DataLogic

Vesta® EVV

Vesta® Web FMSA Guide

Contents

Introduction

Welcome to Vesta Web EVV!

Vesta was launched in 1996 as a comprehensive compliance management system for Texas community care provider agencies. In 2015, Vesta was one of five Electronic Visit Verification (EVV) Vendors awarded a contract by the Texas Health and Human Services Commission (HHSC). Today, Vesta EVV is the most widely used EVV system and Medicaid software management program in the State of Texas.

The Vesta Web Application is a web-based version of Vesta that operates 100 percent in a browser environment and is accessible from anywhere through an internet connection. Vesta Web may be accessed from any computer, laptop, or tablet running any operating system.

The following pages provide a detailed view of Vesta Web for financial management services agencies (FMSAs) and how efficiently the system fulfills the Texas HHSC EVV compliance requirements.

The Vesta Training team is focused on sharing resources with users accessing Vesta Web so that they may have the knowledge and know-how to navigate and fully utilize the Vesta EVV software system. Vesta EVV is a compliance-oriented system that will assist providers in meeting their goals. Training tools, documentation, and a LIVE Customer Support center are available to field questions, provide guidance, and offer support to Vesta EVV users.

Vesta Web Roles

Consumer Directed Services (CDS) Member	- Eligible for Medicaid - Receives EVV-relevant services - Assigned an EVV Member ID by Vesta
CDS Employee	- Delivers services to CDS members - Clocks in to start a service visit and clocks out to end a service visit - Assigned an EVV attendant ID by Vesta - May choose to use smartphone for Vesta Mobile Application
CDS Employer	- Provides training and supervision to CDS employees - Documents CDS employer's EVV participation choice on HHSC Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities - Selects what visit verification method will be used by CDS employees to clock in and clock out - Manages EVV visits in Vesta Consumer Directed Verification (CDV) when applicable
FMSA	- Provides EVV policy training to CDS employers - Manages CDS member, CDS employer, Designated Representative (DR) and CDS employee profile data in the EVV system - Required to use EVV for validating service delivery in EVV-relevant programs - Will have claims matched against EVV visit data before payment is processed
Vesta EVV User	- FMSA staff who use Vesta EVV for: - CDS Member Profile Management

	o CDS Employee/Employer Profile Management o Authorization Management o Payer Profile Management o Visit Verify Visit Maintenance o Vesta EVV Reporting

Vesta EVV Administrative User	• FMSA staff with Administrative User Role
	  o Adds user accounts to Vesta for access
	  o Creates user roles and assigns to users
	  o Edits user accounts as needed
	  o Resets user passwords as needed
	  o Inactivates user accounts within 24 hours of termination
	  o Acts as a primary contact for Vesta EVV Support

Payer Users	• Texas Health and Human Services Commission (HHSC)
	• Texas Medicaid & Healthcare Partnership (TMHP)
	• Managed care organizations (MCO)
	  o Aetna Better Health (ABH)
	  o Amerigroup (AGP)
	  o Blue Cross Blue Shield (BCBS)
	  o Children's Medical Center Health Plan (CMCH)
	  o Cigna Health Spring (CHS)
	  o Community First Health (CFH)
	  o Cook Children's Health Plan (CCHP)
	  o Driscoll Children's Health Plan
	  o Molina Healthcare of Texas (MOL)
	  o Superior Health Plan (SHP)
	  o Texas Children's Health Plan (TCHP)
	  o United Health Group (UHG)
	• Used for monitoring EVV system data

EVV Aggregator	• Accepts or rejects EVV visits from EVV vendor each night • Compares incoming service claims against EVV visit data • Forwards accepted visits and claims to payers for adjudication • Maintains standard reports for FMSAs
Vesta EVV Customer Support Specialists	• Available from 7:00 a.m. to 8:00 p.m., Central Time (CT) • After hours support messages logged after 8:00 p.m. CT • CDS Customer Support toll-free number: 877-329-3574 • Contact email: support@vestaevv.com
Vesta Training Specialists	• Conduct weekly live online webinar trainings • Conduct live regional Vesta Tour of Texas workshops
Vesta Alternative Device Support Specialists	• Manage alternative device orders for FMSAs • Assign and activate alternative devices for CDS members • Process and ship alternative devices to CDS employers • Receive damaged or inoperable alternative devices • Provide support for alternative devices
Third-Party Support Specialists	• Implement third-party system integration • Provide support for third-party system interfacing • Contact email: interfacesupport@vesta.net
DataLogic	• Available for meetings with FMSAs to discuss escalated issues

Management and Leadership	- Manage customer support escalations - Participate in state EVV workgroup meetings - Contact information: 1605 West Tyler Avenue, Harlingen, Texas 78550 956-412-1424 - www.vestaevv.com

Accessing Vesta Web

Vesta Web may be accessed from any internet web browser from any personal computer, laptop, or tablet.

Vesta Web is accessed through an internet web browser at the following website:
https://evv.vestaevv.com

Administrative personnel or authorized user information must be provided in the EVV Provider Onboarding Form which is required before the implementation process. Any changes thereafter must be provided in writing on the **Agency Update Notification Form (AUNF)** available on the Vesta dashboard or by calling the Customer Support line at 844-880-2400.

Vesta Web Credentials

Administrator (Admin) credentials are provided to the FMSA administrator after attending a Vesta implementation training session. Admin credentials are used solely for user management and do not allow complete access to Vesta Web. This credential is recognized with an **A** after the **@** symbol, for example **User@A6000**.

Logging in with Admin credentials provides limited access to Vesta, as admin credentials are designed to only manage users and provide access to Vesta Web.
An FMSA administrator may use the Admin credentials to:

1. Create a user with a manager role for themselves to have complete access to Vesta.
2. Create unique usernames/passwords for agency staff to access Vesta.
3. Provide themselves or other staff access to multiple branch offices (if applicable).

Best Practice Tip: Allow administrative access to a minimum of two staff members to ensure at least one user is available to assist with account lockouts or password resets.

During the initial log in for a user accessing Vesta Web, a new password must be created. The administrative personnel will enter their username and newly created password to complete the sign on process.

Logging in to Vesta Web

1. From the Sign In page, the FMSA enters his/her username and password.

2. Click **LOGIN** to continue.

a. If the password is forgotten, click **Forgot Password?** (The email address entered must be associated with the username.)
b. An email will be sent to the user with a link to reset his/her password.

Note: Password resets are done through the **Forgot Password?** link or by reaching out to the FMSA administrator.

Navigating Through Vesta Web FMSA

Vesta Sidebar

The Vesta Sidebar is located on the left-hand side of Vesta Web and is used to navigate through various sections of Vesta Web. Below is an overview of each section in Vesta Web.

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- **Dashboard –** Displays system metrics and various alerts along with important messages and updates.

- **Provider –** FMSA views the agency profile to manage payers, contracts, services, and subcontracted entities.

- **CDS Employees –** FMSA views the CDS employee's profile and may view or print the Visit Plan Form (if applicable).

- **CDS Members –** FMSA views CDS member's profile, authorizations, and visit plans (if applicable) and views CDS member eligibility.

- **EVV –** FMSA accesses Visit Verify to view CDS visits approved by CDS employers. FMSA users will complete visit maintenance if permission is given by CDS employers.

- **Reports –** FMSA can view and print standard reports and management reports.

- **Administration –** FMSA administrator manages Roles and Users for internal staff, CDS employers, and Designated Representatives.

- **Configuration –** FMSA views Transaction Log to review Vesta Web activity by users.

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- **Agency Settings –** FMSA administrator manages password policies.

- **Device Manager –** FMSA can manage alternative devices.

Vesta Web Dashboard

The dashboard contains important information for all FMSA users. Information on the dashboard is updated on a regular basis and FMSAs are encouraged to review the latest news and publications regularly. The user

may also utilize the dashboard to review EVV system metrics such as number of active CDS members, number of CDS employees, and pending and verified visits for the past 60 days.

Vesta Web Roles and Users

Vesta Web usernames and passwords are created and managed by FMSA administrative authorized personnel. Administrative personnel are responsible for creating roles and users and managing user access. Only administrative personnel may grant access to Vesta Web and unlock users.

Best Practice Tip: Allow administrative access to a minimum of two staff members to ensure at least one user is available to assist with lockouts or password resets.

Permissions and Roles

Administrative personnel can assign different levels of permissions based on work duties. Users may be granted full permission, view only, or permissions disabled for various sections in Vesta Web. Administrative personnel may also create roles. Based on work duties of users, roles can be created by following the steps as outlined below. Once roles are created, they may be assigned to the individual users.
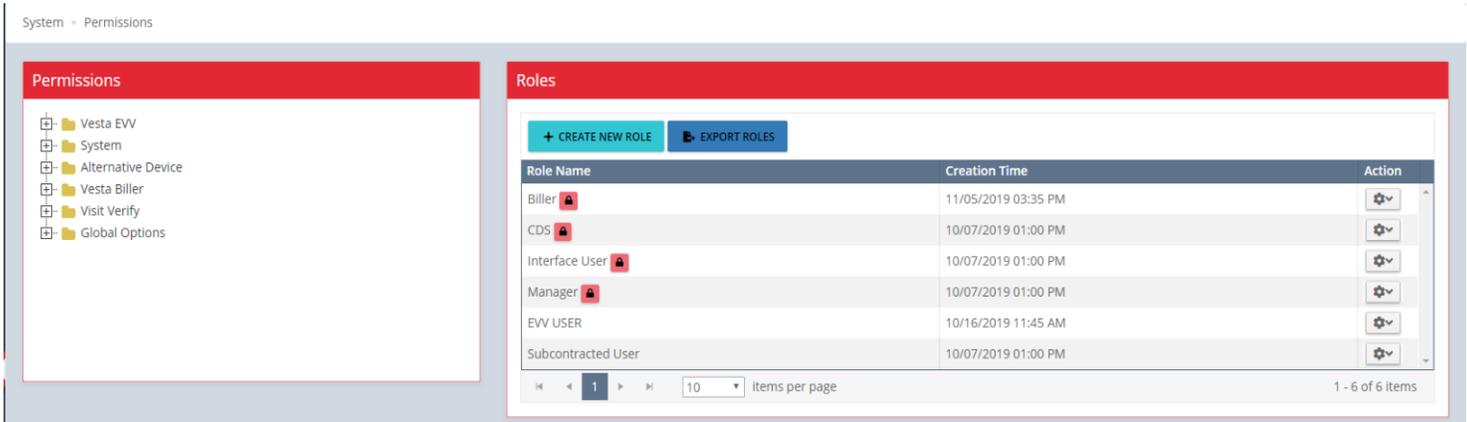
The following Roles are pre-populated and cannot be deleted or modified:

- **Biller** – Assigned for use of the Vesta Biller (future feature)
- **CDS** – Used for Consumer Directed Services
- **Interface Users** – Used for FMSAs that use a third-party management software
- **Manager** – Used to access all areas of Vesta Web

Creating a Role

1. From the sidebar, select **Administration** > **Roles**.

2. Click **+ CREATE NEW ROLE.**

3. Create a **Role Name**. (For example: EVV User, Clerk)

4. **Assign to new users as default role** can be checked if all new users created need to automatically be assigned this role.

