

Vesta EVV Manual Visit Verification

Introduction

If a successful clock in and clock out did not occur during the Datalogic Software/Vesta EVV network outage, and there is not an existing scheduled visit, CDS employers or financial management service agencies (FMSAs) may manually create and verify visits to successfully document services that occurred.

The following steps outline this process, depending on which option was selected on HHSC Form 1722, Employer's Selection for Electronic Visit Verification Responsibilities.

Important: If the FMSA does not use Third-Party Interface (TPI) and uses schedules in Vesta, the EVV system will use the existing schedule to generate visits for the affected outage dates. The manual visit creation is only needed for members that do not have schedules associated with their program/services.

Form 1722 Option 1

A CDS employer must manually create a visit when there are not any existing visit records showing to approve or perform visit maintenance on, although services were provided.

The following steps must be completed by the CDS employer in Vesta CDV.

How to Create a Visit

1. From the Vesta CDV menu, select **Create Visit**.
2. The CDS employer must complete all the required fields and select the appropriate reason code(s).
 - a. CDS Employee
 - b. Date of Visit
 - c. Program/Services
 - d. Time In/Out
 - e. Visit Duration
 - f. Reason Codes

Note: If this issue is related to the Datalogic Software/Vesta EVV network outage, HHSC recommends program providers, FMSAs, and CDS employers completing visit maintenance for visits that occurred from December 5, 2020 to December 10, 2020, use "Reason Code 600 – Other" and include "Vesta system outage" and the clock in and clock out times in the required free text field for issues related to the system outage. Additional guidance will be provided for visits that occurred from December 5, 2020 to December 10, 2020.

3. Once all required fields have been completed, select **Create and Approve Visit**.
4. The approved record will be updated for FMSA review. The FMSA may review the visits and coordinate changes with the CDS employer if necessary.

Form 1722 Option 2

If the CDS employer has selected option 2, the FMSA must create the visit and perform visit maintenance in their Vesta EVV system and the CDS employer will approve their CDS employee's time worked in their EVV

system and it is the responsibility of the CDS employer to communicate to the FMSA hours worked and services provided.

The FMSA must create and verify a visit when there are not any existing visit records showing to approve or perform visit maintenance on, although services were provided. Once the visit has been verified, the CDS employer must use Vesta CDV to review and approve changes made by the FMSA.

Form 1722 Option 3

When the CDS employer has selected for the FMSA to perform visit maintenance and approve the CDS employee's time worked in the EVV system, the FMSA will use Vesta Web to complete visit maintenance and approve visits.

The CDS employer is responsible for providing approval documentation of time worked for any applicable CDS employee.

For complete details on each 1722 option, please review the Vesta CDV guide in the Training section of Vesta CDV.