

Troubleshooting

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.

Assignment ID

Patient Name:

Patient Phone Number:

Duty # Duty Name

115	Meal Preparation
116	Housework / Chore
117	Managing Finances
118	Managing Medications
119	Shopping
120	Transportation
121	Range of Motion
122	Hygiene
123	Dressing Upper
124	Dressing Lower
125	Locomotion
126	Transfers
127	Toilet Use
128	Bed Mobility
129	Eating
130	Bladder Incontinence
131	Bowel Incontinence
132	Personal Care
134	Bathing



Agency Name

HHAeXchange Number:

Calling Instructions

To Clock In:

1. To place an EVV, Dial your Agency's HHAeXchange number from the Patient's home phone.
Note: If you are unable to use the Patient's home phone, contact your manager to see if there are additional EVV approved phone numbers on record.
2. When prompted, press **1** to **Clock In**.
3. Enter your **Assignment ID** (provided by your Agency) and confirm the entry.
4. If the EVV was placed successfully, you will hear an automated confirmation message.

To Clock Out:

1. To place an EVV, Dial your Agency's HHAeXchange number from the Patient's home phone.
2. When prompted, press **2** to **Clock Out**
3. Enter your **Assignment ID** (provided by your Agency) and confirm the entry.
4. 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: A **Duty ID** may either be 2 or 3 digits.
5. Enter each **Duty ID**. If a Duty was refused, enter star "*" before the **Duty ID**.
6. When all Duties have been entered, dial 00 (or 000) to complete the EVV.
7. If the EVV was placed successfully, you will hear an automated confirmation message.

FOB Instructions

To Clock In:

1. Press the power button on the FOB to receive your 8-digit **Passcode**. Write this number down.
2. Dial your Agency's HHAeXchange number from any phone.
3. When prompted, press **3** to indicate a "**FOB Device**" confirmation.
4. Press **1** to indicate "**FOB Clock In**"
5. Enter your **Assignment ID** (provided by your Agency) and confirm the entry.
6. Enter the FOB's 6-digit **Device ID** (found on the FOB device)
7. Enter the 8-digit **Passcode**.
8. If the EVV was placed successfully, you will hear an automated confirmation message.

To Clock Out:

1. Repeat steps 1-7 of "**To Clock In**". Press **2** on **Step 4** to indicate "**FOB Clock Out**"
2. 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: A **Duty ID** may either be 2 or 3 digits.
3. Enter each **Duty ID**. If a Duty was refused, enter star "*" before the **Duty ID**.
4. When all Duties have been entered, dial 00 (or 000) to complete the EVV.
5. If the EVV was placed successfully, you will hear an automated confirmation message.

Special Scenarios

Shared Cases:

When providing service for two Patients at once, complete the following:

1. Follow the steps listed in the **Calling Instructions** section for phone, and **FOB Instructions** section for FOB.
2. You will only Clock In and Out **Once** for the Visit.
3. When Clocking Out, enter the **Primary Patient's Duties** first, and then dial 00, or 000.
4. Repeat step 3 for the **Secondary Patient**.
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 Patient** is, contact your Manager. Entering the wrong Patient first will result in a bad EVV.

Live-in Cases:

1. Follow the steps listed in the **Calling Instructions** for phone, and **FOB Instructions** for FOB.
2. **Clock In** when you first arrive at the Patient'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.