5. Click the **Permissions** Tab to assign Permissions to the role.

Assigning Permissions

Permissions control whether a user will have full access, no access, or view only access.

1. From the **Permission** screen, select the plus or minus symbol to expand (plus sign) ⊞ or collapse (minus sign) ⊟ a section.

2. After expanding a section, users may check the box **View** – which provides view only access, or the box **Full Permission**, which provides full access to view and make changes.
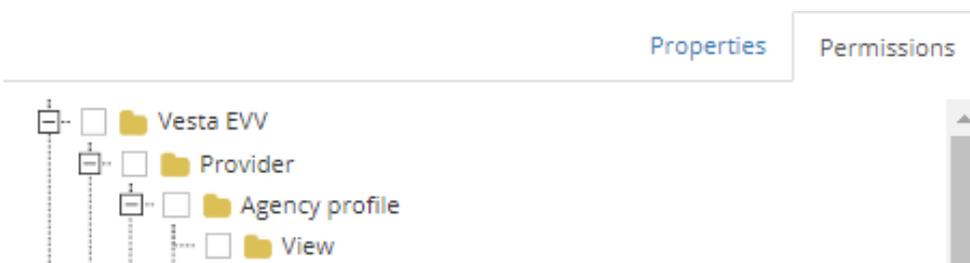
Note: If the main category checkbox is selected, all boxes on the subcategories are automatically checked.

3. Once all desired permissions are set, click **SUBMIT**.

Managing a Role

Roles may be viewed, edited, or deleted. A role can only be deleted if it is __NOT__ assigned to an active user.

Any role that is marked with a lock is a permanent role and can only be viewed. These roles cannot be edited or deleted.

The following steps review how to manage roles:

1. From the sidebar, go to **Administration**, and select **Roles**.

2. Select the Action dropdown. ⚙▾
    - **Edit –** FMSA can edit the Role Name and Permissions.
    - **Delete –** FMSA can delete the Role (if applicable).

Create New Users

The next step is to create new users and assign the roles. Every user must have their own unique username and password. The initial password created is a temporary password and will be required to reset when logging in for the first time.

The following steps will review how to add users:

1. From the sidebar, select **Administration** > **Users**.

2. When the **User** screen opens, click the **Create New User** button.

3. At the **Create New User** screen, complete the following information in the **Info** tab for the user:
    - Username
    - Legal Last Name
    - Legal First Name
    - Password
    - Confirm Password
    - Email Address (Each user must have a unique and valid email address to reset passwords.)
    - Phone Number (optional)

Note: Any field with an asterisk (*) is a required field.

4. If the user has attended training, select Basic EVV Training or Advanced EVV training and the completion date. The implementation training session is considered Basic EVV Training.

5. Click the **Roles** tab.

6. Select the applicable role for the user by checking the box to the left of the desired role.

7. Click **CREATE**.

8. An email is sent to the user containing their username, temporary password, and a link to Vesta Web.

Multi-Branch Access

If an FMSA has multiple branch offices, a user can be assigned full or read-only access to other branches. This can only be completed with administration credentials.

1. From the **Info** tab, select the branch the user will first be assigned to.

2. At the bottom, check the box **Multi-Branch Access**.

3. Select the **Branch Access** tab. Select each branch the user will be assigned to by checking the box next to the branch name.

4. Select whether the user will have role access or read-only access by checking the boxes next to the appropriate fields.

5. Once all fields are complete select **CREATE.**

Managing Users

Authorized Administrative personnel have access to complete the following:
- Edit a user
- Disable or enable a user

- Reset a user's password
- Edit a user's role
- Update a user's email address

Editing a User

The following steps will review how to edit a user:

1. From the sidebar, select **Administration** > **Users**.

2. Locate the desired user.

3. Click the **Action** button ⚙️⌄ then select **Edit**.

4. Edit desired fields from **Info** and **Roles** tabs. If the user requires complete access to Vesta Web, select the **Manager Role**.

5. Click **Submit** once changes are made.

Enable/Disable/Edit/Delete User Option

Administrative personnel have full control of which user(s) access Vesta Web. When a user leaves his/her employment, administrative personnel must disable the user's access within 24 hours of termination to prevent unauthorized access to Vesta Web. They can also assist users that are locked out of Vesta Web due to inactivity or mistyping their password multiple times.

Note: Administrative staff changes must be communicated to Vesta EVV in writing by filling out the Agency Update Notification Form. A four-digit PIN code must be set for the administrative staff or authorized personnel used to confirm identity when calling for login support. The Agency Update Notification Form is available by calling the Customer Support line at 844-880-2400.

Under the **User Management** screen, all user(s) that have been created for the FMSA are shown.

User Name ↓1	Legal First Name ↑2	Legal Last Name	I Email Address	Active	Last Login Time	Creation Time	Action
sampleuser@2841	USER	SAMPLE	default@no.com	ACTIVE		10/21/2019 10:03 AM	⚙️⌄
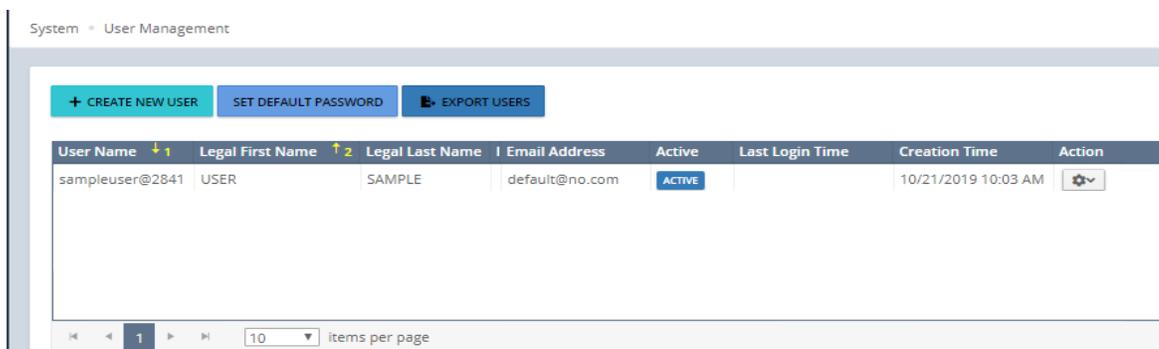
System • User Management

+ CREATE NEW USER   SET DEFAULT PASSWORD   EXPORT USERS

|◄ ◄ 1 ► ►| 10 ▼ items per page

1. Select the specific user to manage.

2. Click the **Action** button ⚙️⌄ to access the desired option:
   - **Edit** – User may check or uncheck the Active Box. Unchecking the box will deactivate the user.
   - **Reset Password** – Resets the user's password.

- **Unlock** – Unlocks a user's account when it has been locked due to too many failed login attempts.
- **Delete** – This action deletes a user. All information is removed from the user management screen. A user cannot be deleted if there are records associated with that user.

Data Entry Requirements

All data entered or uploaded into Vesta Web is part of the official EVV Visit Transaction record. It is critical that all data is reviewed daily and entered/uploaded correctly. The EVV system requires multiple data elements for electronic verification of the service delivery visit. Most data elements are entered once and automatically populate to each service visit.

EVV Visit Transaction records are sent to the EVV aggregator. If data element discrepancies are found, the FMSA staff must make necessary corrections using **VisitSync** or by submitting a **Data Correction** form for certain data elements to DataLogic.

For questions or forms, contact DataLogic Customer Support at 844-880-2400.

Missing or incorrect data elements in the EVV system may result in failed to export EVV visit transactions, rejected EVV visit transactions, denied or recouped claims, and inaccurate EVV standard reports.

Information on required EVV data elements can be found on the HHSC or TMHP EVV websites.

Provider Setup

The **Provider** section contains FMSA information including the agency profile, payers, contracts, services, and subcontracted entities.

Agency Profile

The Agency Profile contains information about the FMSA. The FMSA can view the following on the left-hand side:
- FMSA name
- Agency ID
- Address
- Provider telephone and fax numbers
- EVV toll free numbers

The FMSA can view the following on the right-hand side:
- Taxpayer Identification Number (TIN)
- National Provider Identifier (NPI)
- Atypical Provider Identifier (API)
- Texas Provider Identifier (TPI)
- Taxonomy Code

The TIN, NPI, API, and TPI are read-only fields and records do not display until users import contracts in the Contracts section. The Taxonomy Codes must be entered in the Taxonomy field by following the steps below.

Adding a Taxonomy Code

Applicable taxonomy codes for each payer must be entered prior to setting up contracts. Once entered, the taxonomy codes may be associated with the payer when creating contracts.

The following steps will review how to add a Taxonomy Code:

1. From the **Taxonomy** tab, enter the applicable taxonomy code and select **SAVE**.

2. Repeat this process for each taxonomy code applicable to each payer.

3. Use the **Action** button to edit or delete codes after they have been created.

Payer Setup

On the **Payer Setup** screen, users add payers for whom the FMSA is contracted to provide EVV services. This step must be done prior to adding contracts and services.

The following steps will review how to add a payer:
1. From the sidebar, select the **Provider** section then select **Payers**.

2. Click the **ADD PAYER** button.

3. Select all applicable payers, then click the **ADD PAYER(S)** button.

Select	Payer Name	Payer Code
☐	Aetna Better Health	ABH
✓	Amerigroup	AGP
☐	Blue Cross Blue Shield	BCB
☐	Children's Medical Center Health Plan	CMC
☐	Community First Health Plan	CFHP
☐	Cook Children Health Plan	CKC
✓	Driscoll Health Plan	DHP
✓	HHSC Fee For Service Acute Care Service	HHSC
✓	HHSC Fee For Service LTC Programs	LTC
☐	HealthSpring	CHS
✓	Molina Healthcare	MOL
☐	Superior Health Plan	SHP
☐	Texas Children Health Plan	TCHP
☐	UnitedHealthcare Community Plan	UHC

CLOSE   ADD PAYER(S)

Contracts Setup

After the payers are set up, contracts must be imported. HHSC and TMHP have standardized provider data to improve the EVV Process. Data required by HHSC and the MCOs is imported from the TMHP Provider Web Service.

For Long-Term Care (LTC) Fee-for-Service (FFS) program providers, the nine-digit Provider Number assigned by HHSC auto-populates from data received from the TMHP Provider Web Service.

Program providers contracted with an MCO or enrolled with TMHP for Acute Care Services will create a unique contract number for each MCO payer or HHSC Acute.

The following imported data fields cannot be edited by FMSA staff or the EVV Vendor:
- Payer
- HHSC Provider Number (Contract Number)
- NPI
- API
- TIN
- TPI

These fields must be updated via one of the appropriate methods:
- FMSAs enrolled with TMHP (must have a TPI) can update their demographic information, contact information, and addresses using the Provider Information Management System (PIMS) or by faxing or mailing the Provider Information Change Form. To use PIMS, refer to the PIMS User Guide or call the TMHP EDI Help Desk at 888-863-3638, Option 4.
- HHSC Long Term Care FMSAs should contact HHSC at hhseopcm@hhsc.state.tx.us or call 512-438-3550.
- MCO Long-Term Services & Supports (LTSS) FMSAs should contact HHSC at MCO_LTSS_Provider_ReEnrollment@hhsc.state.tx.us.

