

Telephonic Visit Verification

TVV

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**TVV is sometimes
used instead of EVV.**

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With TVV, you clock-in
and clock out of each
shift with a telephone
call.



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**The phone number will
be provided by the
Participant's
FMS Provider or Agency.**



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- The FMS Provider will also provide you with:

Your Employee ID number

Consumer/Participant ID number(s)

Service Code IDs

ADL Codes

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**Press “1” to clock -in
or
Press “2” to clock-out**



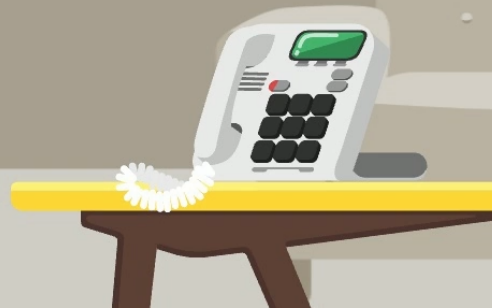
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**Enter the six-digit
Employee ID**



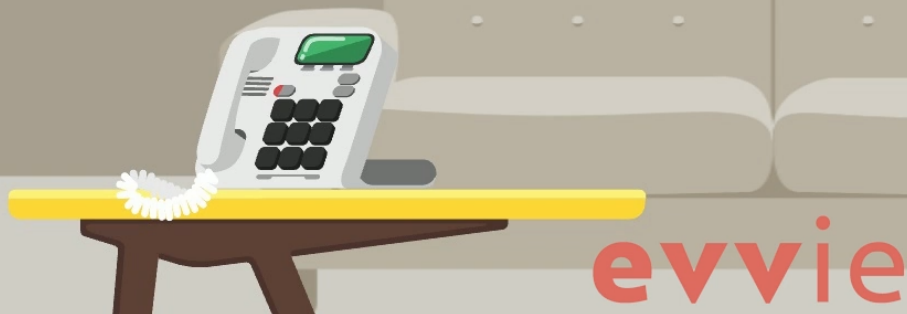
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**Add leading zeroes if
your ID is less than
six-digits**



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**Enter the six-digit
Participant/
Consumer ID**




- **If the call is a clock in, the system will say “thank you”.**

If the call is a clock out, the system ask for the Service Code ID and ADL codes to be entered.

ADL codes are provided by the FMS provider.

Multiple ADL codes can be entered. However, the last ADL code entered must be “000”. This tells the system that all ADL codes have been entered.

The system will say “thank you for clocking out” and will hang up automatically.



**Review and Approve
Shifts with**

IVR (TVV)

To exit full screen, press **Esc**

**With IVR Employees
or Caregivers
clock in & out of shifts
with a phone call.**



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Employers can use
IVR to approve
shifts too!

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**To Approve Shifts with IVR
You Will Need:**

Your Employer ID Number

Your PIN

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**The FMS Provider or Agency
will give you:**

Your Employer ID Number

Your PIN

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Call the IVR phone number.

**Press “3” for Employer Shift
Review and Approval.**



The system will read back any shifts awaiting approval.



Enter six-digit Employer ID.

Enter your PIN.



The system will read back any shifts awaiting approval.



The system will read back:

Employee ID

Consumer ID

Start Date and Time of Shift

End Date and Time of Shift

Type of Service

Length of Shift



You will have a choice to:

Approve the shift

Repeat the shift information

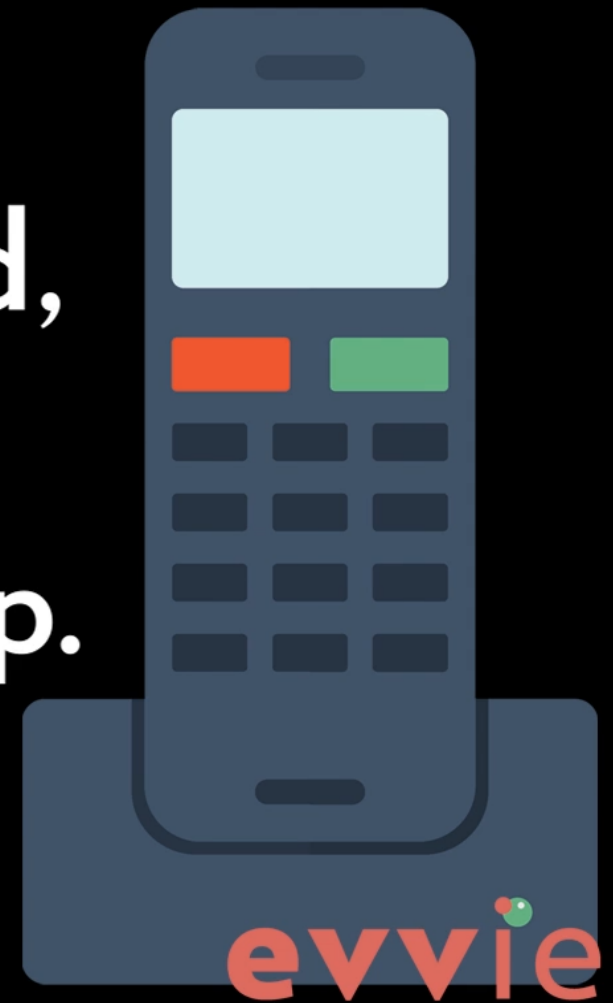
Skip that shift



After you make a selection the system will then read information for any other shifts you have awaiting approval.



