



FOB EVV Process Guide

Agency Setup

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FOB

Overview

This category covers the **Fixed Object (FOB)** functionality in the HHAExchange (HHAX) system. An FOB is a small device used for Electronic Visit Verification (EVV). EVV can be placed from any phone or the via the HHAX Mobile App within seven days of the visit.

The following items are required to use EVV:

- **FOB Passcode** (an 8-digit number sequence) providing HHAX with the exact date and time an EVV is generated.
- **FOB Device ID**, a unique identification number specifying the device that produced the passcode.

Please direct any questions, thoughts, or concerns regarding the content herein to [HHAExchange Client Support](#).

HHAX System Key Terms and Definitions

The following provides basic definition of HHAX System key terms applicable throughout the document.

Term	Definition
Patient	Refers to the Member, Consumer, or Recipient. The Patient is the person receiving services.
Caregiver	Refers to the Aide, Homecare Aide, Homecare Worker, or Worker. The Caregiver is the person providing services.
Provider	Refers to the Agency or organization coordinating services.
Payer	Refers to the Managed Care Organization (MCO), Contract, or HHS. The Payer is the organization placing Patients with Providers.
HHAX	Acronym for HHAExchange

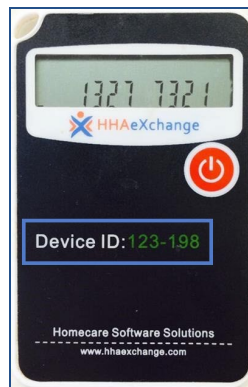
Setting up an FOB

FOB setup involves assigning the device to a specific Patient and physically anchoring it in their home. Assigning the FOB to a Patient allows HHAX to authenticate EVV placed using the device and affixing it in the Patient's home ensures that a Caregiver cannot place fraudulent EVV.

The FOB Device

The **FOB Device ID** is registered directly on the device (as illustrated on the image). The window provides the digital code that the Caregiver enters to Clock-In and Out from the Patient's home.

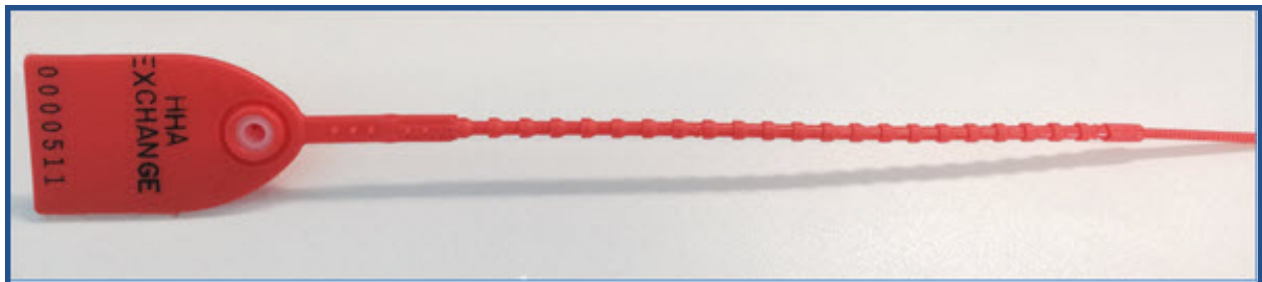
This digital code changes every 30 seconds.



FOB Device ID

FOB Seal ID

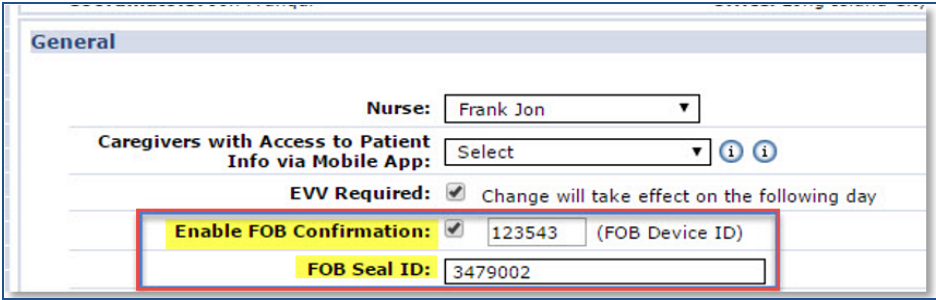
The **FOB Seal ID** is the identification number on the seal used to anchor the device in a Patient's home. This ID is for reference purposes only allowing Agencies to run internal audits to ensure that the seal ID on file matches the one found in the Patient's home.