To review the attached notice on how to update/correct FMSA enrollment data, click on the HHSC link to see details of the Provider Validation Process:

https://hhs.texas.gov/sites/default/files/documents/govdelivery/changes-evv-vendor-system.pdf

The following steps will review importing Provider records using the NPI/API Look up tool for HHSC and MCO payers.

HHSC Fee-For-Service LTC Contract Setup

The following steps will review how to complete the HHSC LTC Contract Setup:

1. From the sidebar, select the **Provider** section then select **Contracts**.

2. Select **CREATE CONTRACT**.

3. Select **HHSC Fee for Service LTC Programs** as the payer Name and select **NEXT**.

4. On the **LOOKUP** screen, enter the FMSA NPI Number and As of Date, and select **GET RECORDS.**

5. Once the records appear, select the checkbox to the left of the provider number(s) and click **NEXT**.

Note: If the FMSA has multiple services with the same nine-digit provider number, only one record needs to be imported to create a contract for that provider number and payer.

6. On the **IMPORT** screen, users must create a name for the contract.

7. Associate the Taxonomy Code. If applicable, see Adding a Taxonomy Code.

8. Once all required fields have been reviewed and/or updated, select the **IMPORT** button to save the contract.

Note: All fields with an asterisk (*) are required fields.

Managed Care Organization (MCO)/HHSC Fee-For-Service Acute Care Contract Setup

The following steps will review how to complete an MCO Contract Setup:

1. From the sidebar, select the **Provider** section then select **Contracts**.

2. Select **CREATE CONTRACT**.

3. Select the applicable **MCO payer** or **HHSC Fee for Service Acute Care Service** and select **NEXT**.

4. On the **LOOKUP** Screen, enter the FMSA NPI/API Number and As of Date, and select **GET RECORDS.**

5. Once the records appear, select the checkbox to the left of the records(s) and click **NEXT**.

6. On the **IMPORT** screen, users must create a contract name and contract number.

Note: FMSA will create a unique set of numbers to create a Vesta Contract Number for Managed Care Organization (MCO) and/or HHSC Acute contracts. This number must contain a four to nine-digit number (for example: 1000, 1001, 2000, 2001, etc.).

7. Associate the Taxonomy Code. If applicable, see [Adding a Taxonomy Code](#).

8. Once all required fields have been reviewed and/or updated, select **IMPORT** to save the contract.

Services Setup

Once payers are selected and contracts are created, services are added using a **Vesta Service Account Number.** The Vesta Service Account Number indicates the services (Service Group/Service Code/HCPCS/Modifier combinations) assigned to the members, based on their authorizations.

The following steps will review how to complete the Service Setup:

1. From the sidebar, select the **Provider** then select **Services**.

2. Select **CREATE NEW SERVICE**.

3. Select the Payer.

4. Select the Program Type.

Locate the corresponding Bill Code, Description, Service Group, Service Code, HCPCS/Modifier, combination for the service and select the circle to the left associated with it.

Create New Service

Select a Payer and Program Type to find and select a service

Payer:	Amerigroup
Program Type:	STARPLUS MMP	✓ EVV Only

Select	Bill Code	Description	HCPCS	Mod1	Mod2	Mod3	Mod4
⦿	S5125	PAS, HCBS / Agency	S5125	U3			

6. Create a Service Account Code (i.e., 100, 101, 200, 201) and add a description for that service (For example: MOLINA U3, or HHSC CAS Non-Priority).

7. Start Date, end date, and rates are optional.

Vesta Service Account: *	200	Description: *	Superior PAS U5 U7
Start Date:	month/day/year 📅	End Date:	month/day/year 📅
Payer: *	Superior Health Plan ▼	☐ Active	

8. Select **SAVE**.

9. Repeat this process for all services for each payer.

Adding Staff

Administrative authorized personnel enter demographic and EVV information for the CDS employees and other staff such as supervisors in the **CDS Employee Section**. The data entered for CDS employees is sent to TMHP through the EVV visit transaction records. CDS employees and other staff members are differentiated with their discipline assigned by the administrative authorized personnel.

Create Supervisor/Agent

Supervisors may be assigned to members and used as a filter for some reports.

Note: All fields with an asterisk (*) are a required field.

The following steps will review how to create the supervisor:

1. From the sidebar, select the **CDS Employees** section.

2. Click the **Action** button ⚙▾ then select **New**.

3. In the Personal Information section, enter the following:

   Required Fields
   - Legal First Name
   - Legal Last Name
   - SSN/Visa/Passport number (SSN format must be XXXX or XXX-XX-XXXX)

   Optional Fields
   - Middle Initial
   - Second Employee #
   - Record ID
   - Gender
   - Ethnicity

- DOB
- Email Address

4. In the Address Information section, enter the following:

Required Fields
- Permanent Address
- City
- State
- Zip + 4
- Phone Number
- Phone Type

Optional Fields
- Phone 2
- Phone 2 Type
- Comments

5. In the Vesta Information section, enter the following:

Required Fields
- Discipline (Supervisor must be identified for successful member assignment.)
- Status (A supervisor must be Active or Inactive.)
- Preferred Language
- Date of Hire

Optional Fields
- Status Description (A description of the Active/Inactive status can be entered.)
- Employee Type
- Professional License
- Telephony Number
- EVV Training

6. Authorize Mobile Method is automatically checked. This authorizes the Supervisor to use the Vesta Mobile App for EVV. See Vesta Mobile Application for more details.

7. In the Vesta Mobile Information section, **Supervisor** must be checked for access to Learned Location.

CDS Employees

Adding a CDS employee

The following steps will review how to add a CDS employee:

1. From the sidebar, select the **CDS Employees** section.

2. Click the **Action** button ⚙️˅ and select **New**.

3. In the Personal Information section, enter the following:

   Required Fields
   - Legal First Name
   - Legal Last Name
   - SSN/Visa/Passport number (SSN format must be XXXX or XXX-XX-XXXX)

   Optional Fields
   - Middle Initial
   - Second Employee #
   - Record ID
   - Gender
   - Ethnicity
   - DOB
   - Email Address

4. In the Address Information section, enter the following:

   Required Fields
   - Permanent Address
   - City
   - State
   - ZIP + 4
   - Phone Number
   - Phone Type

   Optional Fields
   - Phone 2
   - Phone 2 Type
   - Comments

5. In the Vesta Information section, enter the following:

   Required Fields
   - Discipline (Attendant must be identified for successful member assignment.)
   - Status (Am attendant must be Active or Inactive.)
   - Preferred Language
   - Date of Hire

   Optional Fields
   - Status Description (A description of the Active/Inactive status can be entered.)
   - Employee Type
   - Professional License
   - Telephony Number
   - EVV Training

6. Authorize Mobile Method is automatically checked. This authorizes the CDS employee to use the Vesta Mobile App for EVV. See Vesta Mobile Application for more details.

7. Once all required fields have been completed, click **SAVE**.

Note: Once a CDS employee profile is saved, the CDS employee is assigned a Vesta EVV ID which appears in the CDS employee profile under the Legal Name.

Managing a CDS employee

2. In the sidebar, click **CDS employees**.

3. To **edit**, navigate to the CDS employee using the navigational buttons or by using the **Search** button.

4. Click **Action** button   then select **Edit** or **Delete**.
   - **Edit** – User may edit the profile and make changes.
   - **Delete** – Deletes the CDS employee profile. A CDS employee cannot be deleted if there are records associated to the CDS employee.

Visit Plan Form

The CDS employee Visit Plan provides the CDS employee with information needed when providing services to CDS members. It displays the weekly schedule (if applicable), the CDS employee's EVV ID, member's EVV ID, along with instructions to clock in and clock out using the landline or alternative device methods.

1. From the CDS employee Profile, select **Visit Plan Form**.

2. The form can be filtered by As of Date and may be printed in English or Spanish.

3. The user may print out the Visit Plan form for all CDS employees by checking the box.

4. The Print as Card option simply provides the home care agency notes and the EVV Information.

5. Select **GENERATE** to generate the form and select **Download Visit Plan** to download the PDF.

Vesta EVV

Service Attendant VisitPlan

FROM Vesta FMSA Harlingen
1605 W Tyler Ave
Harlingen, TX 78550

As of: 06/24/2020
Agency Phone: (956) 412-1424

TO ELIZABETH DAVIS
123 Main St
Harlingen

ELIZABETH,
This sheet includes your weekly schedule and the tasks that you are required to provide to this member. This sheet also includes important EVV information that may be used to clock in and clock out.

SCHEDULE				
Member: SHARON AUSTIN				
	In	**Out**	**In**	**Out**
SUN				
MON	07:00 AM	09:00 AM		
TUE				
WED	07:00 AM	09:00 AM		
THU	07:00 AM	09:00 AM		
FRI	07:00 AM	09:00 AM		
SAT				
TASKS				

IMPORTANT EVV INFORMATION
You may use the following information to clock in/out:

Toll Free #	**(833) 771-4985**
Attendant ID	**100**
Member ID (If Required)	**105**

Six Digit Token Code (If Required)
Up to two codes can be entered per call.
You will hear call time when you clock in and clock out.

HOME CARE AGENCY NOTES:

If the telephone is unavailable, make notation below of time in and/or time out and report to agency.

CDS Members

The CDS members section houses key EVV data elements and is divided into the following tabs:

Profile- Displays the member's basic demographic and EVV information. The data entered or uploaded into the **member profile** tab is utilized for essential EVV processes.

Authorizations- Identifies the member's payer, program, and services(s) as entered by the FMSA staff.

CDS Employees- Displays CDS employees assigned to a CDS member and allows the user to assign or unassign employees.

Visit Plan- Displays the member's assigned CDS employees, the weekly schedule (if applicable), and displays the weekly authorized hours.

Visit Log- Displays all pending and verified visits for the currently selected member.

Visit Notes- Users may document Patient Notes, 2067 forms, and Notification of Absences.

Member Profile

The **Member Profile** tab houses the member's basic demographic and EVV information used for essential EVV validation processes. Vesta Web utilizes a process that retrieves and posts member Medicaid eligibility data from TMHP daily and is displayed in the member profile. Any member eligibility discrepancies must be reported to TMHP.

The **Member EVV ID** is unique and created automatically when the member is entered into the EVV system. This number is used by the CDS employee when calling into the EVV system for a member that does not have a landline phone or when there are two members receiving services with the same landline phone number.

The member's profile contains all visit verification device types for the member. The EVV system accommodates multiple device type methods for a single member and captures the clock in and clock out method used for each EVV visit transaction. Based on the address of the member, the GPS coordinates are

stored for use with the mobile method, the alternative device serial # (number) is displayed when one has been assigned to the member, and up to three EVV landline phone numbers may be entered for one member.