Once all shifts have been approved or skipped, the system will thank you and automatically hang up.





A SAMPLE SHIFT
APPROVAL CALL WILL
SPEAK THE FOLLOWING
INFORMATION

Welcome to the evvie electronic
visit verification system.

Please press 1 to clock-in
press 2 to clock-out.
Or press 3 for Employer
shift review and approval.



Please enter your six-digit Employer ID

You have entered 000001
if this is correct press 1.
Otherwise, please
press 0 to re-enter.



Enter PIN

You have entered 000001
if this is correct press 1.
Otherwise, please
press 0 to re-enter.



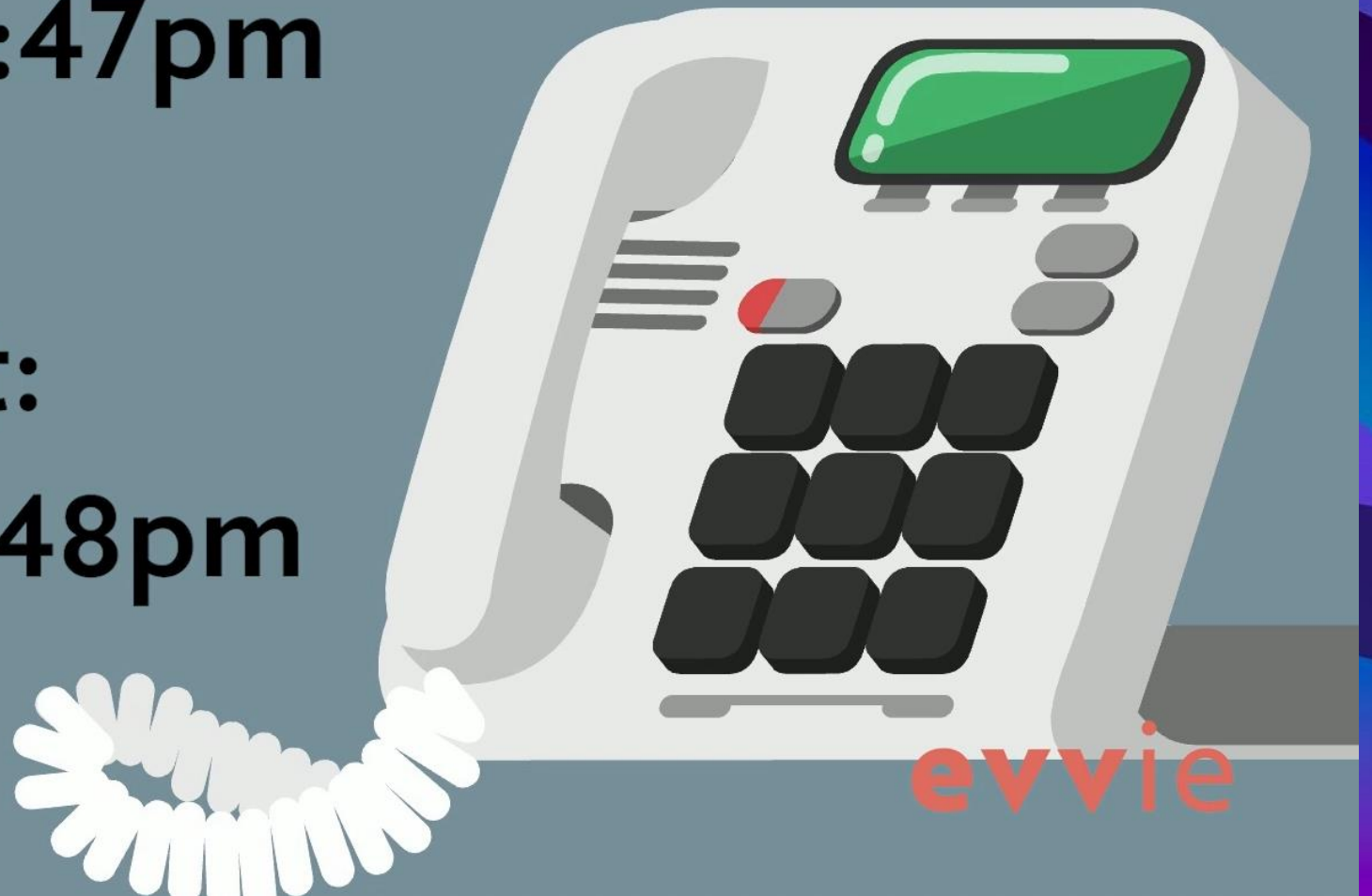
Consumer ID: 1
Employee ID: 1020



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Visit Started at:
03-04-22 10:47pm

