# For Caregivers (Service Providers): Getting Started using Alternative Device (FOB Device)

An alternative device 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 Service Providers who are using this device to clock in and clock out for a member's visit.*

The following items are required to use EVV:

- Device Passcode (an 8-digit number sequence) provides HHAeXchange with the exact date and time an EVV is generated.
- Device ID is a unique six-digit identification number specifying the device that produced the passcode.

The device generates an 8-digit passcode which must be entered when a Caregiver (Service Provider) Clocks In and Out. The EVV task requires a specific Device ID and two codes (one for Clock In; another for Clock Out). With this option, the Caregiver (Service Provider) may place EVV from any phone.

The Device ID is registered directly on the front of the device (see image #1). The window provides the Digital Passcode (see image #2) that the Caregiver (Service Provider) enters to Clock-In and Clock-Out from the member's home.

This digital passcode changes every 30 seconds to provide a unique passcode.



Alternative Device (FOB)

The following steps provide an example of how a Caregiver (Service Provider) performs Clock In and Clock Out utilizing an Alternate Device (FOB) with the HHAeXchange+ Mobile App.

![HHAeXchange logo]

1. Log into the Mobile App at the beginning of the Visit.
2. Select **Today's Schedule** from the main menu and then select the Member.
3. Select **Clock In**.
4. Select the Visit verification method: **Security Token.** For Alternative Device (FOB), the Caregiver is prompted to enter the **Device ID** and the **8-digit passcode**.



5. At the end of the Visit, repeat *Step1, Step 2, Step 3, and Step 4*, with the addendum that **Clock Out** is selected on *Step 3*.
6. Lastly, enter the POC duties performed and select *Save* to finalize.

The following steps provide an example of how a Caregiver (Service Provider) performs Clock In and Clock Out utilizing an Alternate Device (FOB) and IVR (Telephony).

1. The Caregiver (Service Provider) activates the device at the beginning and end of the Visit, recording the 8-digit passcode each time.
2. The Caregiver (Service Provider) calls the IVR phone number and presses "3" to indicate "FOB Device" confirmation.
3. The Caregiver (Service Provider) presses "3" a second time to indicate "FOB Clock In or Clock Out."
4. As prompted, the Caregiver (Service Provider) then enters the following:
   a. **Time & Attendance Pin**
   b. 6-Digit **Device ID**
   c. 8-Digit Clock In **passcode**
   d. 8-Digit Clock Out **passcode**
   e. Any duties performed (one at a time)
5. With the duties entered, the Caregiver (Service Provider) dials "000" to end the call.

**Frequently Asked Questions:**

1. If my phone is out of coverage area without service, can I still Clock In and Clock Out? *Yes, you can still perform Clock In and Clock Out.  Once the device is back in a coverage area the visit details will transmit.*
2. Can I write down the Device ID and Device Passcode to submit later? *Yes, the Device ID and Device Passcode details can be written down and entered at a later time.*
3. What do I do if Alternative Device (FOB) isn't working and there is no display? *Check that the device is "On" by pressing the Power Button on the front.*