Adding a Member

1. In the **Member Profile** tab, click on the **Action** button [⚙▾] and then select **New** from the drop-down box.

2. At the **Import Member** screen, enter the NPI or API, the member's Medicaid number and Date of Birth (DOB). The member's age automatically populates.

3. Click **CONTINUE** and a message appears informing user if the member's information HAS or HAS NOT been found.

   a. Member Information Found

      i. When the member's information is found, a message appears stating: Member Found. A member has been found matching the Medicaid and date of birth provided.

      ii. Click on the **OK** button to add the new member into Vesta EVV. After confirmation, the member is displayed in the Create New Member fields.

   b. If the member's information is NOT found, a message appears stating: Member eligibility information could NOT be found. Would you like to complete the Member Profile manually?

      i. Click **Create Manually** to add the member information.

Note: If added manually, the member's information is added to the nightly request for eligibility information. Users must review the member's eligibility information in 24 to 48 hours to confirm eligibility has been updated.

4. Enter all required fields:

Personal Information
   Required Fields
   - Member Medicaid Number
   - Legal First Name, Legal Last Name, Middle Initial (if applicable)
   - Gender
   - Date of Birth

Optional Fields
- M.I.
- Record ID

Contact Information
    Required Fields
- Address

    Optional Fields
- Email Address
- Contact Phone Number

Vesta Information
    Required Fields
- Status

    Optional Fields
- Start Date
- Status Description - Allows user to describe the Active or Inactive status from the field above. Example: Active – Non-Ambulatory, Inactive - Hospitalized, Suspended, or Terminated.

EVV Information
    Required Fields
- Region

    Optional Fields
- Priority Status
- EVV Landline Number – Up to three landline phone numbers may be assigned to the member. All phone numbers must be acceptable Landline Phone Types approved by HHSC for EVV use.
- Plan Code

HHSC Form 1722
When an FMSA receives a completed HHSC Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities, they must document the selected option for EVV visit maintenance responsibilities for each CDS member.
- No Response.
- **OPTION 1:** CDS employer performs all visit maintenance and approval of time worked in the EVV system.
- **OPTION 2:** CDS employer has designated visit maintenance to the FMSA; CDS employer will approve time worked in the EVV system.
- **OPTION 3:** CDS employer has designated the FMSA to perform visit maintenance and confirm time worked based on CDS employer approval in the EVV system.
- Form 1722 Effective Date

No response will assume the CDS employer will maintain responsibility until Form 1722 is submitted and Option 1, 2, or 3 is selected.

Visit Verification responsibilities based on the option selected is explained in the Visit Maintenance section.

5. Click **SAVE** once all required data fields have been entered.

Managing Member Information

To **edit**, navigate to the member using the navigational buttons or by using the **Search** button.

1. Click the **Action** button ⚙️ then select **edit** or **delete**.
   - **Edit** – User can edit the profile and make the changes.
   - **Delete** – Deletes the member profile. A member cannot be deleted if there are records associated the CDS employee.

CDS Employers

When adding a CDS Medicaid member, the FMSA must identify if the member is the CDS employer or whether the member has a Legally Authorized Representative (LAR) that is also the CDS employer. The FMSA will also determine if the member has a Designated Representative (DR).

When the CDS Employer is the Member Receiving Services

If the Medicaid member is the CDS employer, follow these steps to create the CDS employer credentials for Vesta CDV.

1. Locate the CDS member profile.

2. Click the **Action** button ⚙️ then select **edit.**

3. From the **EVV Information** section, check the box that states **Create CDS Employer CDV Credentials.**

4. Create a username for the CDS employer. All usernames will end in @ and the FMSA agency ID. For example: **jsmith@5503**

5. Create and confirm a password. This password will be temporary as the CDS employer will reset it upon logging in.

6. Enter the CDS employer's email address. The credentials will be sent to this email address once the profile is saved.

7. Click **SAVE** to complete.
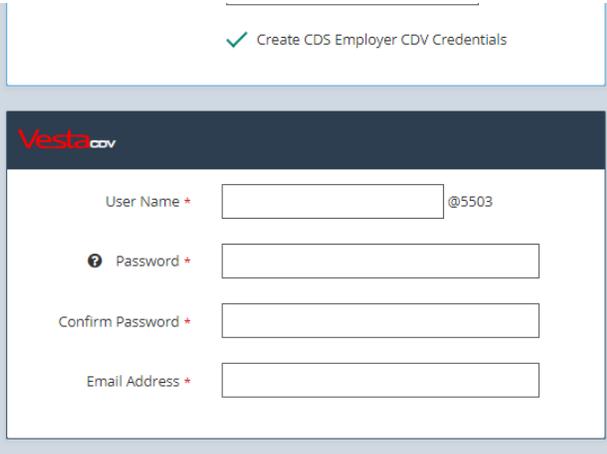
When the Member has a CDS Employer or a Designated Representative

If the Medicaid member has a CDS employer or a Designated Representative (DR) follow these steps to create CDS employer or DR credentials for Vesta CDV.

1. Locate the CDS member profile.

2. Click the **Action** button [⚙▾] then select **CDS Employer/Designated Representative**.

3. Click **+ADD CDS EMPLOYER/DESIGNATED REPRESENTATIVE.**

4. The FMSA user will enter the following fields.
   - Username
   - Type of Representative (CDS employer or Designated Representative)
     - If DR is selected, the user must enter the **HHSC Form 1720, Appointment of a Designated Representative** date and check the box to attest "The person entered as Designated Representative (DR) in the EVV system, has agreed by signature and date on Form 1720, Appointment of a Designated Representative, to serve as the DR for the CDS employer."

Type	Email	User Name	Legal First ...	Legal Last ...	Unique ID	EIN #	Status	Action

New Representative Information

User Name * [|]
@5503

Type of Representative * [Select Type ▾]

Legal Last Name * [   ]

Legal First Name * [   ]

❷ Password * [   ]

Confirm Password * [   ]

Email Address * [   ]

Phone Number [   ]

Address [   ]

City [   ]

State [Select State ▾]

ZIP + 4 [xxxxx-xxxx]

Unique ID [   ]

EIN # [   ]

✓ Active

[CANCEL] [CREATE]

- Legal Last Name
- Legal First Name
- Password and Confirm Password
- Email Address
- Phone Number
- Address, City, State, ZIP + 4
- Unique ID
- EIN

*Only areas marked with asterisks are required fields.

Once the CDS employer or Designated Representative is created, their credentials can be viewed in the Users section. This is the same section where the FMSA views and manages all internal staff usernames.

The Vesta EVV system will automatically send the CDS employer or DR a Vesta Welcome email with their log-in credentials to the email address entered. The CDS employer and the DR must each have their own email address.

Assigning a CDS Employer to Multiple CDS Members

If the CDS employer needs to be assigned to multiple CDS members, review the following steps:

1. From the Sidebar, click on **Administration** and select **Users**.

2. Select the desired **CDS Employer** and click on the **Action** button ⚙️ on the far right-hand side.

3. From the drop-down list, select **Representative**.

4. Click **+ ADD CDS MEMBER** and a list of all available CDS members will appear.

5. Select the **Type of Representative.**

6. Select **Save**.

Authorizations Tab

The **Authorizations** tab identifies the member's payer, program, and services as entered by the FMSA staff. Authorization data is required before the Visit Plan can be added to a specific member.

Creating an Authorization

1. In the **Authorization** tab, click on the **Action** button [⚙▾] then select **+New**.

2. The Add Authorization screen consists of three sections:
   - **Authorization History** – Displays current and previous authorizations assigned to the member.

   - **Select Supervisor** – Users assign a supervisor to an authorization.

   - **New Authorization** – Users select the contract and complete the authorization.

3. From the **Select Supervisor** screen, it is optional to assign a supervisor to an authorization.

Note: The supervisor must be entered in Vesta in the CDS employee section and their discipline set to supervisor.

4. In the **New Authorization** screen, select the appropriate contract for the member.

5. Enter the authorization **Start Date** and **End Date**.

Note: For authorizations that do not have an end date, enter 12/31/9999.

6. Select the **Program Type**.

7. The **Contract Name/Number** will be populated based on the contract selected.

8. Click on the drop-down menu next to **Service #** to identify the type of service authorized. The HCPCS code and modifiers will be displayed in the appropriate (view only) fields.

See Provider Setup for information on how to manage payers, contracts, and services.

The remaining fields are optional:

- Authorization

- Referral Number

- Total Units

- Weekly Authorized Hours

- Enter Auth Days Per Week

- Start of Care

- Reassessment Date – The date placed in this field allows the user to run a report to determine Reassessments due within the date range selected.

- ICD-10 CM Diagnosis Code

9. The Active check box indicates the authorization is active. The **Active Authorization** box must be checked for an EVV shift to be generated.

10. Click the **SAVE** button.

11. All data will populate to the corresponding fields in the **Authorization** tab.

Authorization History

Once the authorization is saved, it can be viewed in the upper right-hand side of the main screen. If **ACTIVE** is highlighted, only active authorizations will be displayed. By clicking **HISTORY**, this section will display ALL authorizations, whether active or inactive.

Managing an Authorization

1. In the **Authorization** tab, select the authorization needed to edit/delete from the grid on the left.

2. Click **Action** button then select **edit** or **delete**.
   - **Edit** – User can edit the authorization and make the changes. Users can deactivate an authorization by unchecking the **Active** box and selecting **SAVE**.
   - **Delete** – Deletes the authorization. An authorization cannot be deleted if there are records associated with the authorization.

Visit Plan

The **Visit Plan** tab houses the member's assigned CDS employees and their weekly schedule based on the weekly authorized hours from the **Authorization** tab.

The section is optional, as CDS employees may not work with set schedules.

To assign a CDS employee and enter the schedule, follow the steps as outlined below.

Schedule a New CDS employee and Schedule

The following steps will go over the three-step process to create a New Schedule and assign an employee to the member:

STEP 1: CDS Employer – Select CDS Employee

1. In the **Visit Plan** tab, click on the **Action** button and select **New Schedule**.

2. The list of CDS employees entered in Vesta are displayed for selection.

Note: The employee's status must be **ACTIVE**, and their discipline must be **Regular Attendant or Special Attendant** for the employee to be displayed in this step.

3. Select the employee needed by clicking the circle located in the **Select** column and click **Next**.

STEP 2: SCHEDULE – Edit Schedule

4. Locate the first day of the schedule and click inside the **IN** field for that day.

5. Enter the start time without separators (:). Schedule times default to AM; if PM time is needed, type P next to time (military time may also be used). To move to the next field, use the tab button on the keyboard.

   (**Example**: 8:00 PM would be entered 8p or 2000; an AM schedule would be entered as 8a or 0800.)

6. Complete step 5 for each required day, until the complete schedule is entered.

7. If additional schedules are needed for the same day, such as a split shift, use the **ADD SHIFT** button.

8. The total hours authorized appear next to the total hours scheduled for comparison. The bar will also indicate the percent (%) of hours scheduled. Click **Next**.

- 100% will display in Blue
- Less than 100% will display in Yellow
- More than 100% will display in Red

TIP: If the times are repeated in the week, you can drag the desired time and drop it to another day for quick data entry.