The FOB Seal

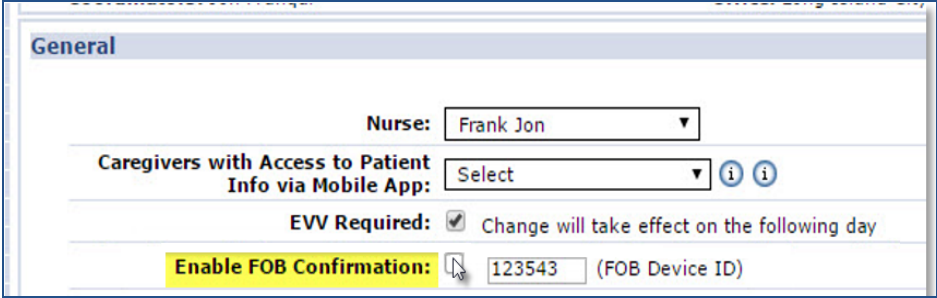
Assigning the FOB

Complete the following steps to assign an FOB to a Patient Profile.

Step	Action
1	Navigate to the desired Patient’s Profile and select the General page.
2	On the General page, click the Edit button.
3	<p>Select the Enable FOB Confirmation checkbox. The FOB Device ID and FOB Seal ID fields become available. Complete these fields with the provided numbers on the devices (covered in the previous section).</p>  <p style="text-align: center;">Patient Profile: General Page - Enable FOB Confirmation</p>
4	Click the Save button to register to the Patient.

Disconnecting a Patient from an FOB

Complete the following steps to disconnect a Patient Profile from an FOB.

Step	Action
1	Navigate to the Patient’s Profile and select the General page.
2	On the General page, click the Edit button.
3	<p>Click to deselect the Enable FOB Confirmation checkbox.</p>  <p style="text-align: center;">Patient Profile: General Page - Deselect Enable FOB Confirmation</p>
4	Click Save to complete the disconnection.

The FOB is now unassigned and can be assigned to a different Patient Profile.

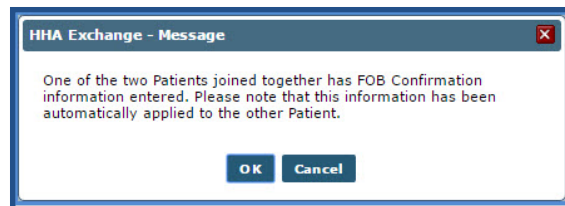
FOB: Additional Setup Notes

There are a few additional steps and precautions when setting up a Patient with an FOB.

Linked/Mutual Cases

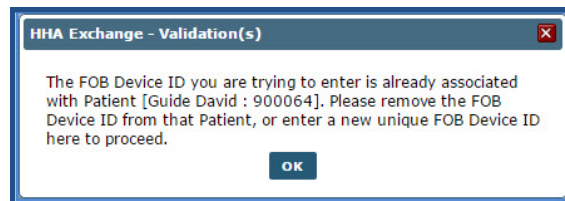
For Linked and Mutual Cases, enter the FOB information for the Primary Patient.

Once entered, the following confirmation message populates.



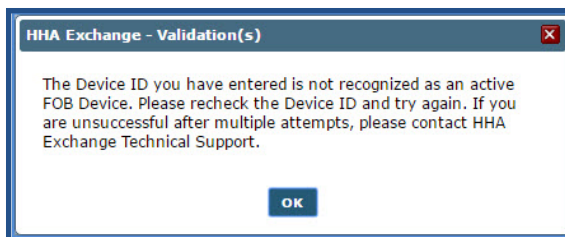
FOB Registered to a Different Patient

When attempting to register an FOB which is already associated with another Patient, a validation error message populated directing the user to disconnect the FOB from the first Patient before proceeding.



