

## **What to do if there is a Problem:**

If you are unable to complete an EVV, please complete the following troubleshooting steps:

1. Check to ensure you are dialing the correct number.
2. If the number is correct, redial and attempt to complete an EVV.
3. If you're still unable to successfully complete an EVV, please contact your Manager or a representative at the Agency. Failure to complete an EVV for the Clock In and/or Out of a Visit will result in non-payment for the Visit or the retrieval of a signed, physical, timesheet.

### **Employee Name**

### **Scheduling Manager Name:**

### **Manager Phone Number:**



### **Electronic Visit Verification (EVV) Instructions**

Provided by



Dial:

<b>8882351465</b>	<b>ENGLISH</b>
8882352025	SPANISH
8882356029	MANDARIN
8882356488	CHINESE
8882357516	CREOLE
8882358095	VIETNAMESE
8882358877	ARABIC
8882359175	FRENCH
8882364350	KOREAN
8884547904	RUSSIAN
8884547905	DARI



## Calling Instructions

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### To Clock In:

1. To place EVV, dial the number provided on the front of this pamphlet from the **Member's home phone.**

**Note:** If you are unable to use the Member's home phone, contact your manager to see if there are other approved EVV phone numbers on record for the Member.

2. When prompted, press **1 to Clock In.**
3. Enter your **Time & Attendance PIN**(provided by your Agency).
4. Confirm the entry.

**Note:** If you enter your **Time & Attendance PIN** incorrectly, the system will prompt you to reenter your credentials. If you fail to enter your **Time & Attendance PIN** after several attempts, the system will stop you from placing an EVV. If this happens, you will need to contact your Manager.

5. If the EVV was placed successfully, you will hear the following automated message:  
**"Your call has been successfully registered"**

### Time & Attendance PIN

## Calling Instructions

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### To Clock Out:

1. To place EVV, dial the number provided on the front of this pamphlet from the Member's home phone.
2. When prompted, press **2 to Clock Out**
3. Enter your **Time & Attendance PIN**
4. Confirm the entry.

**Note:** If you are having trouble placing an EVV or entering your **Time & Attendance PIN**, refer to the **Clock In** page.

5. If the EVV was placed successfully, you will hear the following automated message:

**"Enter the 2-digit ID number for the first duty performed on the patient"**

**Note:** Depending on the Agency, a **Duty ID** may be either 2 or 3 digits.

6. Enter each **Duty ID.**
  - a. If you enter an invalid **Duty ID**, you will be told so and asked to enter the next **Duty ID.**
  - b. If you enter a valid **Duty ID**, you will be asked to enter the next **Duty ID.**
  - c. If the Member refused a Duty, enter star (\*) followed by the **Duty ID** to log a **Refused Duty**
7. **When all Duties have been entered**, dial 00 (or 000) to complete the EVV. You should hear the following:

**"Your Call-Out has been registered successfully. Goodbye."**

## Special Scenarios

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### Mutual Cases:

When providing service for two Members at once, please follow the steps below to successfully place EVVs:

1. Follow the calling instructions outlined in the **Clock In/Out** sections.
2. You will only Clock In and Out **Once** for the Visit.
3. When Clocking Out, enter the **Primary** Member's Duties first, and then dial 00, or 000.
4. Repeat step 3 for the **Secondary** Member.
5. Once you dial 00, or 000, a second time, the system will complete the EVV and Clock you out.

**Note:** If you are unsure of who the **Primary** Member is, contact your Manager. Entering the wrong Member first will result in a bad EVV.

### Live-in Cases:

1. Follow the calling instructions outlined in the **Clock In/Out** sections.
2. **Clock In** when you first arrive at the Member's residence.
3. Each evening, **Clock Out** at the time designated by the Agency.
4. When **Clocking Out**, you will be prompted to enter the Duties for the day. Once completed, the system will automatically place a new EVV for the following shift.

<b>Duty #</b>	<b>Duty Name</b>	<b>Duty Category</b>
<b>101</b>	Bath-Shower	Personal Care
<b>102</b>	Bath-Bed	Personal Care
<b>103</b>	Patient Requires Total Care	Personal Care
<b>107</b>	Grooming-Shave	Personal Care
<b>111</b>	Foot Care	Personal Care
<b>112</b>	Toileting-Diaper	Personal Care
<b>113</b>	Toileting-Commode	Personal Care
<b>114</b>	Toileting-Bedpan/Urinal	Personal Care
<b>115</b>	MEAL PREP	Nutrition
<b>116</b>	HOUSEWORK/CHORE	Homemaker Chore
<b>117</b>	MANAGING FINANCES	Other Duties
<b>118</b>	MANAGING MEDICATION	Med Related HC
<b>119</b>	SHOPPING	Activity
<b>120</b>	TRANSPORTATION	Other Duties
<b>122</b>	HYGIENE	General Duties
<b>123</b>	DRESSING UPPER	General Duties
<b>124</b>	DRESSING LOWER	General Duties
<b>125</b>	LOCOMOTION	Other Duties
<b>126</b>	TRANSFER	Medically Related PC
<b>127</b>	TOILET USE	General Duties
<b>128</b>	BED MOBILITY	Special Instructions
<b>129</b>	EATING	General Duties
<b>130</b>	BLADDER INCONTINENCE	Precautions
<b>131</b>	BOWEL INCONTINENCE	Precautions
<b>132</b>	PERSONAL CARE	General Duties
<b>134</b>	BATHING	General Duties
<b>137</b>	LOTION/OINTMENT	General Duties
<b>138</b>	LAUNDRY	General Duties
<b>139</b>	READING/WRITING	Other Duties
<b>140</b>	SUPERVISION/COACHING/CUEING	Patient Support Activities
<b>141</b>	INCONTINENCE CARE	Special Instructions
<b>142</b>	CATHETER CARE	Special Instructions

<b>143</b>	WOUND CARE	Treatment / Special Needs
<b>144</b>	G-TUBE FEEDING	Special Instructions
<b>145</b>	Stairs	Personal Care
<b>201</b>	IN PERSON	General Duties
<b>202</b>	VIA TELEPHONE	Other Duties
<b>203</b>	OTHER	Other Duties
<b>204</b>	Bath-Tub	Personal Care
<b>206</b>	Phone Use	Personal Care
<b>208</b>	Mouth Care/Denture Care	Personal Care
<b>209</b>	Hair Care-Comb	Personal Care
<b>210</b>	Hair Care-Shampoo	Personal Care
<b>212</b>	Grooming-Nails	Personal Care
<b>213</b>	Dressing	Personal Care
<b>214</b>	Skin Care	Personal Care
<b>230</b>	Assisted Device	Other Duties
<b>245</b>	Change Bed Linen	Home Management
<b>251</b>	Diversional Activities-Speak/Read	Patient Support Activities
<b>502</b>	Light Housekeeping	Patient Support Activities