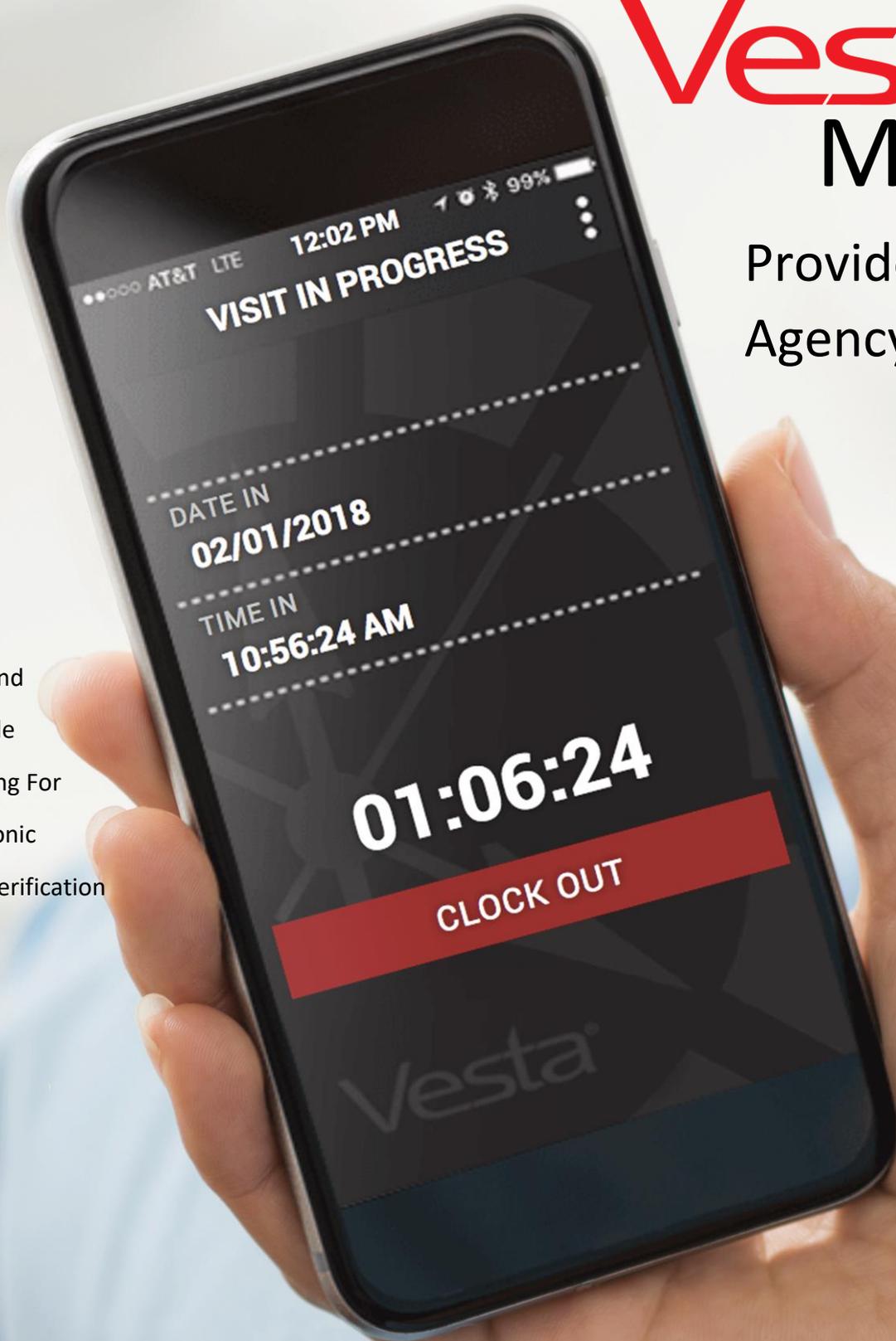


# Vesta<sup>®</sup> Mobile

## Provider Agency Guide

Fast,  
Easy and  
Reliable  
Tracking For  
Electronic  
Visit Verification



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## Introduction

The Vesta Mobile App is a tool for Electronic Visit Verification (EVV) that Providers may offer to their Service Attendants to document service delivery visit data, such as the visit date, start and end times, location, identity of the service attendant and identity of the individual receiving services. Vesta Mobile may be downloaded for free from the Apple® Store or Google® Play Store for use on Apple® iPhones® or Android® devices.

Vesta Mobile uses the United States Global Positioning Service (GPS) to identify the location of a visit. GPS is only used by Vesta Mobile at the time a Service Attendant clocks in and clocks out; it does not track their location at any other time. Data usage is minimal and will not significantly impact the Service Attendant's cellular data costs.

Vesta Mobile provides benefits for both the Provider and the Service Attendant. It represents an easier, faster and more reliable method for Electronic Visit Verification (EVV) because it reduces data entry errors. Visit information is sent to Vesta Mobile and Service Attendant and Medicaid Member EVV identifiers are memorized and stored in drop-down lists, eliminating manual data entry after the first visit. By reducing data entry errors, Vesta Mobile may result in lowering a Provider's overall EVV visit maintenance and administrative costs. For Service Attendants, the benefit is higher EVV auto-verify and compliance rates.

The Vesta Mobile Provider Guide is intended to provide an overview of Vesta Mobile functionality and features for Provider Staff members, who will use the information for setting up Service Attendants and training them to use Vesta Mobile.

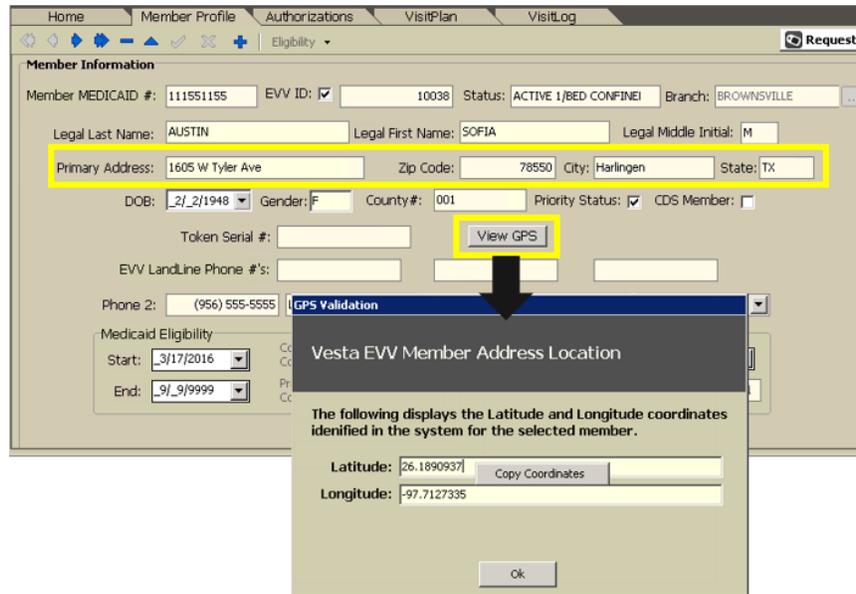
# Getting Started with Vesta Mobile

## Verifying the Medicaid Member's Address

The EVV System accommodates multiple device type methods for a single Medicaid member and captures the clock-in/clock-out method used for each transaction. Based on the address of the member, the GPS coordinates are stored for use with the Mobile Method.

