

Vesta EVV Toll-Free Number

Introduction

DataLogic/Vesta EVV has restored key functionality to the Interactive Voice Response (IVR) system that service attendants use to clock in and clock out. The IVR prompts have not changed and the service attendant will continue to call their current Agency's EVV Toll-Free number to document time worked. Although attendants will not receive a call time, Datalogic will validate the clock in and clock out calls to the EVV records once services are restored.

When a service attendant clocks in and clocks out, instead of receiving a call time, they will hear the following message: **"Thank you"**. Service attendants should be advised that this change is temporary and that it is not an indication of a failed clock in or clock out attempt, and there are no further steps required.

Alternative Device Method:

Step 1. Upon arrival to the member's home, locate the alternative device.

- To begin the shift, document the unique six-digit number displayed on the front of the alternative device.
- To end the shift, document the unique six-digit number displayed on the front of the alternative device.
- Calls to the EVV toll-free number may be made after each unique number is obtained or after the shift is completed.

Step 2. Once one or both unique alternative device values are obtained, call the EVV toll-free number. "Enter Service Attendant ID"

- The service attendant must enter their EVV ID. This identifies the individual that is providing services to the member.

Step 3. "If required, enter Member ID"

- The member EVV ID identifies the individual that is receiving services.
- This number **IS required** for a member that is assigned an Alternative Device and must be entered correctly on each call attempt.

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

- This unique six (6) digit number is retrieved from the alternative device that is in the member's home at the time of the clock in and clock out.
- This number **IS required** for a member that is assigned an alternative device.

Step 5. "Thank you"

- This message is expected, and service attendants should not contact their agency or DataLogic. No further action is needed.

Repeat Steps 1- 4 to Clock Out.