

# Sandata Consumer Direction Telephone Visit Verification (TVV)

## Toolkit

Provider Account Number: 14420

Santrax ID: \_\_\_\_\_

Client ID: \_\_\_\_\_

LANGUAGE	DIAL
English	1-866-306-3969 or 1-855-368-4207
Spanish	1-866-308-0238 or 1-855-368-4208

## 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 above.
2. Santrax will say: "Welcome, please enter your Santrax ID."  
**Enter your Santrax ID.**
3. Santrax will say: "To verify your identity please repeat at Santrax, my voice is my password."  
**Say, "At Santrax, my voice is my password."**
4. 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."  
**Press the # key to continue.**
5. Santrax will say: "Please select one to call in or two to call out."  
**Press the one (1) key to "Call In".**
6. Santrax will say: "Received at (TIME). Thank you, bye."  
**Hang up.**

# Sandata Consumer Direction Telephone Visit Verification (TVV)

## Toolkit

Provider Account Number: 14420

Santrax ID: \_\_\_\_\_

Client ID: \_\_\_\_\_

LANGUAGE	DIAL
English	1-866-306-3969 or 1-855-368-4207
Spanish	1-866-308-0238 or 1-855-368-4208

## Call Out Instructions

Before you leave your client's home, you will need to call out using your Santrax ID, service ID and the task IDs for the activities performed during the visit. Your client should be available to verify your visit, service, and task entries.

1. Dial any of the toll-free numbers above.
2. Santrax will say: "Welcome, please enter your Santrax ID."  
**Enter your Santrax ID.**
3. Santrax will say: "To verify your identity please repeat at Santrax, my voice is my password."  
**Say, "At Santrax, my voice is my password."**
4. 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."  
**Press the # key to continue.**
5. Santrax will say: "Please select one to call in or two to call out."  
**Press the two (2) key to "Call Out".**
6. Santrax will say: "Received at (TIME). Please enter the first client ID or hang up if done." **Enter the client ID.**
7. Santrax will say: "Please enter the service ID." **Enter the service ID.**
8. Santrax will say: "You entered (SERVICE). Please press one to accept, two to retry." 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.**

9. Santrax will say: "Enter the number of tasks." **Enter the number of tasks you performed during the visit.** If the number of tasks is incorrect, press the two (2) key to re-enter the number of tasks. **When the number of tasks is correct, press the one (1) key to accept.**
10. Santrax will say: "Please enter the task ID." **Enter the numbers of the task IDs for each task you did during your visit.** Once each task has been entered, the system will repeat it. If the task is incorrect, press the two (2) key to re-enter the task. When the task is correct, press the one (1) key to accept. **Repeat until you have entered all Task IDs for the activities performed during the visit.**
11. Santrax will then 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." **If the client is able to participate, hand the phone to the client.** Santrax will say: "Please say your first and last name and today's date."
12. The client should say his/her first and last name and the current day'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.
13. 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." The client should press the one (1) key to confirm, the two (2) key to deny, or the three (3) key to replay.
14. Santrax will then say: "Thank you, bye." **Hang up.**

# Sandata Consumer Direction Telephone Visit Verification (TVV)

## Toolkit

### Service IDs

SERVICE ID	DESCRIPTION	SERVICE ID	DESCRIPTION
100	Personal Care Assistance Services	113	PCA Respite, Individual per Diem, Cannot Be Completed, Prorated Hourly
101	Personal Care Services, per Diem	114	Personal Care Respite Services, per Diem
102	PCA Per Diem Prorated	115	Respite, PCA, Individual, Overnight, Prorated Hourly
103	Personal Care Services, Overnight	116	Respite, PCA, Individual, Overnight
104	PCA Overnight Prorated	117	Personal Care Respite Services, per 15 Minutes Individual
105	Support Broker – Individual	118	Personal Care Services, per Unit
106	Chore Service Individual	119	Physical Therapy Coach
107	Individual Companion per ¼ Hour	120	Recovery Assistant II Individual, per 15 Minutes
108	Companion Individual	121	Recovery Assistant Individual, per 15 Minutes
109	Homemaker Individual per 15 Minutes	122	Respite Care, per Hour
110	Independent Living Skill Development (Individual) per Hour	123	Speech Language Therapy Coach
111	Skilled Services of a Licensed Nurse, Training/Education	124	Support and Planning Coach, Agency
112	Occupational Therapy Coach	125	Support and Planning Coach, Individual

# Sandata Consumer Direction Electronic Visit Verification (EVV) Call Toolkit

## Task IDs

TASK ID	DESCRIPTION
<b>200</b>	Accompany to medical appointment
<b>240</b>	Assist with ambulation/mobility/transfer
<b>261</b>	Bathing
<b>280</b>	Diet monitoring/meal preparation/education
<b>290</b>	Dressing/undressing
<b>320</b>	Errands
<b>330</b>	Feeding/Eating
<b>341</b>	Grooming/Hygiene
<b>390</b>	Laundry
<b>400</b>	Light housework
<b>430</b>	Medication reminder/cueing
<b>431</b>	Medication Administration
<b>490</b>	Passive and active range of motion exercises
<b>500</b>	Personal business (bill paying, communications)
<b>590</b>	Toileting/bowel and bladder care
<b>610</b>	Turning, positioning and transferring
<b>700</b>	Goal 1
<b>701</b>	Goal 2
<b>702</b>	Goal 3