To change the Medicaid Member's EVV Device Type, use the following steps:

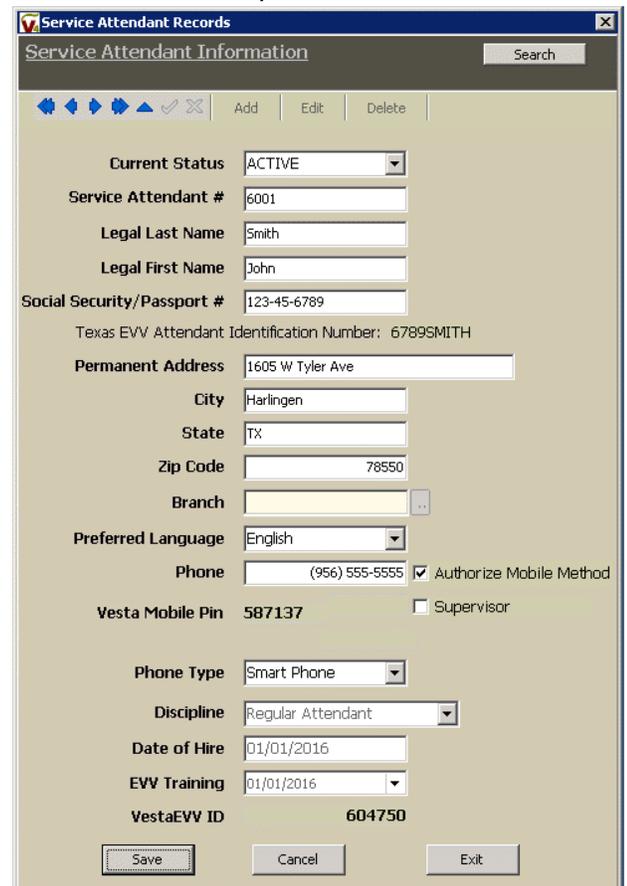
- 1) From the Member Profile tab, verify the address is correct for the Medicaid Member.  
Note: This address will be used to retrieve the Geolocation for the designated Member.
- 2) If the address needs to be updated, click  to edit, correct the address, then click  to save the changes.
- 3) Click  to view coordinates that were validated for the Medicaid Member. Coordinates may be copied and placed into an internet web browser to view the location on a map.



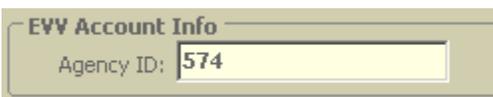
## Updating the Service Attendant Profile

Provider staff must update the Service Attendant profile for Active Service Attendants that agree to use their smartphone.

- 1) On the Vesta Main Screen, click **Service Attendant** to access the Service Attendant profile.
- 2) If **Authorize Mobile Method** is not checked, click  to edit the Service Attendant profile.
- 3) Check the box **Authorize Mobile Method** next to the phone number.
- 4) Click the **Save** button to save the changes.
- 5) All Service Attendants will have a **Vesta Mobile Pin** designated for the Mobile App.
- 6) Agency staff must provide the Service Attendant with the following so they can log in and begin using the app:
  - Vesta Mobile Pin
  - Service Attendant Vesta EVV ID
  - Provider Agency ID



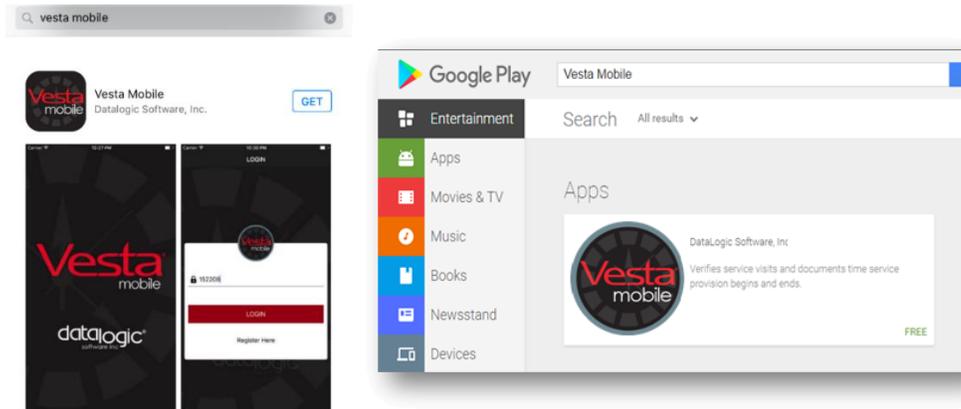
The Agency can find their Agency ID in Vesta by going to **View > Options**. The Agency ID is listed in the **Visit Verify** tab under EVV Account Info.



## Downloading the App

From the smartphone device, the Vesta Mobile App may be downloaded from the Apple Store for iPhone devices or Google Play Store for Android devices.

In the Apple App Store for iPhones or Google Play Store for Android devices, users will search for Vesta Mobile and follow instructions for App Installation.



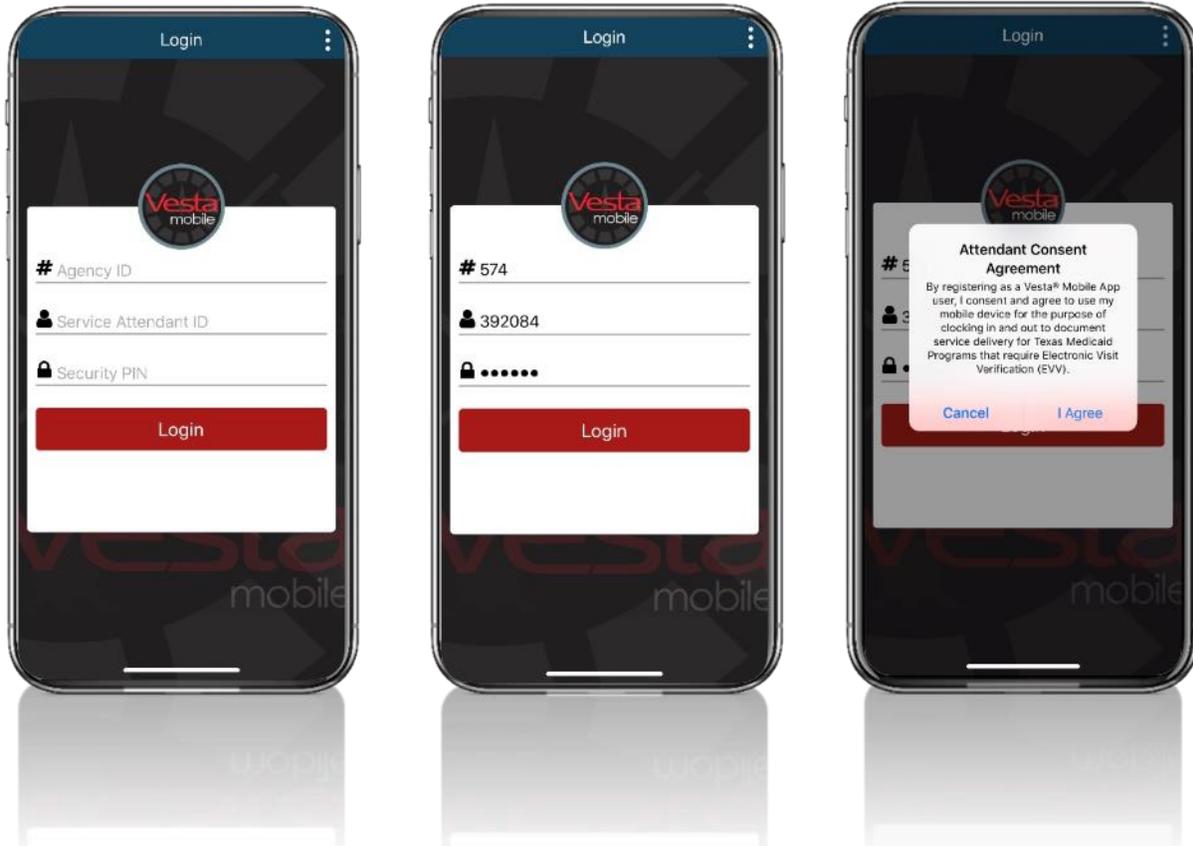
## Logging in to Vesta Mobile

Service Attendants and Supervisors that use the Vesta Mobile Method have the capability to use any qualified smartphone. Users must follow the steps below anytime they log in to the Vesta Mobile App on a new device.

Note: Users will not have to repeat this process if they have already logged in to the Vesta Mobile app on the same smartphone, unless they completely log out of the application.

