

The following guide provides tips to help ensure EVV visits are successfully verified without requiring visit maintenance.



## VESTA MOBILE APPLICATION

- The service attendant EVV ID must match the service attendant ID for the visit.
- The member EVV ID must match the member EVV ID for the visit.
- EVV total worked hours must match the hours for the visit.

## LANDLINE TELEPHONE



- The caller ID from the clock in/out must match the phone number listed as an EVV landline phone number for the member.
- The service attendant EVV ID must match the service attendant ID for the visit.
- The member EVV ID must match the member EVV ID for the visit.
- EVV total worked hours must match the hours for the visit.

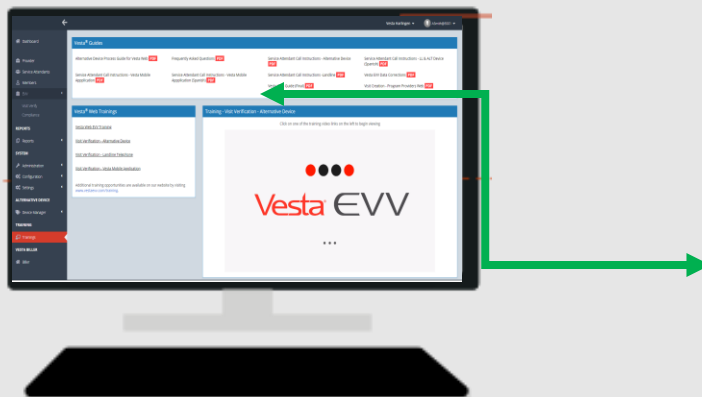
## ALTERNATIVE DEVICE



- The service attendant EVV ID must match the service attendant ID for the visit.
- The member EVV ID must match the member EVV ID for the visit.
- Valid alternative device values entered for the clock in and the clock out.
- EVV total worked hours must match the hours for the visit.

# Vesta Training Resources

The following training resources are available in Vesta Web > Trainings and provide additional insight to successful visit verification.



- Service Attendant Call Instructions
- Vesta Web Guide
- Visit Creation – Program Providers
- Visit Verification Videos
  - Alternative Device
  - Landline Telephone
  - Vesta Mobile Application
- Vesta Web Webinar

## Avoid Common Exceptions

Exceptions occur when one or more of the required criteria for a visit to auto-verify is not met. The most common exceptions include:

- **There is a missing clock in or clock out for the visit.**
- **An approved EVV method was not used on the clock in and/or clock out.**
- **The service attendant EVV ID entered was invalid on the clock in or clock out or does not match the service attendant EVV ID on a scheduled visit.**
- **The member EVV ID entered was invalid on the clock in or clock out or does not match the member EVV ID on the visit.**
- **Multiple calls were made for one visit.**
- **Actual hours worked were greater or less than the required hours on the visit.**

## Contact Us

### EVV Support

Monday-Friday 7am–8pm (CT)



1-844-880-2400



support@vestaevv.com

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

### Training

[www.vestaevv.com/training](http://www.vestaevv.com/training)