

WHAT IS THE FVV DEVICE?

The Fixed Visit Verification (FVV) device is a small device that must be stored in the client's home. When either button is pressed, it provides a 6-digit number that represents a visit check-in or check-out time. The number must be called into the Sandata EVV telephony system after the conclusion of the visit.

FVV device is **not** -

- **a timeclock.** The 6 digits *represent* a time but the FVV device cannot be used to provide the current time.
- **transferable.** Each FVV device is assigned to only one (1) client per agency/health plan. The device cannot be shared or used by a second client. Contact your Sandata EVV Administrator for questions about obtaining additional devices for other clients.
- **a recording device.** The FVV device does not record the client's home or their activity. It does not have that capability.



WHEN DO I ORDER AN FVV DEVICE?

FVV devices are the time capture method of last resort. An FVV device should only be ordered if the following criteria are satisfied.

- Client does not have a home or smart phone
- Client does have a home or smart phone but it is **not** available for EVV purposes
- Wi-Fi connection in the client's home is not available for you to use the smart phone mobile app

FAST FACTS ON THE FVV DEVICE

- Fixed Visit devices are also called FVV devices.
- No connection to the Internet/Wi-Fi is required to use the FVV device.
- The FVV device is assigned to the specific client and should not be taken out of the client's home.
- If you have multiple clients in one home, each client will need their own FVV device.
- The EVV device of last resort is the FVV device. FVV users must write down start and stop times for each service on paper. Then, call in the visit details using Sandata TVV Or manually typing in the visit details into Sandata's EVV website.
- The FVV device's 6-digit numbers are valid for 60 days. If a caregiver has a visit to enter older than 60 days, manual entry will be required.
- Caregivers should wait at least fifteen (15) minutes after pressing the button on the FVV device before making a call into EVV for that visit
- Caregivers should enter both the check-in and check-out FVV values for the visit in one (1) TVV call

- If the caregiver thinks they made an error while entering their FVV values into a Telephony call, the caregiver should contact their agency.
- The caregiver **should not** call their FVV 6-digit numbers into the telephony system multiple times.
- Agencies/health plans can manually enter the FVV 6-digit number in Visit Maintenance. When creating your Call in Visit Maintenance, the FVV field will be seen **if** the client has an FVV device registered to them **AND if** the FVV 6-digits are less than 60 days old.
- FVV does not recognize scheduled visits. The agency/health plan will need to fix the exception manually.
- Client verification of the FVV visit must be written on paper. The agency/health plan will need to fix the exceptions manually.
- If your FVV device battery is dead or the device is not functioning, you can use Sandata's Chat to contact customer support for a replacement FVV device. Or use eTRAC to submit a request to return the FVV device. All replacements and return requests will include a prepaid return envelope for returning the device.
- Lost/misplaced FVV devices can be managed in EVV. When an agency requests a replacement FVV device and registers the new FVV device, the original FVV device is inactivated immediately meaning it cannot be reused if the client finds it.