To copy the time in and time out entered for a specific day, place the cursor on the header of the desired day (SUN, MON, etc.) until the cursor changes to a hand icon. Click and hold while you drag to the header of the desired day (TUE, WED, etc.) and then release. This action copies the time in and time out for that day into the day selected.

To quickly delete all times entered for a specific day, click the **x** located on the header of the desired day. To delete a specific time entered in an In or Out field, click the **x** located next to the specific In or Out field.

STEP 3: REVIEW & CONFIRM – Review Schedule and Confirm

1. The user will ensure everything is correct and click the **CONFIRM** button. If a mistake is identified, select **BACK** to go back to Schedule or **CANCEL** to cancel the entire process.

Entering an Overnight Schedule

Visit dates cannot span from one day to another. In cases where a CDS employee starts work on one day and ends work on another day, use the following steps to enter this type of schedule.

1. Starting on the desired first day of the schedule, click the **IN** field for that day.
(In the example below, the schedule starts on Friday at 8:00 PM and ends on Saturday at 8:00 AM.)

2. Enter the start time in the **IN** field.

3. For the Out time, click on the crescent moon icon ☾ . This will automatically populate the 11:59 PM for that day.

4. For the In time on the next day, click on the crescent moon icon ☾ . This will automatically populate the 12:00 AM for that day.

5. The Overnight Schedule box will be checked. Click **Next** to Review and Confirm the Schedule. If everything is correct, click the **CONFIRM** button. Otherwise select **BACK** to go back to Schedule or **CANCEL** to cancel everything.

Schedule a Visit by Date

Schedule Visit by Date is used to create a visit that was not generated by the EVV system or created from a clock in or clock out from the CDS employee. This feature should never be used to create a duplicate visit that already exists in the EVV system. Using Schedule Visit by Date creates an EVV shift that loads into the Visit Log and shows as a pending visit in the Visit Verify Screen until the shift is verified.

The following steps will go over how to manually create a shift using Schedule Visit by Date:

1. From the **Visit Plan** tab, select the applicable authorization in the Authorizations section in the upper right side of Vesta by clicking the circle next to the authorization.

2. Click on the **Action** button ⚙️⌄ and select **Schedule Visit by Date**.

3. Enter the Visit Date.

4. Enter the Time In and the Time Out of the visit.

5. Select the CDS employee. If the CDS employee is not found, then click on **All**, and you can choose from a list of all CDS employees entered in Vesta.

6. The services are based on the authorization that is selected in the Visit Plan. If different services are needed, close the window, and select an alternate authorization in the authorizations window in the upper right-hand corner.

7. Click **INSERT SHIFT** to create the visit.

Note: If multiple days need to be entered, they will need to be entered day by day.

Visit Log Tab

The **Visit Log** tab displays all pending and verified visits for the currently selected member.

If the CDS member has a schedule created in the Visit Plan, visit shifts will generate each night depending on the schedule date for **ACTIVE** members. These visits will display in the **Visit Log** tab with a Pending Status.

If the CDS member does not have a schedule created, visits will be created as CDS employee's clock in and clock out for each visit.

Once a Visit has been verified, the Visit Status will change from Pending to Logged.

Note: A Logged status does not confirm the visit was accepted by the payer. Prior to billing submission, verify that visit date(s) were validated by the EVV System, and successfully exported and accepted by the EVV aggregator.
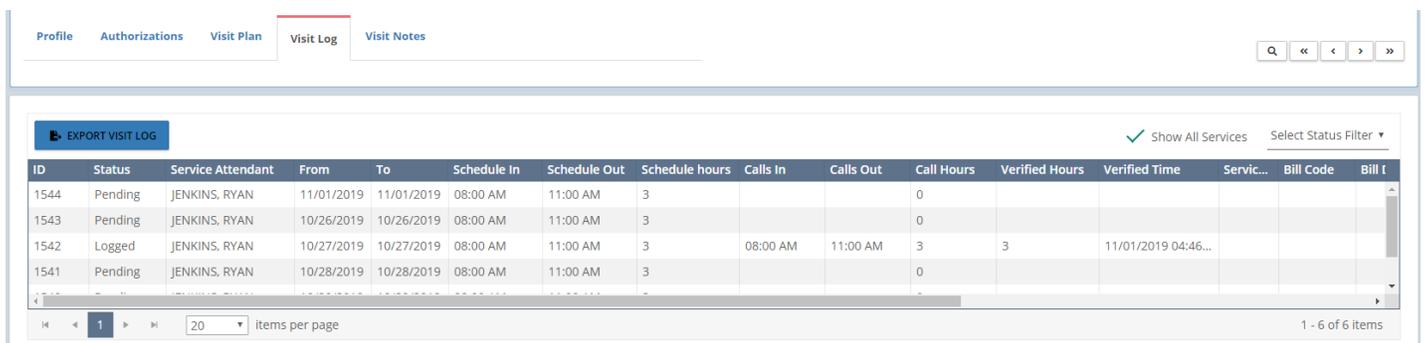
ID	Status	Service Attendant	From	To	Schedule In	Schedule Out	Schedule hours	Calls In	Calls Out	Call Hours	Verified Hours	Verified Time	Servic...	Bill Code	Bill I
1544	Pending	JENKINS, RYAN	11/01/2019	11/01/2019	08:00 AM	11:00 AM	3			0					
1543	Pending	JENKINS, RYAN	10/26/2019	10/26/2019	08:00 AM	11:00 AM	3			0					
1542	Logged	JENKINS, RYAN	10/27/2019	10/27/2019	08:00 AM	11:00 AM	3	08:00 AM	11:00 AM	3	3	11/01/2019 04:46...			
1541	Pending	JENKINS, RYAN	10/28/2019	10/28/2019	08:00 AM	11:00 AM	3			0					

1 - 6 of 6 items

Export Visit Log

The Visit Log allows users to view pending and verified visits for a specific member and provides tools for exporting visit data for agency use.

To export Visit Log data, use the following steps:

1. Click the **EXPORT VISIT LOG** button.

2. Select the Service Date Range.

3. Choose the desired field to Sort By.

4. Select the Order.

5. Click the **EXPORT** button

6. From the Visit Log Export Download Box, select Download Visit Log.

Visit Log Export Download

Download Visit Log

CLOSE
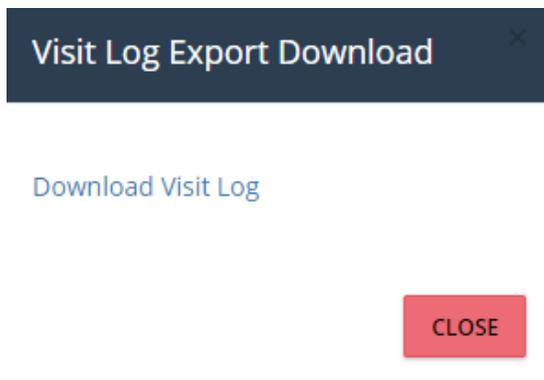
Visit Notes

The Visit Notes tab allows users to electronically document Patient Notes, 2067 forms, and Notification of Absence documents within the Vesta EVV System. Documents can be printed out or stored in the member's Visit Notes section.

Adding a Visit Note

1. From the **Visit Notes** Tab, click the **+ ADD A NOTE** button.

2. Select the desired note from the Add Note Screen and then select **CONTINUE**.

3. Fill out the desired fields of the form and click **SAVE**.

All saved notes appear in the Visit Notes. Users may access the specific Visit Note by selecting the **Action** drop-down and selecting Edit. Users may Print Preview or Print the document.

Visit Verification Methods

Vesta EVV provides three dependable and user-friendly solutions to verify visits and comply with the HHSC EVV requirements. A CDS employee may use more than one visit verification method for a single visit. For example, a visit may start at the member's home where the CDS employee used the landline telephone to clock in but ended in the community where the CDS employee used the Vesta Mobile Application to clock out.

Landline Telephone

The Vesta Landline Telephone Interactive Voice Response (IVR) system provides a quick and reliable way for CDS employees to verify their visit using the member's home landline telephone. Each FMSA and the FMSA's

CDS employers are assigned a Vesta toll-free number for both English and Spanish (other languages are available upon request).

Alternative Device

Alternative devices are small electronic devices that allow CDS employees to validate their visits when the member does not have a home landline or is not using the Vesta Mobile Application.

Vesta Mobile Application

The Vesta Mobile Application makes it easy for CDS employees to log their visits using a smartphone, especially while in the community. The Vesta Mobile Application is free to download and available for iPhone® and Android® devices.

Landline Telephone

The landline method uses the member's Caller ID to electronically verify service delivery.

From the member's landline telephone, the CDS employee must call the assigned toll-free number and enter their employee EVV ID at the start and end of the shift. The system will advise the employee the time of the clock in and time of the clock out so the visit hour(s) can be documented.

1. From the Member Profile, use the **Action** button and select **Edit**.

2. In the EVV Information section, enter the EVV Landline number(s).

Note: The EVV Landline Phone number field(s) must be populated with an acceptable landline phone type approved by HHSC for EVV use.

!

EVV Landline

The EVV Land Line Phone 1 Field must be populated
with an acceptable Land Line Phone Type approved by
HHSC for EVV use. Populating this field confirms that the
Provider Agency has verified that the number meets
HHSC requirements.

OK

3. If the member has any additional landline phone numbers, they may be entered in the additional fields.

4. Click **SAVE** to complete.

Alternative Device

The alternative device is provided at no cost by DataLogic and used by CDS employees to document visits. The alternative device is assigned to a member and must always remain in their home. The alternative device is shipped to the CDS employer's address.

The alternative device continuously displays a unique six-digit number on the screen that is always visible. The displayed six-digit number represents a specific date and time.

The alternative device six-digit unique number changes every 60 seconds. Every 10 seconds, a new line is displayed to the left of the six-digit number that indicates how much time is left before the number will change.

When clocking in and clocking out using this method, alternative device values may be:
- Called in real-time
- Called in later (values are valid for seven days)
- Manually entered by program provider staff
- Entered in the Vesta Mobile Application

Note: For complete information on ordering, managing, and assigning alternative devices, review the Alternative Device Guide located in the dashboard.

Vesta Mobile Application

The Vesta Mobile Application is a tool CDS employers can offer to their CDS employees to document service delivery visit data, such as visit date, visit start and end times, visit location, identity of the CDS employee, and identity of the member receiving services. The Vesta Mobile Application allows a CDS employee to utilize their own smartphone to clock in and clock out for visits. Per HHSC policy, the CDS employer may authorize the CDS employee to use the CDS employer's smartphone to clock in and clock out with the Vesta Mobile Application.

The Vesta Mobile Application may be downloaded for free from the Apple® Store or Google® Play Store for use on Apple iPhones® or Android® devices.

The Vesta Mobile Application provides benefits for both the FMSA and the CDS employee. It represents an easier, faster, and more reliable method for EVV because it helps reduce data entry errors. Visit information is sent to Vesta Mobile, and CDS employee and member EVV identifiers are memorized and stored in drop-down lists, eliminating manual data entry after the first visit. By reducing data entry errors, Vesta Mobile may decrease overall EVV visit maintenance and administrative costs and increase EVV auto-verify and compliance rates.