and ended at:
03-04-22 10:48pm



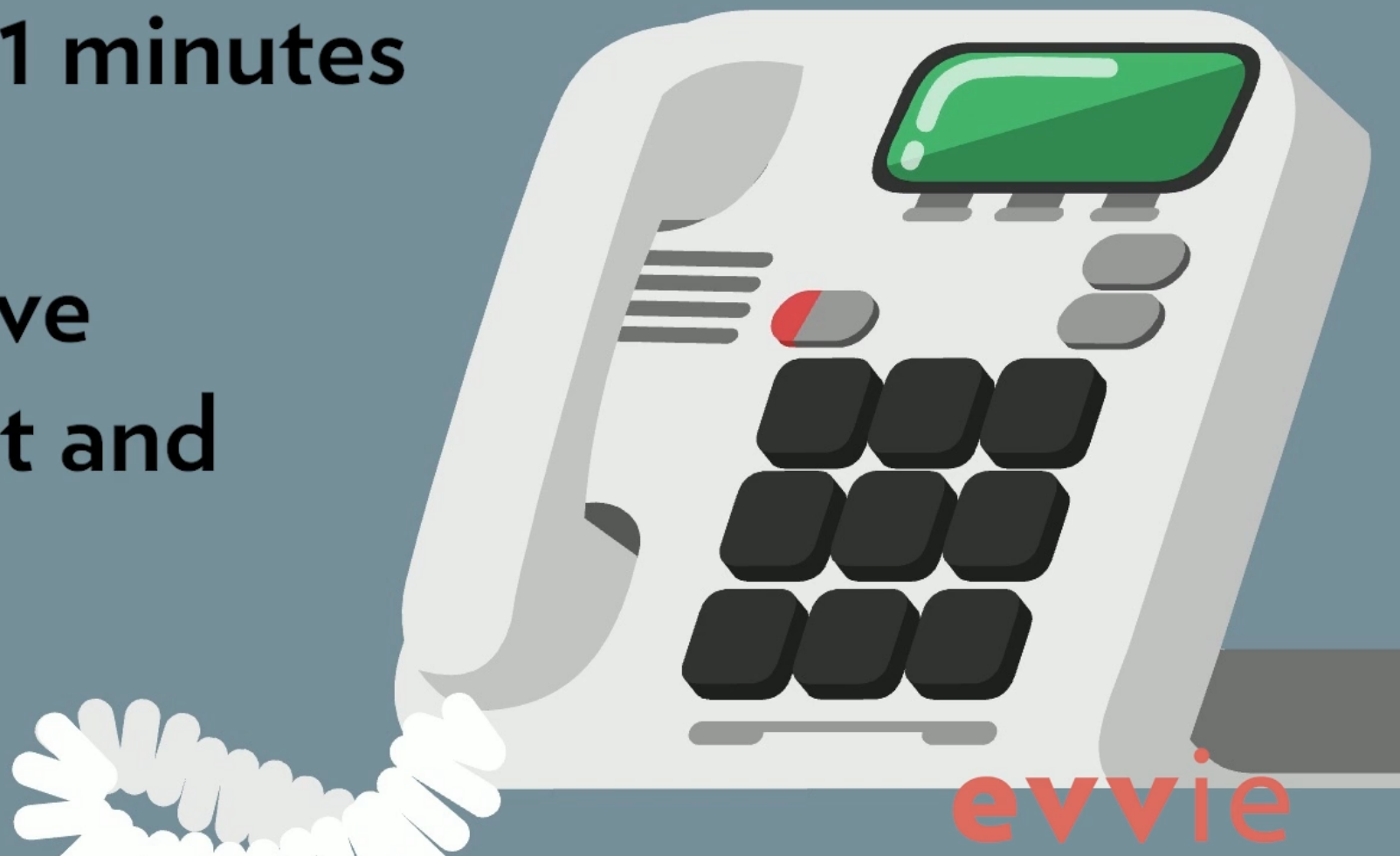
Service Type: Weekday

Duration: 0 hours 1 minutes

Press “1” to Approve

Press “2” to Repeat and

Press “3” to Skip



Thank you for your shift approval.

Goodbye.



TO REVIEW

In order to make a call to review and approve shifts, the member will need their Employer ID Number and PIN.



When ending a shift, you will enter:

Your Employee ID

The Participant/Consumer's ID

The Service Code ID

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