- 1) Enter the Agency ID, Service Attendant EVV ID, and Security PIN. (Security PIN is provided by Agency staff.) See step 6 from **Updating the Service Attendant Profile**.
- 2) Select **Login** to Confirm.
- 3) The Service Attendant must select **I AGREE** after reading the Service Attendant Consent Agreement (see below). The Service Attendant Consent Agreement only appears the first time they log into the Vesta Mobile Application on that device.
- 4) Review details and confirm by selecting **OK**.

**Attendant Consent Agreement:** By registering as a Vesta Mobile App user, I consent and agree to use my mobile device for the purpose of clocking in and out to document service delivery for Texas Medicaid Programs that require Electronic Visit Verification (EVV).



## Jailbroken or Rooted Phone Usage Messages

Vesta Mobile will not allow the use of the Mobile Method on a device that has been Jailbroken or Rooted.

**Jailbreaking** is the process of removing restrictions on iOS, Apple's Operating System, on devices such as the iPhone, iPod touch, iPad, and second-generation Apple TV.

**Rooting**, the Android equivalent of jailbreaking, is a means of unlocking the Operating System to install unapproved apps, update the OS, replace the firmware, overclock (or underclock) the processor, customize features, and other similar actions.

Jailbroken/Rooted phones can be used by apps to generate fake GPS coordinates, therefore, if the Vesta EVV system discovers that a phone has been Rooted or Jailbroken, the App will not allow the use of the smartphone for Mobile Method. The following messages may display:

For Google® Android Phones:

'Vesta Mobile is only supported on unmodified versions of Android'

For Apple® iPhones:

'Vesta Mobile is only supported on unmodified versions of iOS'

# Using Vesta Mobile

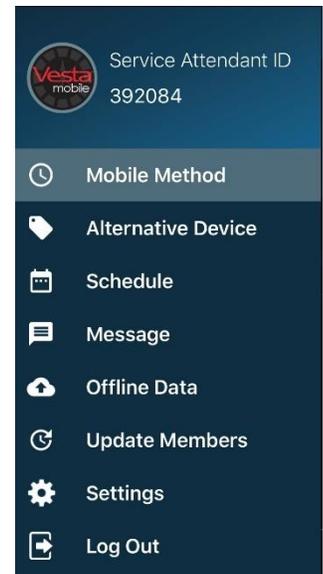
- 1) Launch the Vesta Mobile App.
- 2) If the user previously logged in and did not log out completely, the user would login to Vesta Mobile by entering their Security PIN. For first time use or if the user logged out completely, the user must enter the Agency ID, Service Attendant ID and the Security PIN in order to login.

## Vesta Mobile Menu

Menu options may be accessed by pressing the Menu Icon. 

The Menu Options and Descriptions are listed below:

- Mobile Method – Clock In and Out using the Mobile App.
- Alternative Device – Clock In and Out using Alternative Device Token Numbers.
- Schedule – View Service Attendant schedule for each assigned Medicaid Member.
- Message – View messages sent from Provider Agency.
- Offline Device – Offline GPS and Token Data to be sent when online.
- Update Members - Download/Refresh users assigned Medicaid Members/Schedules.
- Settings – Change App language to English or Spanish and/or reset PIN.
- Log Out – Log out of the App.



## How to clock in from the Medicaid Member's home using the Mobile Method

The Service Attendant may use the smartphone to clock in and out.

- 1) Launch the Vesta Mobile App.
- 2) Enter the Security PIN and click **LOGIN**.
- 3) Select the New Visit button.
- 4) Select the Medicaid Member EVV ID using the drop down  or manually enter the Medicaid Member EVV ID and select **CLOCK IN**.

The location information is gathered, and the Visit Clock Timer tracks the visit's duration.

Note: If the Service Attendant's location is outside of the 100 ft radius of the Member's home, a Community Location drop down menu will appear to indicate where the services are being performed.



## Visit in Progress

Once a Visit has started, the Vesta Mobile App may remain open or it may be closed.

If Vesta Mobile is left open, the VISIT IN PROGRESS screen displays when accessing the App.

If the Vesta Mobile is closed or the smartphone shuts down due to power loss, once the phone is restarted and upon re-launching the Vesta Mobile App, the **VISIT IN PROGRESS** screen displays.

Note: Closing the App does not stop the Visit Clock timer that tracks the Visit duration.

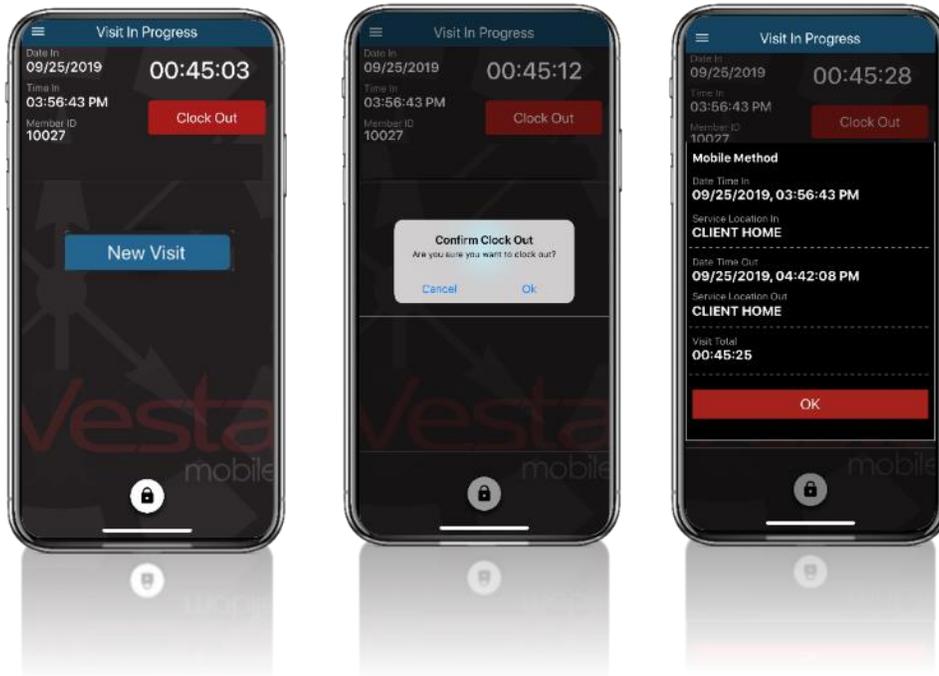
## Multiple Member Clock In/Out Capability

The Mobile Method has the capability for a service attendant to clock in and out for multiple Medicaid Members at the same time.

If needed, the service attendant may click on the **New Visit** button again to select another member to clock in/out when providing services at the same time.

## How to clock out from the Medicaid Member's home

- 1) If the App has been closed, launch the Vesta Mobile App and enter the security pin to re-open the App.
- 2) Click **CLOCK OUT** to end the visit. A **CONFIRM CLOCK OUT** prompt appears.
- 3) If ready to end visit, click **OK**. Visit details will appear.
- 4) Click **OK** to close Detail Information.



## Vesta Mobile Lock

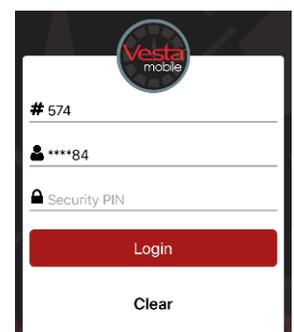
Once a user successfully logs in to the Vesta Mobile App, a lock button is presented to stop un-authorized access. If the lock button is pressed or the phone is locked, the Security PIN code must be entered to unlock the Vesta Mobile App.



## Clear Login

A user may use the **Clear** option on the Login Screen to clear the Agency ID and the Service Attendant EVV ID required to log in. This option requires that the user must enter all the following on the next Log in attempt;

- Agency ID
- Service Attendant EVV ID
- Security PIN Code



## Community Location Feature

The Vesta Mobile App Community Location feature allows visits to be verified by the Service Attendant when services are delivered outside the Medicaid Member’s home.