Note: A CDS employee may use more than one visit verification method for a single visit. For example, a visit may start at the member's home where the CDS employee used the landline telephone to clock in but ended in the community where the CDS employee used the Vesta Mobile Application to clock out.

For complete information on the Vesta Mobile Application, review the Vesta Mobile Application guide located in the Vesta Web dashboard.
Resources on how to clock in and clock out using each of these methods can also be found in the dashboard.

Shift Criteria to Auto-Link a Visit (when using a schedule)

The EVV system uses information gathered from calls to generate visit(s) when a visit was not pre-scheduled or to link to a previously scheduled visit. When specific shift criteria are met for a visit, that visit will be generated and will not require visit maintenance.

Landline Telephone

- Caller ID must match the phone number listed under EVV Landline Phone in the **Member Profile** tab
- CDS employee EVV ID must match
- Member EVV ID must match
- EVV total worked hours must match the scheduled hours

Alternative Device

- CDS employee EVV ID must match
- Member EVV ID must match
- Valid Device Value (Time <u>In</u> Value)
- Valid Device Value (Time <u>Out</u> Value)
- EVV total worked hours must match the scheduled hours.

Vesta Mobile Application

- CDS employee EVV ID must match
- Member EVV ID must match
- EVV total worked hours must match the scheduled hours.

Exceptions

When one or more of the required shift criteria is not met, this is called an **Exception** and will require visit maintenance. Visits must be manually verified by the CDS employer or the FMSA, depending on the HHSC Form 1722 option selected.

Exceptions may occur when the CDS Employee:
- Calls from a phone number not registered to any member in the EVV system.
- Is not able to or forgets to clock in, clock out, or both.
- Delivers service outside the home without use of the Vesta Mobile Application.
- Enters an incorrect EVV ID for the employee or the CDS member.
- Enters an alternative device value that was not validated by the EVV system.

Visit Maintenance

Visit maintenance is the process of making corrections to certain data elements that were not captured by the EVV system. CDS employers and FMSAs have 60 calendar days from the date of service to complete visit maintenance.

Note: Visit maintenance that needs to be completed outside of the 60-calendar day window, or data element corrections outside of the 60-calendar day window, MUST be submitted directly to the appropriate payer for approval.

The Vesta EVV system electronically documents the following data for each visit:
- CDS member (Individual) receiving services
- CDS employee providing services
- Location of service delivery
- Date of service delivery
- Time the CDS employee begins and ends service delivery

When a CDS employee provides authorized services to a CDS member in the home or the community, the CDS employee must clock in to the Vesta EVV system when services begin and clock out of the EVV system when services end using an approved electronic verification method (Landline, Alternative Device, or Mobile Method). When the CDS employee cannot clock in or clock out, the CDS employer or the FMSA must perform visit maintenance to document the visit in the EVV system.

For example, a CDS employee clocks in at the beginning of a shift but forgets to clock out at the end of the shift. In this case, the CDS employer or FMSA will need to complete visit maintenance for the EVV visit and enter the total time worked for the visit.

All situations that require documentation must be done according to program policy.

Visit Maintenance Responsibilities

HHSC Form 1722 requires that a CDS employer selects an option for EVV visit maintenance responsibilities.

The following options are provided on the form:

OPTION 1: I will enter my approval of the time my CDS employee worked in the EVV system and I will perform visit maintenance in the EVV system.

OPTION 2: I will enter my approval of the time my CDS employee worked in the EVV system. I delegate the performance of visit maintenance to the FMSA. After the FMSA completes visit maintenance, I will enter my approval in the EVV system of any changes to time worked made by the FMSA, if necessary, as part of visit maintenance.

OPTION 3: The FMSA will confirm my approval of the time my CDS employee worked in the EVV system. I delegate the performance of EVV visit maintenance to the FMSA.

The visit maintenance process will vary based on the option selected. This guide will provide steps on how to verify visits based on each option.

HHSC Form 1722 Option 1

CDS employer performs all visit maintenance and approval of time worked.

When the CDS employer has elected to perform visit maintenance and approve their CDS employee's time worked in the EVV system, they will perform these functions using the **Vesta Consumer Direction Verification (CDV) system**. The full Vesta CDV guide is available in the Vesta FMSA dashboard as well as in the training section of the Vesta CDV system.

The following steps must be completed by the CDS employer using Vesta CDV.

Visit Verification

There are two ways a visit can be verified in Vesta CDV.

Approve Visit – The CDS employer can approve the visit as it is, without having to complete visit maintenance. By approving the visit, the CDS employer has determined that all data elements are correct, and no changes need to be made.

Visit Maintenance – Certain EVV visit data must be corrected to accurately reflect the delivery of service. This process is referred to as "completing visit maintenance." EVV visit maintenance allows the CDS employer to edit the following data element(s) of an EVV visit:

- Billable hours
- CDS employee
- Program and services
- Service delivery location
- Reason code(s) and free text

Approving a Visit – Vesta CDV

1. From the **My Visits** section in CDV, check the box to the left of the visit.
2. The **Approve Visits** button appears at the top of the visits (see figure 1).
3. Once all visits that need to be approved have been selected, select **Approve Visits**.

4. The approved visit record will be updated for FMSA review. The FMSA may review the visits and coordinate changes with the CDS employer if necessary. Because the CDS employer has selected Option 1, the FMSA cannot make changes to a visit.

Figure 1- Approving a Visit

Visit Maintenance

Figure 2 shows a visit that has a Time In but is missing a Time Out, therefore, visit maintenance is required to verify the visit.

Figure 2- Visit Requiring Visit Maintenance

1. From the My Visits section, to the right of the visit that needs to be verified, use the **Action** button drop-down, and select **Edit Visit**.
2. Complete the required fields:

- **Hour and Minutes** – Documents the actual time worked for the visit.
- **Program/Services** – Documents the program/services associated with the visit.
- **CDS Employee** – Documents the CDS employee that worked the visit.
- **Visit Location** – Indicates the location of the clock out.
- **Reason Code** - An EVV reason code is a standardized HHSC approved three-digit number and description that is used during visit maintenance to explain the specific reason a change was made to an EVV visit record. CDS employers must use the most appropriate EVV reason code(s) when clearing each exception generated by the EVV system. Certain EVV reason codes require the user to enter free text such as the actual clock in and clock out time. For specific questions regarding reason code usage, contact your FMSA or HHSC.

3. Once all required fields have been completed, check the **Approve Visit box**, and then select **Save and Approve**.
4. The approved record will be updated for FMSA review. The FMSA may review the visits and coordinate changes with the CDS employer if necessary.

Create Visit

There may be situations when a CDS employer must manually create a visit due to no visit records are showing to approve or perform visit maintenance on, although services were provided.
Common reasons for this include but are not limited to:
- The CDS employee failed to clock in and clock out.
- The CDS employee did not enter valid EVV IDs when clocking in and clocking out.
- The CDS employee provided services outside the home but does not use the Vesta Mobile Application.

How to Create a Visit

1. From the CDV menu, select **Create Visit**.
2. The CDS employer must complete all the required fields and select the appropriate reason code(s).
3. Once all required fields have been completed, select **Create and Approve Visit**.
4. The approved record will be updated for FMSA review. The FMSA may review the visits and coordinate changes with the CDS employer if necessary.

FMSA Visit Review

As CDS employers are approving visits and performing visit maintenance, an FMSA user may review the visits and accept them or work with the CDS employer to make changes.

1. In Vesta, use the sidebar to select **EVV > Visit Verify**.
2. Users may utilize the **Filter** tab to filter by date range, payer, member, CDS employee, supervisor, and/or contract.
3. The Pending Visits Bin will show visits that have been verified by a CDS employer ⊘ and/or visits that are pending verification from the CDS employer. ⑦ (figure 3)

Accepting an Approved Visit

1. Click the box next to the approved visit that need to be accepted.
2. Click the **ACCEPT CDS VISITS** button. [ACCEPT CDS VISITS]
3. Click **Confirm** to verify the selected visits.
4. The visit will move from the Pending Visits bin to the Verified Visits bin.
5.

Visit Memos

FMSAs and CDS employers can use **Visit Memos** on EVV visits as a means of communication. Visit memos created by the FMSA on EVV visits can be seen by CDS employers and CDS employers can also create or reply to existing Visit Memos.

FMSA Visit Memo

1. In Visit Verify in Vesta Web, right click on the desired EVV visit and select **Visit Memo**.
2. Type out desired memo and select **SAVE**.
3. A memo icon will appear on the visit. 🗎

Option 1 Diagram

CDS employer approves the visit, completes visit maintenance, or amends the visit.

The FMSA reviews the approved visit and confirms the visit or advises the CDS employer to amend the visit.

The confirmed visit moves the verified visit bin and may be marked to export.
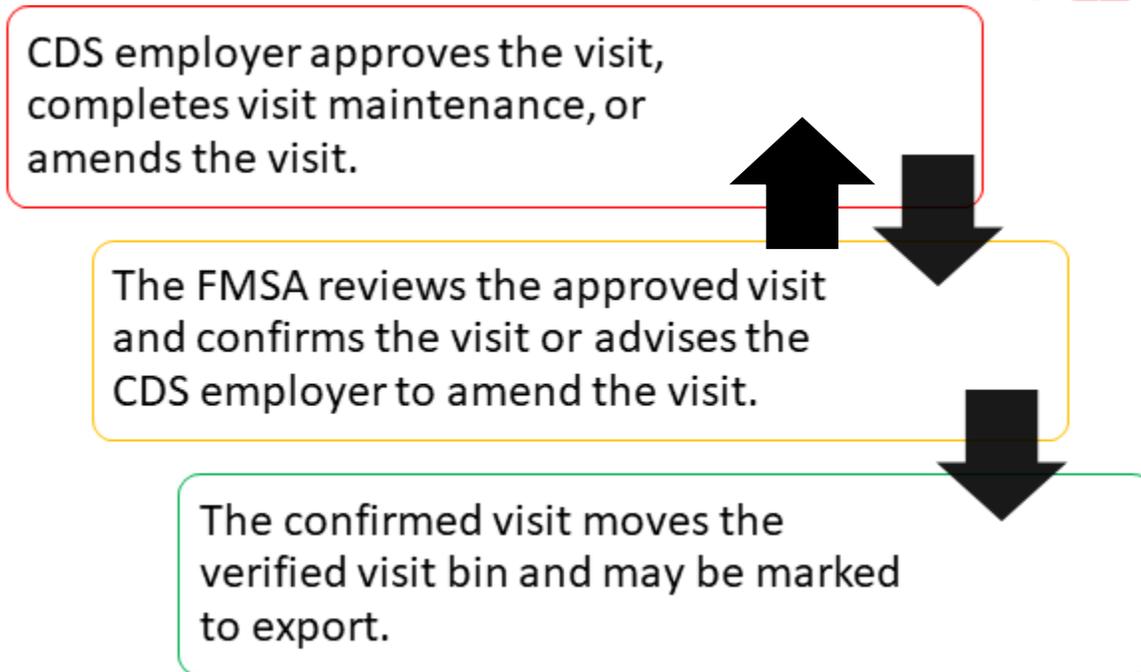
1722 OPTION 2

FMSA Completes Visit Maintenance and CDS Employer Approves Time Worked.

