



## **EVV Frequently Asked Questions (FAQS)**

### **EVV Training, Forms & Set Up**

#### **What is my agency's Vesta ID?**

Helping Restore Ability: 6447

#### **Where do I send the EVV forms once I have completed them?**

Email: [cdstimesheets@hratexas.org](mailto:cdstimesheets@hratexas.org)

Fax: (817) 275-2163

Mail: 4300 Beltway Place, Ste 130  
Arlington, TX 76018-1041

#### **How do I get set up in Vesta?**

HRA will complete client's set up in Vesta. The Employer and/or Designated Representative will receive an email from Vesta with link and credentials for log in. The Employer and/or Designated Representative will have access to view their employee's credentials (ID & PIN#) in the Vesta system and are responsible for providing to their employees.

#### **Can the Designated Representative sign the EVV documents for the Client if he/she is unable to do so?**

Yes, the DR can sign the 1722 if the effective date on form 1720 (DR Appointment form) is before the effective date on form 1722 and the form 1720 does not restrict the DR from approving timesheets.

#### **Is it a problem for the Client and Employee to use same email and phone for the EVV forms?**

The client and employee cannot use the same email address because each has different access. The employee's email address is used to clock in/out and the client's email is used to verify and approve the time for the employee.

#### **HHSC & Vesta Training**

Training certificates must be in Employer and/or Designated Representatives name only. The Employer is then responsible for training the employees on clock in/out methods.

**What if I have not received my Vesta set up credentials by the EVV deadline of 1/1/21?**

For clients that have not received an email with Vesta EVV credentials, HRA will perform EVV Visit Maintenance & Approval as described in Option 3 of Form 1722, until the EVV set up is completed.

*Paper timesheets are required regardless of set up status or 1722 option chosen for HRA to process your EVV maintenance and payroll.*

**Employees Clock In/Out**

**What if my smart phone is not working? How do I clock in and out?**

We are recommending that all clients request an alternative device. That way employees can clock in and out when they are unable to use a smart phone or land line.

**How does it work for clocking in for different service types?**

Currently the Vesta system does not allow for the employee to select what service is being performed. The selection of service type happens when the employer is performing visit maintenance.

**If I am using an alternative device, how often do I need to log the clock in/out codes?**

You should call this information in every day. This data is retained for only 7 days. If you do not register the data daily, you risk losing a record of your hours.

**Is it the Employer's or Employee's phone that should be used to clock in?**

The employee may use their own smart phone or the Employer's smart phone to clock in/out using the mobile app. Any phone can be used to call in a code produced using the Alternative Device.

**If I use the Employer's smart phone, how will that work if Employer is away from home while Employee is trying to clock in?**

We recommend that all clients request an alternative device to use in this instance when a cell phone is not available.

**Are separate clock in/outs required for different services? PAS, Respite, etc.?**

Yes, the employee must clock in/out when changing services or clients.

**What number do I call to enter Alternative Device codes?**

English: (888) 964-3870

Spanish: (888) 964-3928

**Who do I contact if I have issues with clocking in/out?**

The CDS Employer must contact Vesta. Vesta will not speak to employees and will refer you back to your employer.

**Can I clock in and out while my phone does not have a signal or access to the internet?**

Yes, the Vesta mobile app will allow you to clock in/out while offline. Once your cell phone registers a signal or access to the internet your punches will sync.

**I have a VoIP internet-based home phone like Magic Jack or Ooma. Is this considered a landline phone?**

Non-fixed Voice over Internet Protocol (VoIP) are now allowable phone types if the client home phone is not a hard-wired landline.

**If a change in Employee's schedule is required, would Employee's hours be locked in or will there be an option to manipulate them and maintain a flexible work schedule?**

Yes, the employer or the FMSA performing visit maintenance can edit the hours worked for a period of 60 days after the shift was completed. However, hours may not exceed the total authorized by week. Please note if edits are made after payroll has been produced, payment may be delayed.

**Please email our Customer Service department @ [cdstimesheets@hratexas.org](mailto:cdstimesheets@hratexas.org) with any questions not listed above.**