

## **EVV CALL-IN/OUT REFERENCE GUIDE**

⇒ To complete a successful EVV call, you must call in and out from the **CLIENTS' HOME TELEPHONE**, or you have the option to use the **MOBILE APP TO COMPLETE EVV**



OR



## **TIPS FOR A SUCCESSFUL EVV CALL**

- ⇒ SET TIMERS **5 MINUTES** BEFORE YOUR SHIFT
- ⇒ **ALWAYS** HAVE YOUR CALL REFERENCE GUIDE READILY AVAILABLE WITH YOUR CLIENT ID, AND YOUR EVV ID
- ⇒ IF YOU HAVE MULTIPLE CLIENTS, MAKE SURE THAT YOU ARE CLOCKING IN WITH THE CORRECT CLIENT AT THE CORRECT TIME.
- ⇒ IF USING THE APP, PLEASE BE SURE TO WRITE DOWN YOUR PASSWORD, AND USER-ID TO EXPEDITE THE PROCESS OF COMPLETING A VISIT.