With Community Location, if the Vesta Mobile App determines that the device is more than 100 feet outside the perimeter of the Medicaid Member’s home, it will require the Service Attendant to select a Community Location from a predefined drop-down list. After the Community Location is selected, the Service Attendant

continues the clock in process. The Community Location feature will repeat during the clock out process, if the Service Attendant is still in the community.

### **Benefits for Medicaid Members**

Medicaid Members will be able to receive services in the community without concerns over the Service Attendant's ability to clock in and out.

### **Benefits for Providers and Attendants**

Visits that are verified with Community Location are auto verified and will not require additional Visit Maintenance by Provider Staff unless other exceptions occur. Community Location will reduce Visit Maintenance for visits verified using Vesta Mobile App for EVV and will improve a Service Attendant's EVV auto-verify rate.

## Community Location Options

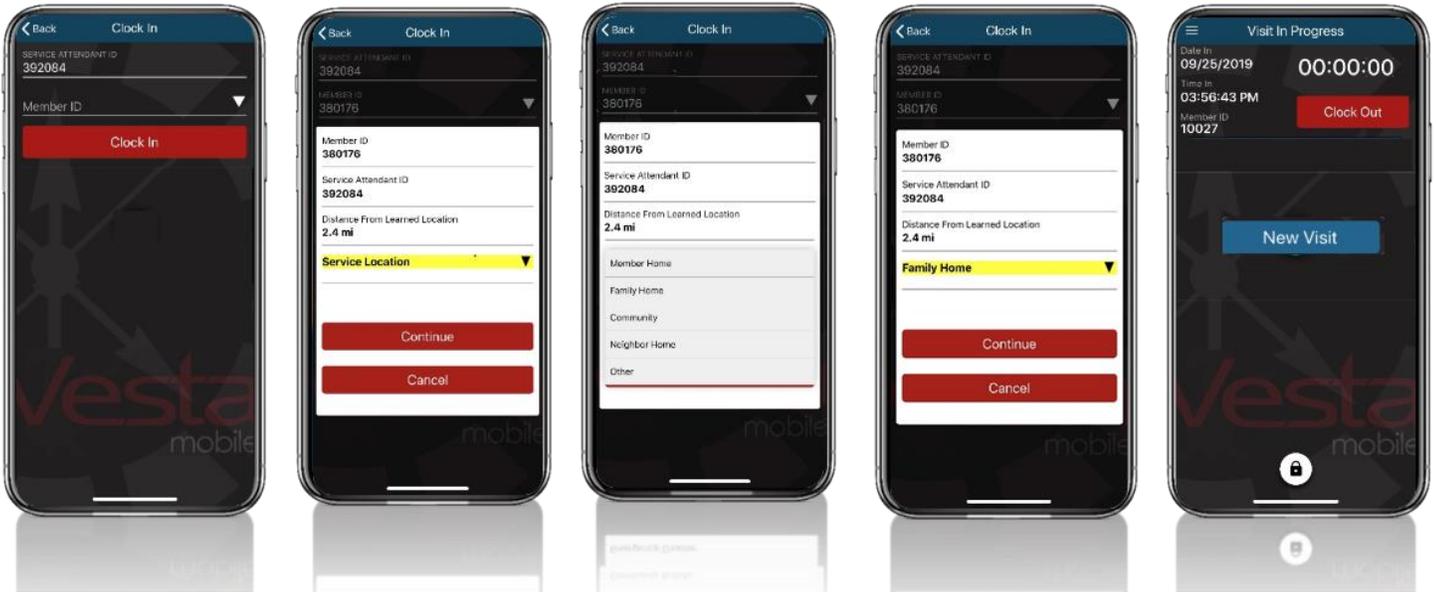
The pre-defined location options in the drop-down list include:

- Member Home – to be used when the Mobile App detects a location outside of 100 feet from the Medicaid Member's learned location, but the service is still delivered within the Medicaid Member's home.
- Family Home – When a visit occurs at a Family home away from the Medicaid Member's home.
- Community – When a visit occurs in the community away from the Medicaid Member's home.
- Neighbor Home – When a visit occurs at a neighbor home away from the Medicaid Member's home.
- Other – When the location does not apply to any of the other community location options.

## How to clock in from a Community Location

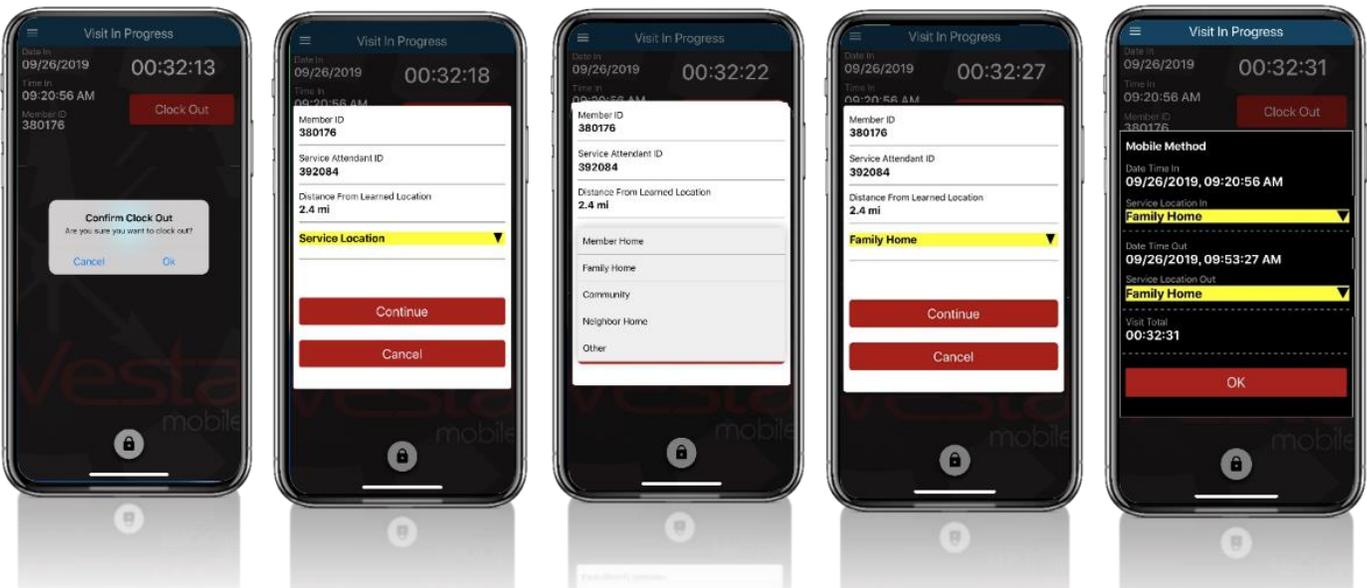
When the Vesta Mobile App determines that the device is more than 100 feet outside the perimeter of the Medicaid Member's home, it will require the Service Attendant to select a Community Location from a predefined drop-down list.

- 1) Select the Member ID and **CLOCK IN**.
- 2) The screen shows the distance from the Learned Location is beyond 100 feet and a highlighted button labeled 'Service Location' prompts the Service Attendant to select a location before continuing.
- 3) Select the Service Location from the drop-down list.
- 4) The selected location is displayed on the screen. Press **CONTINUE** or **CANCEL** to cancel the Clock In.
- 5) The screen displays the VISIT IN PROGRESS and tracks the duration of the visit.



## How to clock out from a Community Location

- 1) When the visit is complete, select **Clock Out**.
- 2) The screen shows distance from Learned Location is beyond 100 feet and therefore a highlighted button labeled 'Service Location' prompts the Service Attendant to select a location before continuing.
- 3) Select the Service Location from the drop-down list.
- 4) The selected location is displayed on the screen. Press **CONTINUE** to proceed or **CANCEL** to cancel the Clock Out.
- 5) Upon clicking Continue, visit details are displayed. The Service Attendant has the option of making corrections to service locations before clicking **OK**.