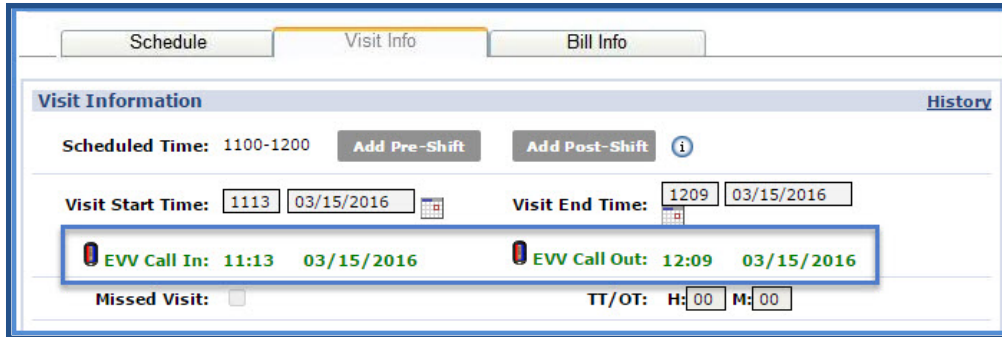
Inactive FOB Message

If an error validation message stating that "The Device ID entered is not recognized as an active FOB..." (as illustrated in the image), contact the [HHAeXchange Technical Support](#) to link the FOB to the Agency.



Inactive FOB Message

Successful FOB EVV made via the Mobile App displays with a phone icon with time and date (in green) on the *Visit Info* tab (as illustrated in the image below).



The screenshot shows the 'Visit Info' tab with the following details:

- Schedule:** 1100-1200
- Buttons:** Add Pre-Shift, Add Post-Shift, Info (i)
- Visit Start Time:** 1113, 03/15/2016
- Visit End Time:** 1209, 03/15/2016
- EVV Call In:** 11:13, 03/15/2016 (highlighted in green)
- EVV Call Out:** 12:09, 03/15/2016 (highlighted in green)
- Missed Visit:**
- TT/OT:** H: 00, M: 00

FOB EVV placed via the Mobile App

Call Maintenance

FOB-based EVV issues are routed and sorted in **Call Maintenance**. There are three specific statuses associated with FOB confirmation issues, described in the table below.

Status	Description
Invalid FOB Passcode	The passcode entered at Clock In and/or Clock Out is not recognized by the system. This issue occurs if the Caregiver enters the code incorrectly.
Expired FOB Passcode	The passcode entered at Clock In and/or Clock Out has expired. All FOB passcodes expire 7 days after they are generated.
FOB Confirmation from Inactive Patient	An FOB-based EVV was placed for a Patient listed as <i>Inactive</i> .

Invalid and **Expired FOB Passcode** cannot be linked to visits. The only course of action with these issues is to Reject the EVV. **FOB Confirmation from Inactive Patient**, can be linked if determined that the Patient was mistakenly listed as *Inactive*.

FOB-based EVV that end up on the **Call Maintenance** page may have other statuses applied to them, such as **Call Out with No Call In** or **Potential In/Out Mistake**. To distinguish FOB issues on the **Call Maintenance** page, an FOB icon displays to the right of the status:



Assign. ID#	Caregiver Code	Caregiver Name	Time	Call Type	Caller ID	Status	Action
100059	1059	Gelb Blake	.27	IN H	718-407-4633	 Invalid FOB Passcode	Reject
100042	1042	Dean Faye	.20	IN H	718-490-4197	 Invalid FOB Passcode	Reject
100048	1048	Perez Gloria	.17	IN H	718-407-4633	 Invalid FOB Passcode	Reject
100048	1048	Perez Gloria	.17	OUT H (2)	718-407-4633	 Invalid FOB Passcode	Reject
100048	1048	Perez Gloria	.01	OUT H (2)	718-407-4633	 Invalid FOB Passcode	Reject

The FOB Icon on Call Maintenance