

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.

Landline Telephone Method:

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 service attendant calls the Vesta® EVV toll-free phone number. This indicates the EVV system captured the caller's caller ID.
- The service attendant 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 must enter their EVV ID. This identifies the individual that is providing services to the member.

Step 3. "If required, enter Member ID"

- When the service attendant 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.

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.

Step 5. "Thank you"

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

Repeat Steps 1- 4 to Clock Out.