# EMPLOYEE EVV TRAINING

Alternative Device Procedure

ALTERNATIVE DEVICE — IMPORTANT!

- Alternative devices are used to record visit information electronically for:

  - ✓ Members who do not own a home phone landline

  - ✓ Who are serviced by CDS employees who do not have a mobile device

- If you choose to use an alternative device, Imagine Enterprises will order it for you.

- After a successful clock in/out, an electronic verification code will be issued that the CDS employee must call in to a toll-free number within seven (7) calendar days.

- If a CDS employee misses the 7-calendar day deadline, a manual visit must be entered in AuthentiCare.

- Alternative devices cannot leave the client's home.

- Time sheets are still **required** when using the alternative device.

OVERVIEW OF ALTERNATIVE DEVICE

- **The Alternative Device is the third Electronic Visit Verification method for CDS employees to record their visits.**

- It does not require charging

- The alternative device is sent to the CDS employers' address

- The screen does not display anything in the following situations:

  - ✓ Before its first use

  - ✓ After the PIN has been reset
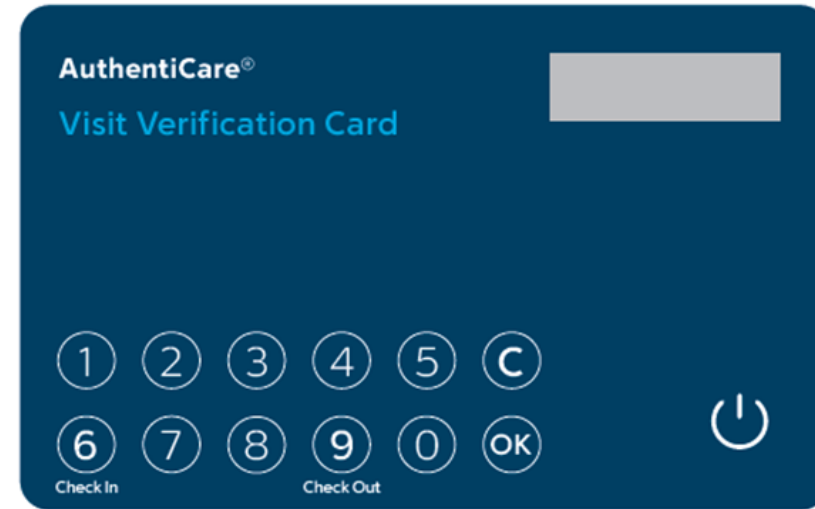
- 13 buttons total
- **Clock In: button 6**
- **Clock Out: button 9**
- **OK** button is used to go to the next step
- **C**lear button is used to clear data entry

USING THE ALTERNATIVE DEVICE

Message Description	Display
Power off as normal status	
Power off 2 as check in status	CHECK-IN
Root menu	SELECT>
Input user PIN	PIN>
New user PIN	NEW PIN>
Confirm user PIN	CONFIRM>
Input PUK (reset locked PIN code)	PUK>
Warning message: "Already checked in warning"	ALREADY
Input service attendant ID for check in/out	WORK ID>
Check out duration	DURATION
PIN retry left	LEFT 4
Successful operation	SUCCESS
Failed operation	FAILURE

- The CDS employee will be prompted to enter the PIN at first use, which is 1-2-3-4

- There is no **Change PIN** button. PIN change will ONLY be possible when too many wrong PINs are entered.

- Maximum number of incorrect PIN attempts is 5

- Contact AuthentiCare help desk to reset PIN

ALTERNATIVE DEVICE CLOCKING IN AND OUT STEP-BY-STEP

Visit Verification Card (VVC) Instructions

To complete a successful visit using VVC, you will need:

- **Service Attendant ID** _____

To be completed during the visit to report your time for a visit with the VVC:
- **Beginning time of service** _____
- **Duration** _____
- **6-Digit Electronic Visit Verification Device Code** _____

Instructions while you are at the Member's home

1. **To Clock In** - Press the power button in the lower right corner of the "Visit Verification Card" (VVC).

2. You will need to enter the 4-digit PIN number, which is 1-2-3-4. Press "OK."

3. Press the number "6" button on the VVC to **Clock In**.

4. Enter your "6-digit service attendant ID." Press "OK."
   NOTE: The word *"CHECK IN"* will remain on the VVC until Clock Out.

5. You will need to write down the beginning time of service. You will need this to call in your time.

6. Once you have finished performing the service, you will use the VVC to clock out.

7. **To Clock Out** – Press the power button in the lower corner of the VVC.

8. You will need to enter the 4-digit PIN number, which is 1-2-3-4. Press "OK."

9. Press the number "9" button to **Clock Out**.

10. The screen on the VVC will read "WORK ID". Press "OK." Verify your "6-digit service attendant ID." Press "OK."
    *If you enter your service attendant ID during the clock out, the duration time is reset to zero minutes.

11. The screen on the VVC screen will read "DURATION". Press "OK." You will be shown the "Duration Time."

12. You will need to write down the duration time. You will need this to call in your time. Press "OK."

13. The screen on the VVC will show a "6-Digit Electronic Visit Verification (EVV) Device Code".

14. You will need to write down the 6-Digit EVV Device Code. If the duration and the EVV Device Code do not match, the system will not accept your entry when you call in to report your visit.

THANK YOU!

For additional information, please visit:

imagineenterprises.org/cds/evvtraining

Or if you have questions, you may email us at:

cds@imagine-enterprises.org