When the CDS employer has selected the FMSA to perform visit maintenance but the CDS employer will approve their CDS employee's time worked in the EVV system, the FMSA will use Vesta Web and the CDS employer will use Vesta CDV.

FMSA Visit Maintenance

When completing manual visit maintenance, a three-step process will be followed.
1. From the FMSA account, use the sidebar and click **EVV > Visit Verify**.
2. From the Pending Visits Bin, double click on the visit that needs to be manually verified.
3. Review the CDS visit and select **EDIT** to perform visit maintenance with the three-step process.

Note: If the FMSA is not authorized to perform visit maintenance, they will not be able to edit the visit.

Step 1 – CALL
Select who was contacted to determine the reason for the exception and to confirm that services were provided for member.

Step 2 – Document
Document the **Verified Hours Worked**, where services were provided and select reason code(s) and enter any comments. (if applicable)

Step 3: VERIFY
Finalize by checking the box Verified by (username) and selecting **VERIFY**. The visit record and verification details are shown to the right.

4. The visit will remain in the Pending Visits bin and reflect that the visit has been modified and is pending approval by the CDS employer.

CDS Employer Approving Time Worked

When a CDS employer reviews visits that do not require visit maintenance, they may approve the visit by following the steps from Approving a Visit.

The FMSA will not need to perform visit maintenance and can review and accept the visit by following the Accepting an Approved Visit steps. If the visit does require maintenance, the FMSA will need to follow the FMSA Visit Maintenance process.

CDS Employer Approving Time Worked – After Visit Maintenance

The following steps must be completed by the CDS employer using Vesta CDV.

If the FMSA performed Visit Maintenance, the CDS employer must review the change and approve the visit or contact the FMSA to discuss further changes that are needed.

A visit that has been verified through visit maintenance is marked red and contains the Review FMSA Changes icon.

The following steps demonstrate how to review and approve a visit after visit maintenance has been completed.

1. Select the **Action** button on the visit and select **View Visit**.
2. Review the **Visit Details**. The verification details from the FMSA are provided on the right side of the view visit screen.
   a. If the visit details are complete and accurate select **Approve**.
   b. If changes need to be made, select **Cancel** and advise the FMSA of the applicable changes.
3. If approved, the visit is marked as approved and appears in the **Approved** tab in Vesta CDV.

FMSA Scheduling a Visit by Date

Schedule Visit by Date is used to create a visit that was not generated from a clock in and clock out from the CDS employee. This feature should never be used to create a duplicate visit that already exists in the EVV system. Using Schedule Visit by date creates an EVV shift that shows as a pending visit in the Visit Verify Screen until the shift is verified.

1. From the **Visit Plan** tab, select the applicable authorization in the Authorizations section at the top.
2. Click on the **Action** button ⚙️˅ and select **Schedule Visit by Date**.
3. Enter the visit date.
4. Enter the scheduled Time In and Time Out of the visit.
5. Select the CDS Employee.
6. Click **INSERT SHIFT** to create the visit.

Note: This process only creates the visit. To fully verify the visit, the FMSA Visit Maintenance process must be followed.

1722 OPTION 3

FMSA completes all required EVV visit maintenance AND my FMSA will confirm attendant's time worked.

When the CDS employer has selected for the FMSA to perform visit maintenance and approve the attendant's time worked in the EVV system, the FMSA will use Vesta Web to complete visit maintenance and approve visits.
The CDS employer will be responsible for providing approval documentation of time worked for any applicable CDS employee.

FMSA Visit Approval

When a CDS employer reviews visits that do not require visit maintenance, they may approve the visit.
1. From the Vesta sidebar, select **EVV > Visit Verify.**
2. Double click the visit that needs to be accepted, as is, without needing visit maintenance.
3. Check the box that states, "I attest that the CDS Employer has certified the attendant's time worked is accurate and complete and the CDS Employer has submitted offline approval documentation."
4. Click **Confirm** to verify the selected visits.
5. The visit will move from the Pending Visits bin to the Verified Visits bin.

FMSA Visit Maintenance

If a visit cannot be approved as it is, visit maintenance must be performed.
1. From the FMSA account, use the sidebar and click **EVV > Visit Verify**.
2. From the Pending Visits Bin, double click on the visit that needs to be manually verified.
3. Review the CDS visit and select **EDIT** to perform visit Maintenance with the three-step process outlined in the FMSA Visit Maintenance steps above.
4. On Step 3 of the verification process, the attestation box stating, "**I attest that the CDS Employer has certified the attendant's time worked is accurate and complete and the CDS employer has submitted offline approval documentation."** must be checked for the visit to verified and move from the Pending Visits bin to the Verified Visits bin.

Exporting a Visit

Once a visit has been fully verified, the visit will move from the pending visit bin to the verified visits bin in Visit Verify. The FMSA must designate when the EVV visit will export to the EVV Aggregator.

The following steps will go over the process to mark a visit to export.

1. From the Verified Visits bin, eligible visits will have an **ON HOLD** status.

2. Check the box next to the visit under the status column.

3. Once all visits have been checked, click the button **SET SELECTED VISITS TO EXPORT**.

4. The visit status will be updated to **EXPORT** and will be marked to export to the EVV Aggregator through the nightly process.

5. Prior to the export, you may choose to hold the visit by re-selecting the visit and clicking **SET SELECTED VISITS TO HOLD**.

6. Once the visit has exported, it will be marked as **EXPORTED**.

Set All Filtered Visits to Export

The set all filtered visits to export allows an FMSA to mark multiple visits to export without having to select each visit.
The following steps will go over the process to mark a visit to export.

1. Using the **Filter** tab, select the applicable filters to display the visits. Users may filter by date, payer, member, CDS employee, supervisor, contract.
2. Once filters are in place, click **SET ALL FILTERED VISITS TO EXPORT**.
3. An Export Alert appears.

Export Alert

You are about to mark all verified visits that meet the current filtered criteria to Export to the Aggregator. These visits will be processed and exported during Vesta's nightly process.

Are you sure you want to continue?

[Yes] [No]
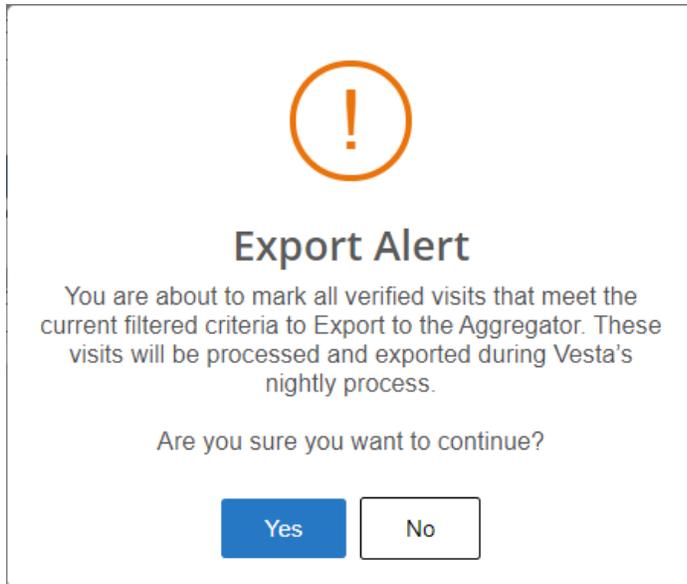
4. Select **Yes** to continue or **No** to cancel the export request.
5. If Yes is selected, the filtered visits will be processed and exported during Vesta's nightly process.

EVV Visit Transactions

EVV visit transactions are visits that are validated by the EVV System, exported, and accepted by the EVV Aggregator. All information entered or uploaded into the EVV system, in conjunction with the data retrieved after a visit has been verified, completes the EVV visit transaction.

The Vesta EVV system gathers verified visits daily. Each night, the verified visit data goes through a validation process prior to being exported to the EVV Aggregator. Only authenticated verified visits are exported to the EVV Aggregator every night after midnight.

The validation process checks for missing and incorrect information. For example, the validation process checks if Medicaid number is nine digits however the validation process does not confirm if the Medicaid number correctly belongs to the specific member.

Vesta EVV Validation

- Medicaid ID (Not Missing, Correct # of Characters, no letters, or special characters)
- NPI (Not Missing, Correct # of Characters, no letters, or special characters)
- TIN (Not Missing, Correct # of Characters, no letters, or special characters)
- TPI or API if required by payer (Not Missing, Correct # of Characters, no letters, or special characters)
- HHSC Provider Numbers (Valid Contract # for Provider, Not Missing, Correct # of Characters, no letters, or special characters)
- EVV HCPCS, Modifiers, Service codes, Service group (Not missing, Valid Code combination for Payer, Valid Code combination for EVV services)
- Required data elements are not missing and complete (e.g. Member First Name, Last Name, DOB, Address, etc.)

Note: Vesta does not validate whether the data such as DOB, Medicaid Number, or member Name, etc. have been entered correctly.

If visits do not pass the Vesta EVV Validation, they are not exported to the EVV Aggregator and will appear in the Failed to Export Report.

EVV Aggregator Validation

After visits are validated and exported as required, the EVV Aggregator runs a validation on the EVV visit transactions. The EVV Aggregator Validates:

- **TIN** – Must be valid and active for the visit date.
- **NPI or API** – Must be valid and active for the visit date.
- **Texas EVV Attendant ID** – Format of ID must be last four digits of an attendant's Social Security number (SSN) or passport and last name.
- **Discipline** – Must be one of the following values: attendant, nurse, certified nurse attendant (CNA), physical therapist (PT), occupational therapist (OT), speech language pathologist (SLP), or other.
- **Member Payer** – Must match the member Medicaid ID and HHSC eligibility and authorization records for the visit date.
- **Member Medicaid ID** – Must have active Medicaid eligibility on the date of the visit.
- **Member First Name/Last Name** – First name and last name combination must match member Medicaid ID and Medicaid eligibility information. Validation looks for first two characters of first name and first two characters of last name.
- **HCPCS Code** – Must be valid for EVV service. Must be associated with Service Group/Service Code combination if payer is Long-Term Care. If a modifier is required, then it must be valid for the EVV service.
- **EVV Units of Service** – Must provide the number of units used during an EVV visit. Must match the EVV bill hours (pay hours) based on unit type.
- **EVV Visit Location** – Must provide the location where services were provided.
- **EVV Input Method** – Must provide the data input method for clock in and clock out based on the following values: mobile method, landline, alternative device, or graphical user interface (GUI).

The EVV Aggregator will **Accept** or **Reject** EVV visit transactions. Visits that are accepted are used for EVV claims matching. Rejected visits are returned to the Vesta EVV system. Vesta EVV displays rejected visits in the Failed to Export Report for program providers to make corrections and be re-exported to the EVV Aggregator.