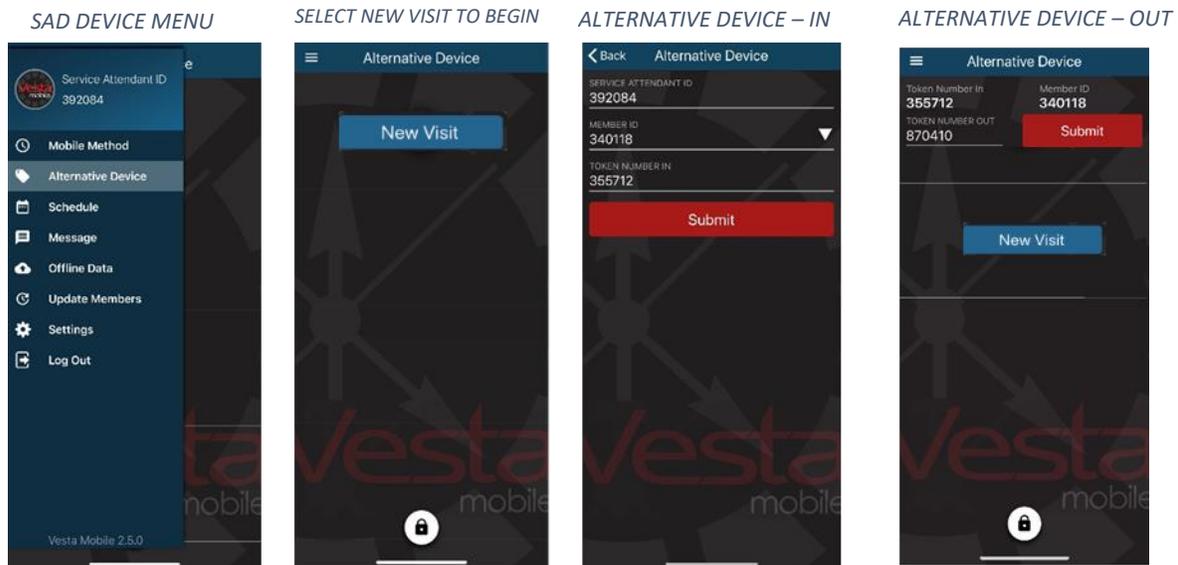


## Alternative Device Entry Feature

Service Attendants may use the Vesta Mobile App, instead of calling the Agency's Toll-Free number to enter the device values. Using the Vesta Mobile App helps Service Attendants reduce data entry errors and validate the value entered is valid when Clocking In/Out.

Using the Vesta Mobile App, Service Attendants may clock in and out for Medicaid Members with an assigned Alternative Device by following the steps below:

- 1) Launch the Vesta Mobile App.
- 2) Enter the Security PIN and click **Login**.
- 3) Press the Menu Icon  and select **Alternative Device**.
- 4) Select the **New Visit** button.
- 5) Enter the Member EVV ID or use the drop-down to select the Medicaid Member EVV ID.
- 6) Enter the Token Number IN and click **Submit**.
- 7) If applicable, press the Plus button again to select another member to clock in/out when providing services at the same time.
- 8) To clock out, enter the Token Number Out and select **Submit**.



When using the Alternative Device Method, the user will experience the following messages if they enter an invalid Member EVV ID or an invalid Token Value In/Out.

### Invalid Member EVV ID

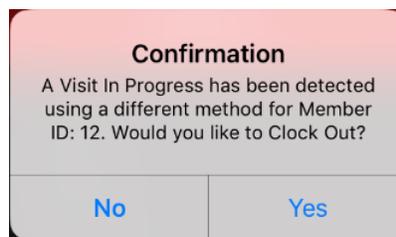
When a user selects or enters an invalid Member EVV ID, a message stating "Member ID is not recognized, please try again. If the error persists, please contact your Agency. Error #221" appears. The user should correct the EVV ID before submitting.

## Invalid Token Data

When a user enters invalid Token numbers for the Clock In or Clock Out a message stating “Unable to verify six-digit device value or the value has expired. Clock In/Out attempt cannot be authenticated. Please try again. If the error persists, please contact your Agency. Error #229” appears. The user should correct the six-digit device value before submitting.

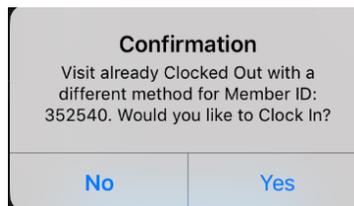
## Already Clocked In Or Out

If a Mobile App user has already Clocked In utilizing a different device method such as a Landline or an Alternative Device, and they try to clock in again with the Vesta Mobile App using the mobile method or the alternative device, they will receive the following alert:



- Pressing **No** clears the message and the user will proceed to clock in normally.
- Pressing **Yes** will submit a clock out for that member.

If a Mobile App user clocked in with the Vesta Mobile App and then clocked out using another method such as the landline or alternative device, when the user attempts to then clock out through the Mobile App, the user will receive the following alert:



- Pressing **No** will end the Visit In Progress without submitting a clock out and refresh the user back to the main screen.
- Pressing **Yes** will end the Visit In Progress without submitting a clock out and direct the user to clock in.

## Vesta Mobile Menu Options

### Schedule

Service Attendants may view schedule information which is uploaded daily from Vesta EVV.

- 1) Select **Schedule** from the Menu.
- 2) Enter the Medicaid Member EVV ID and select **VIEW SCHEDULE**.

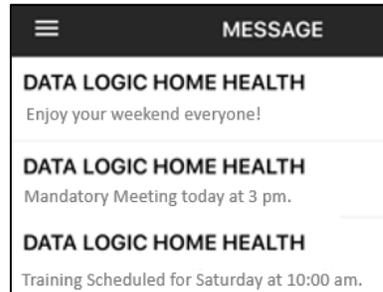
3) The schedule for the Medicaid Member and the Service Attendant displays.

## Broadcast Messaging

Provider Agency Staff may send out messages to all Service Attendants utilizing the Vesta Mobile App. Messages will appear in the Message section. Messages may also appear as a notification on the Service Attendant’s phone if the phone has been set up to receive notifications.

How to access Messages:

- 1) From the Vesta Mobile Menu, select **MESSAGE**.
- 2) Messages from the Agency appear.
- 3) Select the message to view all details.

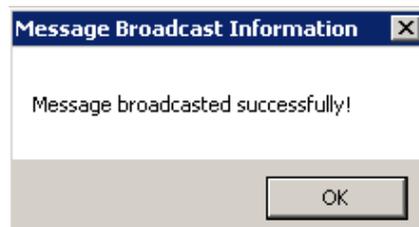
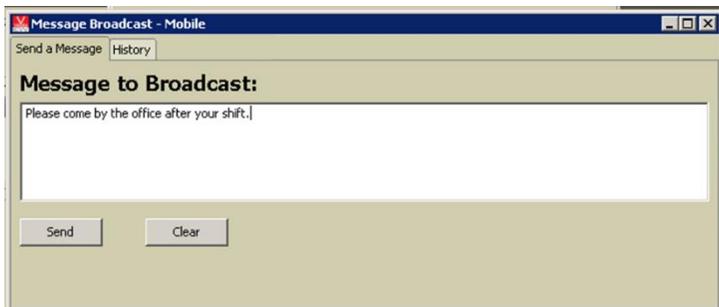


## How to send broadcast messages to Service Attendants

Messages may be broadcast from Vesta to Vesta Mobile App users, using the Message Broadcast screen.

Note: Messages sent using the Message Broadcast will be sent to all Mobile App users within the agency.

- 1) In Vesta, click Service Attendant to access the Service Attendant screen.
- 2) Click **Message** to send a message. A Message Broadcast screen appears.
- 3) Type in the desired message and click **Send**.
- 4) A Confirmation will appear stating the message was broadcast successfully.



## Offline Data

The Vesta Mobile App requires a data connection to download the App, report the GPS location, and use App functions. However, once Vesta Mobile is set up on the Service Attendant’s smart device, it can be used continuously even in locations where there is no cellular data connection.

