

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 registered to the client. 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). Please enter first client ID or hang up if done. Thank you, bye." (Client ID step may be skipped if client is known to system.)
Hang up.

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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.** (This step may be skipped if client is known to system.)
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." If the service is incorrect, press the two (2) key to re-enter the service. **If the service is correct, press the one (1) key to accept.**

9. Santrax will say: "Enter the number of tasks." **Enter the total number of tasks you performed during the visit.**
10. Santrax will say: "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. **Repeat until you have entered all Task IDs for the activities performed during the visit.** (If the task is incorrect, press the zero, zero (0,0) to start over and re-enter the total tasks and each task ID)
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 one is selected and the client is able to participate, hand the phone to the client.** NOTE: If two is selected, the system will skip the following prompt. If the prompt is skipped, please continue with the next prompt, or hang up if you are done.

If one is selected, Santrax will say: "Please say your first and last name and today's date."

12. 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.**
13. 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.**
14. Santrax will then say: "Thank you, bye." **Hang up.**

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Service IDs

Community First Choice (CFC) Service IDs

100	Personal Care Assistance Services
101	Personal Care Assistance Services, Per Diem
102	Personal Care Assistance Services, Per Diem Prorated
103	Personal Care Assistance Services, Overnight
104	Personal Care Assistance Services, Overnight Prorated
111	Skilled Services of a Licensed Nurse, Training/Education
112	Occupational Therapy Coach
119	Physical Therapy Coach
123	Speech Language Therapy Coach
124	Support and Planning Coach - Agency
125	Support and Planning Coach - Individual

Connecticut Home Care Program For Elders (CHC) Service IDs

101	Personal Care Assistance Services, Per Diem
102	Personal Care Assistance Services, Per Diem Prorated
103	Personal Care Assistance Services, Overnight
104	Personal Care Assistance Services, Overnight Prorated
105	Support Broker - Individual
113	Personal Care Assistance Services Respite, Individual Per Diem, Prorated Hourly
114	Personal Care Assistance Services Respite, Per Diem
115	Personal Care Assistance Services Respite, Individual Overnight, Prorated Hourly
116	Personal Care Assistance Services Respite, Individual Overnight
117	Personal Care Assistance Services per 15 Minutes Individual
118	Personal Care Assistance Services, Per Unit

Acquired Brain Injury (ABI) Service IDs

107	Individual Companion Per 1/4 Hour
109	Homemaker Individual Per 1/4 Hour
110	Independent Living Skill Development (Individual) Per Hour
122	Respite Care, Per Hour

Acquired Brain Injury 2 (ABI2) Service IDs

106	Chore Service Individual
108	Companion Individual
110	Independent Living Skill Development (Individual) per hour
120	Recovery Assistant II Individual per 15 Minutes
121	Recovery Assistant Individual, Per 15 Minutes

Sandata Consumer Direction Electronic Visit Verification (EVV) Call Toolkit

Task IDs

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