIN required to log in to the application for the first time. This information is also available in My Profile of Vesta CDV.
- The CDS employer has trained the CDS employee on how to clock in and clock out with the Vesta Mobile Application.
- The CDS employee has downloaded the Vesta Mobile Application from the Apple® or Google® store.

**Note:** When using the Vesta Mobile Application, a CDS employee may use more than one smartphone to clock in and clock out for the same visit. For example, the CDS employee clocked in using their personal smartphone, but clocked out using the CDS employer’s smartphone.

## 9. How does a CDS member receive an alternative device?

FMSAs may order an alternative device electronically from the FMSA’s Vesta EVV system and CDS Employers may order one in Vesta CDV. To submit an alternative device request within Vesta EVV, the CDS member’s information must first be properly entered or uploaded in the Member Profile tab.

Alternative devices are shipped to the CDS employer.

- If the CDS member is also the CDS employer, the alternative device will be shipped to the address in the member’s profile.

- If the CDS member is not the CDS employer, the alternative device will be shipped to the address in the CDS employer's profile.

The CDS employer is responsible for ensuring the alternative device remains in the CDS member's home.

## 10. Where can I get additional training?

Training can be requested by an FMSA or a CDS employer by visiting [www.vestaevv.com/training](http://www.vestaevv.com/training) and requesting specific training for the FMSA/CDS option.

- Intro to Vesta EVV/FMSA (For FMSA/CDS)
- Advanced EVV

A training video and materials are also available in the training menu of Vesta CDV. Training resources will also be available for FMSAs in their Vesta EVV Dashboard.

## 11. Who can I call for EVV system support?

For technical Vesta system assistance, CDS employers and FMSAs can call our customer support team.

### **For Live CDS Customer Support:**

CDS Customer Support Toll Free Number: 877-329-3574 (Monday-Friday, 7 a.m. – 8 p.m., CT)

### **Customer Support Email:** [support@vestaevv.com](mailto:support@vestaevv.com)

Please be sure to always include the following:

- FMSA ID Number
- FMSA Name
- Contact Information (name, phone number, and email address)
- A brief description of the assistance needed