

Datalogic Vesta EVV System Outage

Frequently Asked Questions

Updated as of 12/18/2020

DataLogic's Vesta EVV system experienced a full system outage for the Vesta EVV Windows and Web software systems, toll-free clock in/out numbers, Vesta Mobile Application, and third-party integration services. The system outage affected users of DataLogic's Vesta Complete software, including claim submission and payroll processing capabilities.

The most up-to-date information related to the Vesta system outage, including workaround solutions available to program providers and FMSAs, is available on the [Vesta EVV Homepage](#).

DataLogic is posting frequently asked questions and answers as a resource to program providers, financial management services agencies (FMSAs) and CDS employers can refer to during this time.

Important information for Vesta Windows Users: As part of the redeployment process, Vesta Windows login passwords have been updated for program provider users. For information on how to request and update passwords, please review the link below.

<http://vestaevv.com/wp-content/uploads/2020/12/Updating-Vesta-Credentials.pdf>

Was there any data lost due to the outage? If yes, what should I do?

DataLogic Software has determined that some program providers experienced data loss for verified visits that were either created or edited between 11:00 PM CST on Thursday, December 3, 2020 and 11:00 PM CST on Friday, December 4, 2020.

If your agency was impacted, an email notification will be sent with additional details.

Can service attendants/CDS employees still clock in and clock out using the landline or alternative device?

As of Tuesday, December 9, 2020 at 9:00 pm CST, DataLogic Vesta EVV has restored key functionality to the Interactive Voice Response (IVR) system that service attendants and CDS employees use to clock in and clock out for landline and alternative devices. The IVR prompts have not changed and the service attendant or CDS employee will continue to call their currently assigned EVV Toll-Free number to document time worked.

Should a service attendant/CDS employee wait to call in alternative device values?

No. Alternative device values should be called in as soon as possible. DataLogic may be able to sync up these alternative device values to minimize visit maintenance.

When clocking in and out using this method, alternative device values may be:

- Called in real-time
- Called in later (values are valid for seven days)
- Manually entered by program provider staff, FMSA staff, or CDS employers in their respective systems.
- Entered via the Vesta Mobile Application

What should be done for token values that are older than seven days and were not able to be entered during the outage?

For token values that were entered via the IVR and Mobile App during the outage, DataLogic extended the seven (7) day timeframe validation to 14 days.

For calls received via the Interactive Voice Response (IVR) once the system was brought online on Thursday, December 10th, DataLogic extended the seven (7) day timeframe validation to 14 days. Only token values entered using the Interactive Voice Response (IVR) are being validated with the 14-day extension.

This temporary validation extension will be in place until Friday, December 18th.

Will calls made during the outage be linked to scheduled visits?

During the outage, clock in and clock out call times were not linked to visits. Clock in and clock out times that were submitted through the IVR and Vesta Mobile Application during the outage were being stored. DataLogic synchronized the clock in and clock out data to scheduled visits in Vesta once the system was restored.

For unscheduled visits, clock in and clock out call times captured during the outage can be viewed in the Call View tab. Please follow Vesta's standard processes for manual call linking and manual visit verification.

What happens if my service attendants/CDS employees were not able to clock in and out?

Any visit that does not have a clock in or clock out captured by the EVV system will require visit maintenance. HHSC recommends program providers, FMSAs, and CDS employers completing visit maintenance for visits that occurred from December 5, 2020 to December 10, 2020, use "Reason Code 600 – Other" and include "Vesta system outage" and the clock in and clock out times in the required free text field for issues related to the system outage. Additional guidance will be provided for visits that occurred from December 5, 2020 to December 10, 2020."

I do not see calls that were made during the outage, what do I do?

If you do not see calls that were made during the outage you will need to manually enter the visit and conduct visit maintenance.

What reason code do I use for manually entered visits that occurred during the outage?

HHSC recommends program providers, FMSAs, and CDS employers completing visit maintenance for visits that occurred from December 5, 2020 to December 10, 2020, use "Reason Code 600 – Other" and include "Vesta system outage" and the clock in and clock out times in the required free text field for issues related to the system outage. Additional guidance will be provided for visits that occurred from December 5, 2020 to December 10, 2020."

I am a Vesta Complete user, can I run reports for payroll?

Vesta reports are now available however some visit data may not be displayed on reports. If you are missing verified visits, you will need to manually enter the visit and conduct visit maintenance.

When will verified visits export to the EVV Aggregator?

DataLogic has begun the process of exporting verified visits once a day to the EVV Aggregator. Additionally, the response files will be posted to verified visits to ensure that program providers/FMSAs are able to check if visits were Accepted or Rejected by the EVV Aggregator. Because the uploading of verified visits and posting of the response files is a temporary manual process, there may be a delay in viewing this information in Vesta. Users may continue to confirm exported visit status in the TMHP EVV Portal. Vesta Complete users will begin to see newly validated and Accepted visits as units ready to bill in Vesta Biller. This manual process will be in place until systematic functionality has been established.

Can I make corrections using Visit Sync for visits that failed or were rejected by the aggregator?

Staff may correct visits using the Visit Sync Tool however visits will not export until full restoration of the nightly export process is complete.

The Vesta system is now working, can I submit my claims to TMHP using Vesta Complete?

The Vesta Billing process has temporarily been modified to allow DataLogic to manually collect claims created by all Providers to submit to TMHP for processing. Starting Thursday, December 10th, to Monday, December 14th before 7:00 AM CST, claims have been collected and uploaded to TMHP for processing. Additional claims will be collected twice a day, at 7:00 AM CST and 4:00 PM CST until systematic functionality has been restored.

Review *Datalogic Vesta EVV System Outage Vesta Biller Update* document under Home Tab Publications and Vesta Biller for details.

Can multiple alternative device values be called in at the same time?

If service attendants and CDS employees wrote down all the alternative device values during the outage, they may call in up to two (2) alternative device values (clock in value and clock out value) per IVR call. Service attendants and CDS employees must enter device values in the correct clock in and clock out order to ensure auto-linking to the correct visit record. Alternative device values may also be entered manually in the Vesta EVV system during visit maintenance.

Can I still bill the CARE system during the system outage?

Yes. You should be able to bill CARE during the system outage. Please email billing questions for long-term care programs required to use EVV to the HHSC EVV mailbox at electronic_visit_verification@hhsc.state.tx.us