

EVV Timekeeping Procedure Reference Guide

1. Upon arrival (and again upon completing your shift), write down the six-digit token number displayed on the SAD (Small Alternative Device).
2. Call to clock in:
 - a. Using the pre-approved cell phone, call **1 (833) 709-2847**.
 - b. You will hear the “Vesta” welcome message. This confirms that the system has identified your Caller ID.
3. You will hear “**Enter Employee ID.**”
 - a. Enter your assigned Employee EVV ID.
4. You will hear “**If required, enter Client ID.**”
 - a. Enter your client’s assigned Client EVV ID.
5. You will hear “**If required, enter token number or wait for time.**”
 - a. Enter the six-digit token number you wrote down upon your arrival.
6. After entering a token number, you will hear one of the following messages:
 - a. If your Clock In was successful, the system will provide a “**Call Time.**”
 - b. If the system responds with “**Invalid Number – Please try again,**” you entered a token number that was not six digits. You need to re-enter the six-digit token number.
 - c. If the system responds with “**Unable to Verify Token ID,**” the system was unable to authenticate your entry. (Either the Client EVV ID was incorrect, or the six-digit token number was not valid.) You need to hang up, call back, and re-enter all the information.
7. You will hear “**If you have another token number, enter it now or hang up to end the call.**”
 - a. NOTE: You can enter up to two token numbers per phone call.
 - b. So if you have a Clock Out token number, enter it now. As described above, the system will respond with either a Call Time (to confirm your Clock Out) or one of the previously mentioned error messages.
8. When done, hang up to end the call.

The Texas Health and Human Services Department (formerly the Texas Department of Aging and Disability Services, or DADS) implemented an Electronic Visit Verification (EVV) system for PHC and StarPlus Attendants to verify services provided in a client’s home. Rather than completing a timesheet, PHC and StarPlus Attendants will clock work hours by phone. Please refer to your EVV training materials for additional details. Use of the telephony system is a requirement by the State of Texas for agencies providing services through PHC or StarPlus contracts—it is **NOT** optional. Repeated failure to use the telephony system correctly, by either using the client’s landline or the Small Alternate Device (SAD), could result in disciplinary action up to and including termination.

Vesta Mobile App:

Download the “Vesta Mobile App” (Black and red Logo)

Agency ID – 2114

Service Attendant ID –

Security PIN -