

Sandata DDS Telephone Visit Verification (TVV) Toolkit

Provider Account Number: 88151

Santrax ID: _____

Client ID: _____

LANGUAGE	DIAL
English	(877)510-6694 OR 888-819-0904

Call In Instructions

When you arrive at your client's home, you will need your Santrax ID to call in. You must call in using a touch-tone phone. A cell phone is a touch-tone phone.



- 1. Dial any of the toll-free numbers listed. If you have trouble with the first number, try the second number.**

Santrax system will say: For English, please press one (1). For Egyptian Arabic, please press two (2). For Burmese, please press three (3). For Chinese Mandarin, please press four (4). For French, please press five (5). For Hindi, please press six (6), For Hmong, please press seven (7), For Laotian, please press eight (8), For Nepali, please press nine (9), For Russian, please press ten (10), For Serbian, please press eleven (11), For Somali, please press twelve (12), For Spanish, please press thirteen (13), For Swahili, please press fourteen (14), For Vietnamese, please press fifteen (15)."

Call prompts are heard in the selected languages.



- 2. Press the number that corresponds to the language you wish to hear.**

Santrax will say: "Welcome, please enter your Santrax ID."



- 3. Press the numbers of your Santrax ID on the touch tone phone.**

Santrax will say: "If this is a fixed visit verification visit using the FVV device, press the star (*) key to enter the visit verification numbers. Otherwise, press the pound (#) key to continue."



4. Press the pound (#) key to continue.

Santrax will say: "Please select one to call in or two to call out."



5. Press the (1) key to "Call In."

Santrax will say: "Received at (TIME). Thank you, bye."



6. Hang up.

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LANGUAGE	DIAL
English	OR

Call Out Instructions

Before you leave your client's home, you will need your Santrax ID to call out. You will also need the service ID and the task IDs for the activities performed during the visit. If the client is able, they can verify visit and service entries.



- 1. Dial any of the toll-free numbers listed. If you have trouble with the first number, try the second number.**

Santrax system will say: For English, please press one (1). For Egyptian Arabic, please press two (2). For Burmese, please press three (3). For Chinese Mandarin, please press four (4). For French, please press five (5). For Hindi, please press six (6), For Hmong, please press seven (7), For Laotian, please press eight (8), For Nepali, please press nine (9), For Russian, please press ten (10), For Serbian, please press eleven (11), For Somali, please press twelve (12), For Spanish, please press thirteen (13), For Swahili, please press fourteen (14), For Vietnamese, please press fifteen (15)."

Call prompts are heard in the selected languages.



- 2. Press the number that corresponds to the language you wish to hear.**

Santrax will say: "Welcome, please enter your Santrax ID."



3. Press the numbers of your Santrax ID on the touch tone phone.

Santrax will say: "If this is a fixed visit verification visit using the FVV device, press the star (*) key to enter the visit verification numbers. Otherwise, press the pound (#) key to continue."



4. Press the pound (#) key to continue.

Santrax will say: "Please select one to call in or two to call out."



5. Press the two (2) key to "Call Out."

Santrax will say: "Received at (TIME). Please enter first client ID or hang up if done." **Do not hang up.**



6. Press the numbers of the client ID.

Santrax will say: "Please enter the service ID."



7. Press the numbers of the service ID.

Santrax will say: "You entered (SERVICE). Please press one to accept, two to retry."



8. Once the service has been entered, the system will repeat it. If the service is incorrect, press the two (2) key to re-enter the service. When the service is correct, press the one (1) key to accept.

Santrax will say: "To record the client's voice please press one and hand the phone to the client or press two if the client is unable to participate."



9. Press the one (1) key to record the client's voice or press the two (2) if the client is unable to participate and go to step 14.



10. Hand the phone to the client. The client will be asked to state his/her name and today's date.

Santrax will say: "Please say your first and last name and today's date."



11. The client should say his/her first and last name and today's date. NOTE: The system may skip the following prompts. If the prompt is skipped, please continue with the next prompt, or hang up if you are done.

Santrax will say: "In call received at (TIME). Out call received at (TIME). Total visit length (NUMBER) minutes. Press one to confirm, two to deny, or three to replay."



12. The client should press the appropriate option.

Santrax will say: "The service performed was (SERVICE). Press one to confirm, two to deny, or three to replay." The client should press the one (1) key to confirm, the two (2) key to deny, or the three (3) key to replay.



13. The client should press the appropriate option.

Santrax will say: "Thank you, bye."



14. Hang up.

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Service IDs

SERVICE ID	DESCRIPTION
10	T1019 PERSONAL CARE
11	T1019 U5 PERSONAL CARE
12	T1019 U5 TU PERS CARE OT
13	T1019 U5 CG PERSONAL CARE SERVICE
14	T1019 U5 UA CG PERSONAL CARE HOLIDAY
15	S5125 SUPPORTIVE HOME CARE
16	S5125 U5 ATTENDANT CARE
17	S5125 U5 OT SHC- HALF DAY
18	S5125 U5 TU SUPPORTIVE HOME CARE
19	S5125 U5 UA SHC- HOLIDAY
20	S5125 U6 SHC ATTENDANT CARE 15 MIN
21	S5126 U5 ATTENDANT CARE
22	S5126 U5 OT ATTEND CARE OT
23	S5126 U6 SHC ADL ASSIST
24	S5125 OTH SCH ATTENDANT
25	T1020 PERSONAL CARE SERVICES
26	S5126 SHC ATTEND
30	S5125 U6 OTH OVERNIGHT SHC ATTEND
31	S5125 U6 TU SHC OVERTIME
32	S5125 U9 U5 SHC ATTEND CARE 15MIN
33	S5125 UA STAND. ATTEND. CARE 15 MIN
34	S5125 UA OT H
80	S5135 SUPERVISION SERVICES
81	S5135 U5 COMPANION CARE
85	S5130 ROUTINE HOME CARE
90	S5121 CHORE SERVICE
95	S5120 SHC CHORE
96	S5120 U5 CHORE
97	S5120 U5 UA SNOW REMOVAL