When a Service Attendant clocks in and out without a data connection, the data is stored in the Offline Data Menu. The clock in/out information cannot be sent to Vesta until a data connection has been restored.

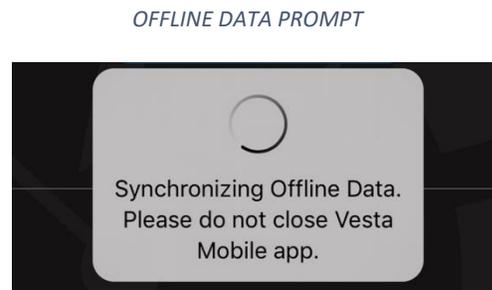
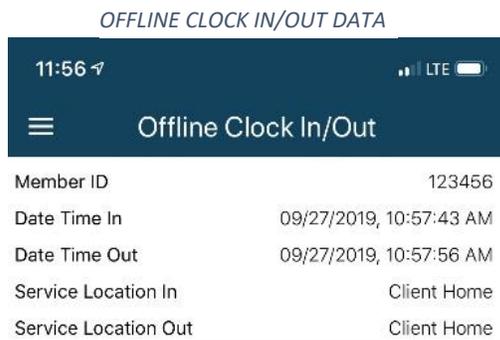
## How to clock in and out when there is no cellular data available

If the Service Attendant is in an area that does not have a data connection at the location where the clock in or out is being performed, the data will be stored in the device and then transmitted once a connection is established.

The Service Attendant clocks in and out by following the steps outlined in this Guide. While the device is being used without a data connection, stored data can be viewed in the Offline Data Menu. The clock in/out information cannot be sent to Vesta until a data connection has been restored.

## Viewing Offline Data

- 1) Press the **Menu** button to view menu options and select **Offline Data**.
- 2) The offline data displays.
- 3) Press **Submit** to send the data. If there is still no internet connection, the message 'The internet connection appears to be offline' displays.
- 4) The moment the phone reconnects to the internet, the user will be prompted with an alert stating that the offline data will be synced to Vesta automatically.

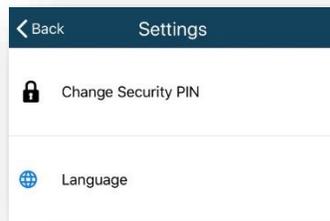


## Update Members

The **Update Members** feature allows Vesta Mobile App users to request a download/refresh of their assigned Medicaid Members. Information such as newly assigned clients and any changes to a schedule, made the previous day, will be downloaded and visible to the employees.

## Settings

The settings option allows users change the Vesta Mobile App language and/or change their security pin.



## Changing the Security PIN

The Change Security PIN option allows users to change their security PIN to a unique 4 to 6-digit PIN.

- 1) Enter the Previous PIN.
- 2) Enter the New security PIN.
- 3) Confirm the New security PIN.
- 4) Select Change PIN.



The new PIN will appear in the Service Attendant Profile in Vesta.

## Log Out

Selecting Log Out will log users completely out of the Vesta Mobile App and they will be required to enter the Agency ID, Service Attendant EVV ID, and PIN to re-enter the application.

# Vesta Mobile Visit Validation

Following these steps will ensure that a scheduled visit is successfully documented in the EVV System;

## Vesta Mobile App Method:

- Service Attendant EVV ID must match.
- The Medicaid Member EVV ID must match the EVV ID for the Medicaid Member.  
(Note: Medicaid Member can only be identified by the EVV System via this number)
- EVV Total Worked Hours must match the Scheduled Hours for the shift.
- There should **ONLY** be one Clock In and one Clock Out for the Medicaid Member.

## Alternative Device Method

- Service Attendant EVV ID must match.

- The Medicaid Member EVV ID must match the EVV ID for the Medicaid Member. (Note: Medicaid Member can only be identified by the EVV System via this number)
- Device Value (Time In Value) is valid.
- Device Value (Time Out Value) is valid.
- EVV Total Worked Hours must match the Scheduled Hours for the shift.

# Community Location Information

## Call View

The Call View tab displays the clock in and clock out community locations used by service attendants while utilizing the Vesta Mobile App. When the service attendant selects a community location during the clock in and/or clock out, the location selected is displayed under Loc (Location) in the Call View tab. When pulling the CSV Report, location information also displays.

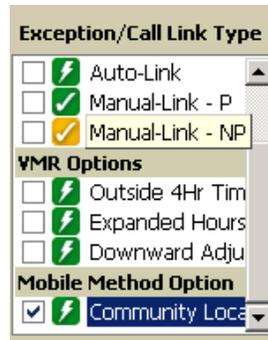
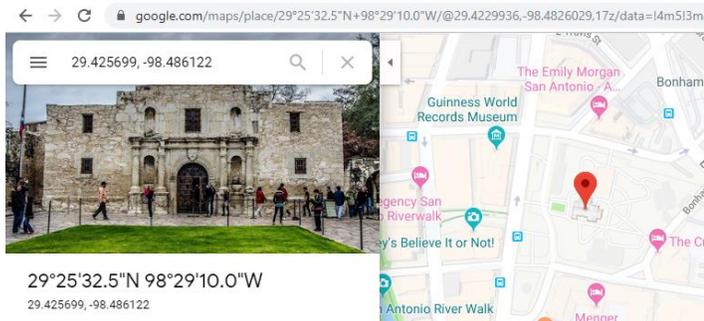
Date	Caller ID	Time In	Time ...	Member #	Member Name	Attendant #	Service Attendant Name	Valu... ▲	Loc	Value Out	Loc
08/26/2019	(956) 873-0659	04:21 PM	07:45 PM	477916	Song, Hana	575136	Morrison, Jack	26.1889...	ALT	26.18892...	ALT
08/23/2019	(956) 873-0659	03:25 PM	05:01 PM	477916	Song, Hana	575136	Morrison, Jack	26.1889...	MEM	26.18895...	MEM
08/22/2019	(956) 873-0659	06:17 PM	11:08 PM	477916	Song, Hana	575136	Morrison, Jack	26.1889...	EME	26.18893...	EME
08/21/2019	(956) 873-0659	03:28 PM	04:21 PM	477916	Song, Hana	575136	Morrison, Jack	26.1889...	COM	26.18893...	COM

## Call View CSV Report

Vesta users may access the Call View report by right-clicking any record in the Call View tab and selecting **Export as CSV**. The report will show call details including community locations selected, coordinates of where they clocked in and out, and SQFT Distance from the Medicaid Member’s location.

Time	Time O	Membe	Member Nam	Service Attendant	Service Attendant Nam	Value In	Location	Val	Location Out	Member Co	SQFT_Distance
4:21 PM	7:45 PM	477916	Song, Hana	575136	Morrison, Jack	26.188988	ALT	26.1889	ALT	26.1889751, -9	10345.456
3:25 PM	5:01 PM	477916	Song, Hana	575136	Morrison, Jack	26.188947	MEM	26.1889	MEM	26.1889751, -9	12.732
6:17 PM	11:08 PM	477916	Song, Hana	575136	Morrison, Jack	26.188928	EME	26.1889	EME	26.1889751, -9	545432.01
3:28 PM	4:21 PM	477916	Song, Hana	575136	Morrison, Jack	26.188928	COM	26.188928	-97.712738	26.1889751, -9	67850.234

Coordinates can be searched in google maps for to view locations of clock in/out information.



## Visit Verify Community Location Filter

Users may filter any auto-linked visits where Community Location was utilized for either a clock-in and/or clock-out.

# Learned Location (Supervisor)

Vesta Mobile app uses GPS technology to compare the location where the service attendant is clocking in/out to the Medicaid Member's home address.

