

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.

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.

Step 4. “Enter 1 to Clock In or Enter 2 to Clock out”

- CDS employees must select the correct option for the call to register as a clock in or clock out.

Step 5. “Enter 1 if this is an overnight visit, or wait for next prompt”

- If clocking in or out for an overnight shift, the user must select 1 for both the clock in and clock out.

Step 6. “If required, enter token number or wait for time”

- If clocking in or out for an overnight shift, the user must select 1 for both the clock in and clock out. 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.

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.

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