Failed or Rejected Visits

Vesta EVV displays an alert for Failed/Rejected visits found. This alert appears upon opening the Visit Verify Screen. If no Failed or Rejected visits have been found, the alert will not appear.
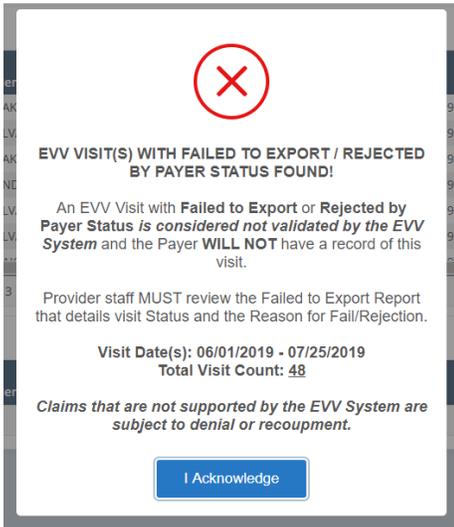
This alert checks **ALL** EVV Visit dates found in Vesta EVV.

An additional indicator is displayed on the top of the Visit Verify Screen. The indicator displays the record count of Failed/Rejected visits within the specific date range selected under the **Filter** tab.

If any Failed/Rejected visits are found, click the **Export Verified Visits** button, and select **Failed to Export** from the drop-down menu.

CALL VIEW

The **Call View** tab displays all captured calls made to the FMSA's EVV toll-free number into the EVV system. This tab helps to identify what may have happened during the employee's call attempt.
The Caller ID displays the number that was captured at the time of the call.

A. The Member Name column displays the member's name when the EVV ID IS entered correctly and/or the caller identification (Caller ID) was identified in the EVV system for a specific member.
B. The CDS employee Name column displays the CDS employee's name when the EVV ID IS entered correctly.
C. Token Numbers that could not be validated appear under the Time In and/or Time Out columns. These call attempts are NOT valid and may not be used to link to any visit(s).
D. Time In and Time Out Columns will ONLY display validated token values be displayed as actual Time.

	Date ↑	Caller ID	Time In	Time Out	Member #	Member Name	Service Atte...	Service Attendant Name	Value In	Loc In	Value Out	Loc Out
V	10/27/2019	956-264-9955		11:00AM	2	A HARRIS, ANNE	1	B JENKINS, RYAN			419981	Mem
V	10/27/2019	956-264-9955	D 8:00AM		2	HARRIS, ANNE	1	JENKINS, RYAN	506714	Mem		
U	10/28/2019	956-555-5432	11:02AM		2	HARRIS, ANNE	10			Mem		
U	10/28/2019	956-555-5432	8:02AM		2	HARRIS, ANNE	10			Mem		
U	10/29/2019	555-555-5555	11:02AM		2	HARRIS, ANNE	1	JENKINS, RYAN		Mem		
U	10/29/2019	555-555-5555	8:00AM		2	HARRIS, ANNE	1	JENKINS, RYAN		Mem		
V	10/30/2019	956-555-5432		11:00AM	2	HARRIS, ANNE	1	JENKINS, RYAN				Mem
U	10/30/2019	956-555-5432	11:00PM		2	HARRIS, ANNE	1	JENKINS, RYAN		Mem		
V	10/30/2019	956-555-5432	8:00AM		2	HARRIS, ANNE	1	JENKINS, RYAN		Mem		
	10/30/2019	956-579-1845	9:26AM		0		0			Mem		
U	11/01/2019	956-264-9955	C 369852		2	HARRIS, ANNE	1	JENKINS, RYAN	369852	Mem		
U	11/01/2019	956-264-9955	147258		2	HARRIS, ANNE	1	JENKINS, RYAN	147258	Mem		
V	11/07/2019	956-555-5432	12:30AM		2	HARRIS, ANNE	1	JENKINS, RYAN		Mem		
V	11/07/2019	956-555-5432		12:30AM	2	HARRIS, ANNE	1	JENKINS, RYAN				Mem
V	11/07/2019	956-555-5432	12:00AM		2	HARRIS, ANNE	1	JENKINS, RYAN		Mem		

Filter Tab

The **Call View** tab offers many options to drill down to the information the FMSA staff needs to complete visit maintenance.

If a member or CDS employee filter is used, the Call View will ONLY display call(s) where the caller entered the EVV ID's correctly and will not display any other call attempts where the EVV ID's were not entered accurately.

When the Caller ID Filter is used, the **Call View** tab will display ALL call attempts from the caller's phone number.

- **Linked Verified** – Call was linked to a visit either automatically or manually.
- **Linked Pending** – Call is linked to a visit that matched the member is pending manual visit verification.
- **Unlinked** – Call has not been linked to a visit.
- **Unknown Member** – Call was made with incorrect member EVV ID Number.
- **Not Used** – Call was marked by EVV user as not used.

Visit Log Tab

The **Visit Log** tab displays all visits for all members, or for a specific member, if selected. The top filter allows the FMSA staff to select a specific member whose visits need to be viewed and to provide a clear illustration of those visits from the start of services.

If all visits for all members need to be viewed, check the box **Show All Members**. The second filter allows the Provider Staff to filter the visits based on their status of Pending, Reassigned, Logged, and Billed.

Visit Verify	Call View	**Visit Log**	Options	Visit Sync											
ID	Status	Service Attendant	From	To	Schedule In	Schedule Out	Schedule hours	Calls In	Calls Out	Call Hours	Verified Hours	Verified Time	Servic...	Bill Code	Bill Description
1557	Logged	JENKINS, RYAN	11/07/2019	11/07/2019	12:30 AM	01:00 AM	0.5	12:30 AM		0	0.5	11/08/2019 08:18...			
1556	Logged	JENKINS, RYAN	11/07/2019	11/07/2019	12:00 AM	12:30 AM	0.5	12:00 AM	12:30 AM	0.5	0.5	11/07/2019 01:19...			
1555	Pending	JENKINS, RYAN	10/21/2019	10/21/2019	08:00 AM	11:00 AM	3			0					
1554	Pending	JENKINS, RYAN	10/18/2019	10/18/2019	08:00 AM	11:00 AM	3			0					
1553	Logged	JENKINS, RYAN	10/17/2019	10/17/2019	08:00 AM	11:00 AM	3	10:02 AM	01:02 PM	3	3	11/07/2019 09:15...			
1552	Logged	JENKINS, RYAN	10/15/2019	10/15/2019	08:00 AM	11:00 AM	3	07:02 AM	10:02 AM	3	3	11/07/2019 09:13...			
1551	Logged	JENKINS, RYAN	10/13/2019	10/13/2019	08:00 AM	11:00 AM	3			0	0	11/07/2019 09:11...			
1550	Logged	JENKINS, RYAN	10/12/2019	10/12/2019	08:00 AM	11:00 AM	3			0	3	11/07/2019 09:00...			
1549	Logged	JENKINS, RYAN	10/11/2019	10/11/2019	08:00 AM	11:00 AM	3			0	3	11/07/2019 08:58...			
1548	Logged	JENKINS, RYAN	10/10/2019	10/10/2019	08:00 AM	11:00 AM	3	08:05 AM	11:02 AM	2.95	3	11/07/2019 08:58...			
1547	Logged	JENKINS, RYAN	10/09/2019	10/09/2019	08:00 AM	11:00 AM	3	11:00 AM	02:00 PM	3	3	11/07/2019 08:57...			
1546	Logged	JENKINS, RYAN	10/08/2019	10/08/2019	08:00 AM	11:00 AM	3			0	3	11/07/2019 08:56...			
1545	Logged	JENKINS, RYAN	10/07/2019	10/07/2019	08:00 AM	11:00 AM	3	08:00 AM	11:00 AM	3	3	11/07/2019 08:53...			
1544	Logged	JENKINS, RYAN	11/01/2019	11/01/2019	08:00 AM	11:00 AM	3			0	3	11/07/2019 11:32...			
1543	Pending	JENKINS, RYAN	10/26/2019	10/26/2019	08:00 AM	11:00 AM	3			0					
1542	Logged	JENKINS, RYAN	10/27/2019	10/27/2019	08:00 AM	11:00 AM	3	08:00 AM	11:00 AM	3	3	11/01/2019 04:46...			
1541	Pending	JENKINS, RYAN	10/28/2019	10/28/2019	08:00 AM	11:00 AM	3			0					
1540	Pending	JENKINS, RYAN	10/29/2019	10/29/2019	08:00 AM	11:00 AM	3			0					
1539	Logged	JENKINS, RYAN	10/30/2019	10/30/2019	08:00 AM	11:00 AM	3	08:00 AM	11:00 AM	2.99	3	11/01/2019 03:12...			

Q MEMBER — ✓ Show All Members — Select Status Filter ▾ — ▶ EXPORT VISIT LOG

20 ▾ items per page — 1 - 19 of 19 items

Standard Reports

EVV standard reports are the official EVV reports that HHSC and MCOs will use for oversight and data analysis, such as but not limited to:

• HHSC contract monitoring
• HHSC EVV compliance oversight reviews
• Fraud, waste, and abuse reviews

The HHSC EVV standard reports are located in the EVV Portal and the Reports section in Vesta. The following steps outline how to access EVV Standard reports from the Vesta EVV system.

1. From the Vesta sidebar, select **Reports** > **Standard Reports**.
2. Select the desired report and use applicable filters.
3. Reports can be generated in three different ways
   a. Quick View – Provides a quick preview of the report. All records may not be loaded into this report.
   b. Generate PDF – Generates a PDF version of the report, which may be printed.
   c. Generate CSV – Generates a comma-separated values (CSV) file. Files in the CSV format can be imported to and exported from programs that store data in tables, such as Microsoft Excel®.
4. The following standard reports are available from within the Vesta System:

• **EVV Alternate Device Order Status** – This report tracks and verifies alternative devices orders.

• **EVV CDS Service Delivery Log** - This report shows accepted EVV visit transactions for a requested date range.

- **EVV Landline Phone Verification** - This report shows the phone number, phone type and carrier used by a CDS employee to clock in or clock out using the home landline electronic verification method. The report allows for monitoring of phone numbers, to identify the use of non-landline numbers

- **EVV Non-EVV Relevant Time** - This report shows time that was spent on non-EVV services between clock-in and clock-out for a requested date range.

- **EVV Service Delivery Exception** - This report shows the number of visits that varied from the schedule or authorization, as well as the number of visits that were not approved, for a requested date range.

Additional EVV Standard Reports are available in the EVV Portal outside of the Vesta EVV system. Contact Texas Medicaid & Healthcare Partnership (TMHP) for information regarding standard reports and EVV Portal access.

Contact Us

Vesta EVV Contact Information

FMSA/CDS Support

7 a.m. – 8 p.m. (CT) M-F

📞 877-329-3574

✉ support@vestaevv.com

Alternative Device Support

✉ tokens@vestaevv.com

Training

www.vestaevv.com/training

Email Inquiries: Include Contact Person, Agency Name, Phone Number, and a brief description of the question/issue.