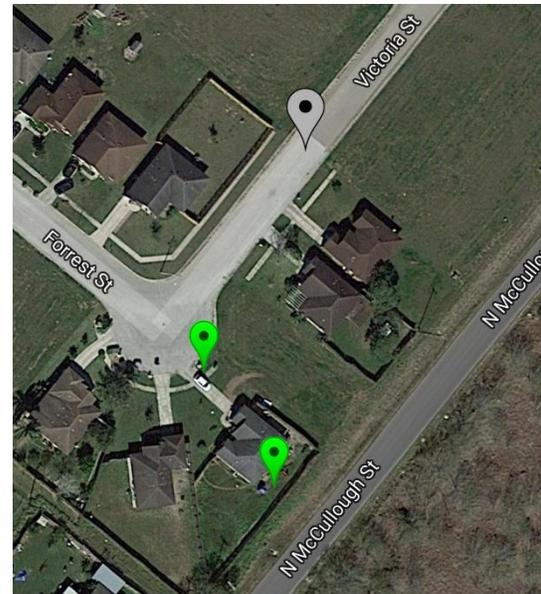
At times, Google maps may pinpoint the Medicaid Member's address a long distance away from the actual domicile. For example, the address may be pinpointed on the sidewalk or street directly in front of the residence. This map pinpoint discrepancy may place the attendant's clock in/out outside the 100 ft. range.

DataLogic has developed a feature named **Learned Location** to resolve such discrepancies. Learned Location allows designated Agency Supervisors the ability to update the Medicaid Member's Google map pinpoint location to match the true location of the domicile.

## When to use Learned Location

In the example to the right, the grey pin indicates the "pinpoint" location of the Medicaid Member's address as it appears on Google maps, however, the physical home is over 100 feet away from those coordinates. When the service attendant clocks in/out with the Mobile app, as indicated by the green pins, these coordinates fall outside the 100 ft. radius, although the service attendant is at the Medicaid Member's home.

With the Learned location feature, the Provider Agency's Supervisor will have the ability to update the "pinpoint" location to the actual physical home location coordinates. Once updated, the service attendant's clock in/out, when at the Medicaid Member's home, should fall within the 100 ft. radius.



## Getting Started in Vesta

The Supervisor must have a smartphone with a current operating system (Android or iPhone) and agree to the use of his or her phone for the purpose of EVV. (Data plan is required).

The Learned Location Supervisor must already be entered in Vesta in the Service Attendant section.

- 1) On the Vesta Main Screen, click **Service Attendant** to access the Service Attendant profile and access the Supervisor that will be using Learned Location.
- 2) If **Authorize Mobile Method** is not checked, click  to edit the Service Attendant profile.
- 3) Check the box **Authorize Mobile Method**, next to the phone number.
- 4) Check the box Supervisor beneath Authorize Mobile Method.
- 5) Click the **Save** button to save the changes.

The user will have a **Vesta Mobile Pin** designated for the Mobile App.

The Supervisor will need the following, so they can log in and begin using the app for Learned Location:

- Vesta Mobile Pin
- Vesta EVV ID
- Provider Agency ID

The Agency can find their Agency ID in Vesta by going to **View > Options**. The Agency ID is listed in the **Visit Verify** tab under EVV Account Info.

## Downloading the App

From the smartphone device, the Vesta Mobile App may be downloaded from the Apple Store for iPhone devices or Google Play Store for Android devices. In the Apple App Store for iPhones or Google Play Store for Android devices, users will search for Vesta Mobile and follow instructions for App Installation.

## Logging in to Vesta Mobile

Supervisors that use the Vesta Mobile for Learned Location will no longer need to register an individual smartphone for use. With the capability to use any qualified smartphone, users must follow the steps below anytime they log in to the Vesta Mobile App on a new device.

Note: User's will not have to repeat this process if they have already logged in to the Vesta Mobile app on the same smartphone, unless they completely log out of the application.

- 1) Enter the Agency ID, Service Attendant EVV ID, and Security Pin. (*Security Pin is provided by Agency staff.*)
- 2) Select **Login** to Confirm.

## Learned Location Main Screen

The Learned Location screen is displayed. This screen will only be displayed for registered Supervisor User(s).



- The blue dot indicates the current device's GPS position.



- The red pinpoint will be used to update Medicaid Member's Learned location.

Note: GPS satellites broadcast their signals in space with a certain accuracy, but what you receive depends on additional factors, including satellite geometry, signal blockage, atmospheric conditions, and receiver design features/quality.

The "Update" button is disabled until a Medicaid Member ID is entered.

## Updating a Medicaid Member's GPS Learned Location

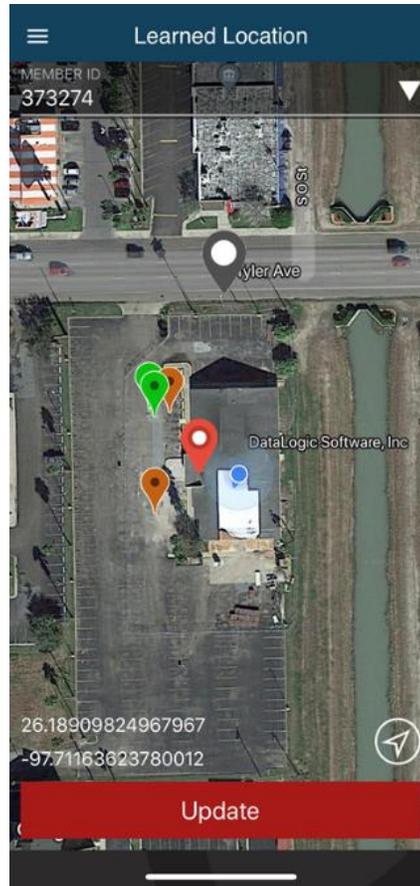
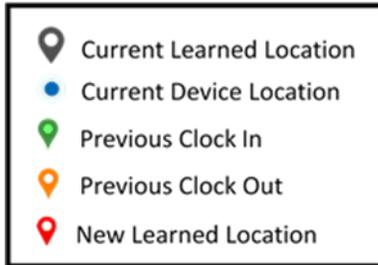
There are two ways a Supervisor may choose to use the learned location to update a Medicaid Member's GPS Location.

- 1) The Supervisor may visit the Medicaid Member's home and update the location while physically at the address.
- 2) The Supervisor may update the location while at the office or any other address and use the last clock in/out information for reference.

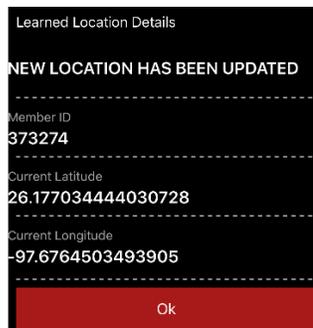
## Updating Medicaid Member's GPS Location- At Medicaid Member's home

Supervisors may update a Medicaid Member's GPS location by visiting the Medicaid Member's home and setting up a New Location using the Learned Location feature.

- 1) Log into the Vesta Mobile Application at the Medicaid Member's home.
- 2) Enter the Medicaid Member's EVV ID.
- 3) The map will display the Medicaid Member's location. Use the legend below to identify what each icon represents.

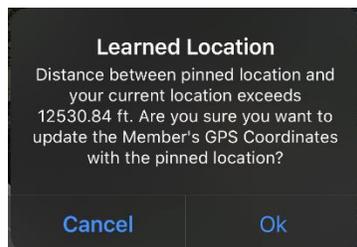


- 4) The Supervisor must designate the new learned location by press the desired location on the map and holding for 3 seconds. By doing this, the red pin will move to the desired location.
- 5) Once the new location is set on the map, the Supervisor may press the **UPDATE** button.
- 6) The new location is updated and used to determine if the Service Attendant is clocking in/out within 100 ft.



## Updating Medicaid Member's GPS Location- Away from the Medicaid Member's home

- 1) Log into the Vesta Mobile Application at the Medicaid Member's home.
- 2) Enter the Medicaid Member's EVV ID.
- 3) The map will display the Medicaid Member's location. Use the legend below to identify what each icon represents. The map will **not** display the blue dot at the location, since the user would not physically be at the actual location.
- 4) The Supervisor must designate the new learned location by pressing the desired location on the map and holding for 3 seconds. By doing this, the red pin will move to the desired location.
- 5) Once the new location is set on the map, the Supervisor may press the **Update** button.
- 6) An alert message displays when the Supervisor is updating the Learned location when they are not physically at that location.



