What to do if there is a Problem

Complete the following troubleshooting steps if you are unable to complete an EVV.

Step	Action
1	Ensure you are dialing the correct number.
2	If the number is correct, redial and attempt to complete an EVV.
3	If you are still unable to successfully complete an EVV, contact your Manager or Agency Representative. 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.

Manager Name

Manager Phone Number

Duty #	Duty	Category

HHAeXchange

Placing Phone EVV Calls: Instructions

Agency Name

Dial
English:

Calling Instructions

To Clock In:

Step	Action
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 for other approved EVV phone numbers on record for the Member.*
2	Press **1** to **Clock In** when prompted.
3	Enter the **Assignment ID** (provided by your Agency).
4	Confirm the entry. *Note: If you enter your Assignment ID incorrectly, the system prompts you to reenter your credentials. If you fail to enter your Assignment ID after several attempts, the system stops you from placing an EVV and you must contact your Manager.*
5	If the EVV is placed successfully, then the following automated message is heard: **"Your call has been successfully registered"**

Assignment ID

Calling Instructions

To Clock Out:

Step	Action
1	To place EVV, dial the number provided on the front of this pamphlet from the Member's home phone.
2	Press **2** to **Clock Out** when prompted.
3	Enter your **Assignment ID**.
4	Confirm the entry. *Note: Refer to the Clock In instructions if you are having trouble placing an EVV or entering the Assignment ID.*
5	If the EVV is successfully placed, then the following automated message is heard: **"Enter the 2-digit ID number for the first duty performed on the patient."** *Note: A Duty ID may be either 2 or 3 digits, depending on the Agency,*
6	Enter each **Duty ID**. • If an invalid **Duty ID** is entered, then you are alerted and asked to enter the next **Duty ID.** • If a valid **Duty ID** is entered, then you are asked to enter the next **Duty ID**. • If the Member refused a Duty, then 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. Upon completion, the following is heard: **"Your Call-Out has been registered successfully. Goodbye."**

Special Scenarios

Mutual Cases:

For a successful EVV, complete the following steps when providing service for two Members at once.

Step	Action
1	Follow the call instructions outlined in the **Clock In/Out** sections.
2	Clock In and Out only **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	Dial **00** (or **000**) a second time for the system to complete the EVV and Clock out. *Note: Please contact your Manager if you are unsure of who the Primary Member is. Entering the wrong Member first results in a bad EVV.*

Live-in Cases:

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