

For Agencies: Activating and De-Activating an Alternative Device (FOB Device)

Alternative Device (FOB) is an HHSC-approved electronic device that allows a service provider or CDS employee to clock in and out of the EVV system from the member's home. The alternative device produces codes that identify the date and time service delivery begins and ends. Codes from alternative devices must be entered in to the EVV system before they expire (seven days from the date of the visit). ***The information in this document is specific to agencies who have received Alternative Devices and are in the process of activating the device.***

Setting up an Alternative Device (FOB):

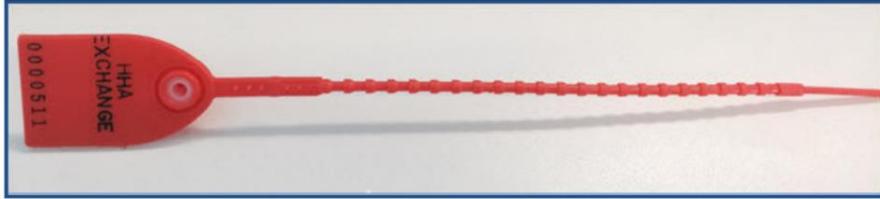
FOB setup involves assigning the device to a specific Patient and physically anchoring it in their home. Assigning the FOB to a Patient allows HHAX to authenticate clock ins and clock outs using the device and affixing it in the member's home ensures that a Caregiver (Service Provider) cannot place fraudulent EVV clock ins and clock outs.

The Device ID is registered directly on the device (#1 illustrated on image). The window provides the Digital Passcode (#2 illustrated on image) that the Caregiver (Service Provider) enters to Clock-In and Clock-Out from the member's home. This digital passcode changes every 30 seconds.



Alternative Device (FOB)

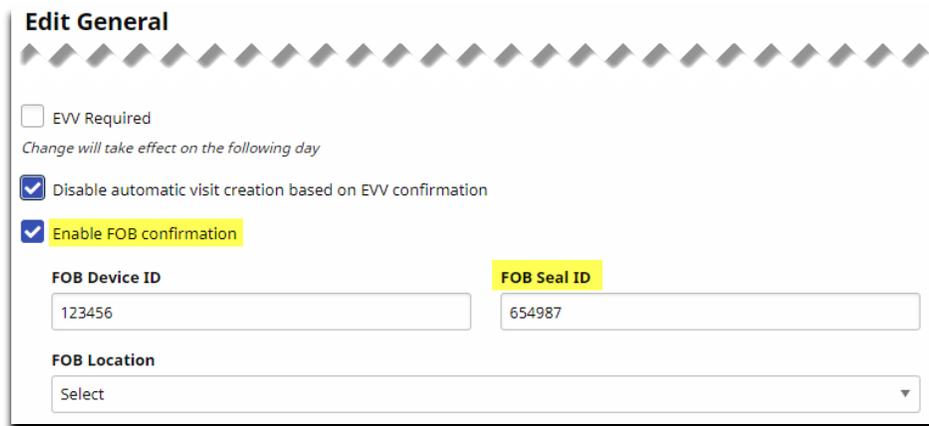
The Alternative Device (FOB) **Seal ID** is the identification number on the seal used to anchor the device in a member's home. This ID is for reference purposes only and allows program provider or financial management services agency (FMSA) to run internal audits to ensure that the seal ID on file matches the one found in the member's home.



Associating a Member Address with an Alternative Device (FOB):

Complete the following steps to assign the device to the Member Profile.

1. Navigate to the desired Member's Profile, and select the **General** page.
2. On the **General** page, click **Edit**.
3. 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).



Edit General

EVV Required
Change will take effect on the following day

Disable automatic visit creation based on EVV confirmation

Enable FOB confirmation

FOB Device ID

FOB Seal ID

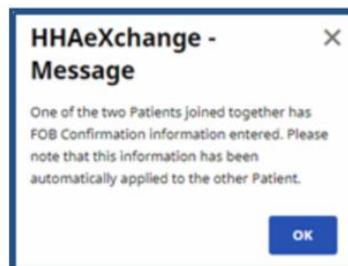
FOB Location

4. Click **Save** to register to the Member.

Additional Setup Notes:

There are a few additional steps and precautions when setting up a member with a device.

1. For Linked and Mutual Cases, enter the FOB information for the Primary Member. Once entered, the following confirmation message populates.



- When attempting to register an FOB that is already associated with another Member, a validation error message appears directing the user to disconnect the FOB from the first Member before proceeding.



- If an error validation message states that “The Device ID entered is not recognized as an active FOB” (as illustrated in the image), contact [HHAExchange Technical Support](#) to link the FOB to the program provider or FMSA.

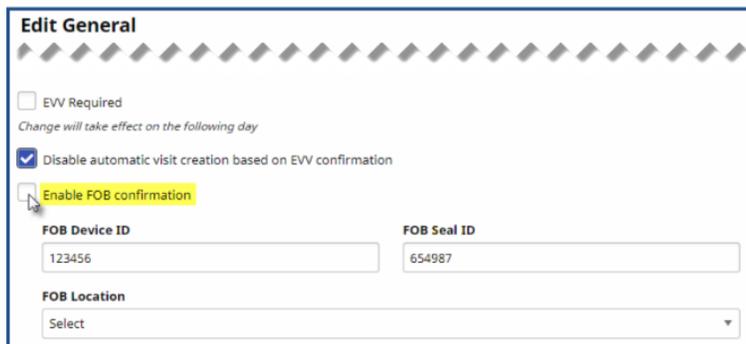


Inactive FOB Message

Disconnecting a Member from an Alternative Device (FOB):

Complete the following steps to disconnect a Member Profile from a device:

- Navigate to the desired Member’s Profile and select the **General** page.
- On the **General** page, click the **Edit** button.
- Click to deselect the **Enable FOB Confirmation** checkbox. **FOB Device ID**, **FOB Seal ID**, and **FOB Location** are removed from view.



Patient Profile: General Page - Deselect Enable FOB Confirmation

- Click **Save** to complete the disconnection.