- 7) The new location will be updated and used to determine if the Service Attendant is clocking in/out within 100 ft.

# Troubleshooting

## Vesta Mobile Application Messages

The guide below to identify any error messages users may encounter while using the Vesta Mobile App.

Error #	Description
<b>203</b>	<p>Service Attendant ID not recognized, please enter the correct ID. If the error persists, please contact your Agency. Error #203</p> <p>El ID del Asistente de Servicio no ha sido reconocido, por favor ingrese el ID correcto. Si el error persiste, por favor contacte a su Agencia. Error #203</p>
<b>204</b>	<p>The Service Attendant Status must be Active in order to use the Mobile Device. Please contact your Agency. Error #204</p> <p>El estado del Asistente de Servicio debe estar Activo para poder usar la aplicacion Movil. Por favor contacte a su Agencia. Error #204</p>
<b>205</b>	<p>Service Attendant is currently Clocked In. Select OK to clear message. Error #205</p> <p>El Asistente de Servicio actualmente ha marcado su Entrada. Seleccione OK para quitar el mensaje. Error #205</p>
<b>206</b>	<p>Service Attendant has already Clocked Out. Select OK to clear message. Error #206</p> <p>El Asistente de Servicio actualmente ha marcado su Salida. Seleccione OK para quitar el mensaje. Error #206</p>
<b>207</b>	<p>Service Attendant ID not recognized, please enter the correct ID. If the error persists, please contact your Agency. Error #207</p> <p>El ID del Asistente de Servicio no ha sido reconocido, por favor ingrese el ID correcto. Si el error persiste, por favor contacte a su Agencia. Error #207</p>
<b>208</b>	<p>The Service Attendant Status must be Active in order to use the Mobile Device. Please contact your Agency. Error #208</p> <p>El estado del Asistente de Servicio debe estar Activo para poder user el la aplicacion Movil. Por favor contacte a su Agencia. Error #208</p>

<p><b>209</b></p>	<p>Agency ID entered is not correct, please try again. Error #209</p> <p>El ID de la Agencia es incorrecto, por favor intente de nuevo. Error #209</p>
<p><b>210</b></p>	<p>Vesta Mobile version is out of date and must be updated; DO NOT UNINSTALL Vesta Mobile if any Offline data is stored on this device, as this may result in loss of this data. Please submit any Offline data before uninstalling Vesta Mobile. Error #210</p> <p>La version de Vesta Mobile esta desactualizada y debe actualizarse; NO DESINSTALAR Vesta Mobile si tiene Datos Fuera de Linea almacenados en este telefono, dado que esto puede provocar la perdida de estos datos. Por favor envie los datos antes de desinstalar Vesta Mobile. Error #210</p>
<p><b>210</b></p>	<p>Vesta Mobile version currently in use will expire in two days. Please go to the App Store to update to the latest version. Error #210</p> <p>La Version de Vesta Mobile que actualmente esta usando, expirara en dos dias. Por favor dirijase al App Store para actualizar con la ultima version. Error #210</p>
<p><b>211</b></p>	<p>Device is already registered to this Agency ID. Please contact your Agency. Error #211</p> <p>Este dispositivo esta actualmente registrado con Agencia ID. Por favor contacte su Agencia. Error #211</p>
<p><b>214</b></p>	<p>The password entered is incorrect, please try again. Error #214</p> <p>La contraseña introducida es incorrecta, por favor inténtelo de nuevo. Error #214</p>
<p><b>215</b></p>	<p>Service Attendant ID not recognized, please enter the correct ID. If the error persists, please contact your Agency. Error #215</p> <p>El ID del Asistente de Servicio no ha sido reconocido, por favor ingrese el ID correcto. Si el error persiste, por favor contacte a su Agencia. Error #215</p>
<p><b>221</b></p>	<p>Member ID is not recognized, please try again. If the error persists, please contact your Agency. Error #221</p> <p>No se reconoce el ID del Miembro, por favor intente de nuevo. Si el error persiste, por favor contacte a su Agencia. Error #221</p>

<p><b>222</b></p>	<p>Member Status is not Active. If the error persists, please contact your Agency. Error #222</p> <p>El estado del Miembro no esta Activo. Si el error persiste, por favor contacte a su Agencia. Error #222</p>
<p><b>223</b></p>	<p>Member’s GPS coordinates could not be authenticated. Clock In/Out attempt cannot be authenticated. Please contact your Agency immediately. Error #223</p> <p>No se pueden autenticar las coordenadas GPS del Miembro. Los intentos de Entrada/Salida no se pueden autenticar. Por favor contacte a su Agencia inmediatamente. Error #223</p>
<p><b>227</b></p>	<p>An error occurred that requires the Clock In Community Location to be reselected on the visit. Error #227</p> <p>Un error ha ocurrido y se requiere que seleccione la Ubicacion en la Comunidad cuando Marque ENTRADA para la visita. Error #227</p>
<p><b>228</b></p>	<p>An error occurred that requires the Clock Out Community Location to be reselected on the visit. Error #228</p> <p>Un error ha ocurrido y se requiere que seleccione la Ubicacion en la Comunidad cuando Marque SALIDA para la visita. Error #228</p>
<p><b>229</b></p>	<p>Unable to verify six-digit device value or the value has expired. Clock In/Out attempt cannot be authenticated. Please try again. If the error persists, please contact your Agency. Error #229</p> <p>No es posible verificar el valor de los seis-digitos o el valor ha expirado. Los intentos de Entrada/Salida no se pueden autenticar. Por favor intente de nuevo. Si el error persiste, por favor contacte a su Agencia. Error #229</p>
<p><b>232</b></p>	<p>Current Member does not have an assigned Alternative Device. Error #232</p> <p>El Miembro actual no tiene asignado un Dispositivo. Error #232</p>
<p><b>234</b></p>	<p>Service Attendant is not authorized to use Mobile Method. Error #234</p> <p>El Asistente de Servicio no esta autorizado para usar el Metodo Movil. Error #234</p>

<p><b>235</b></p>	<p>User Consent not documented. If the error persists, please contact your Agency. Error #235</p> <p>El Consentimiento de Usuario no se ha documentado. Si el error persiste, por favor contacte a su Agencia. Error #235</p>
<p><b>236</b></p>	<p>Incorrect Security PIN code entered, please try again. Error #236</p> <p>Codigo de Seguridad PIN incorrecto, por favor intente de nuevo. Error #236</p>
<p><b>237</b></p>	<p>Offline data for a previous visit date exists that has not been uploaded/synchronized to Vesta EVV. Please upload Offline data prior to Clock In/Out attempt. Error #237</p> <p>Los datos Fuera de Linea de una visita existente con fecha previa, no se han enviado/sincronizado con Vesta EVV. Por favor enviar los datos Fuera de Linea antes de un intentar marcar una Entrada/Salida. Error #237</p>
<p><b>238</b></p>	<p>Security PIN code must be between 4 to 6 digits, please try again. Error #238</p> <p>El Codigo de Seguridad PIN debe contener entre 4 a 6 digitos, por favor intente de nuevo.</p>
<p><b>500</b></p>	<p>An error occurred, please try again. If the error persists, please contact your Agency to ensure that you are Authorized to use Mobile Device. Error#500</p> <p>Un error ha ocurrido, por favor trate de nuevo. Si el error persiste, porfavor contacte a su agencia para asegurarse que esta autorizado para usar la aplicacion movil. Error#500</p>

## Training and Support

To register for Online training, visit our website: [www.vestaevv.com/Training](http://www.vestaevv.com/Training) (Select Vesta Mobile App session)

For Live Customer Support:

1-844-880 2400- (7AM-8PM CST)

Email: [mobileapp@vestaevv.com](mailto:mobileapp@vestaevv.com)

Email Inquiries: Please include Agency Name, Agency ID#, Contact Person, Contact Phone and Email, and a detailed description of question/issue (include screen shots if possible).