Fixed Visit Verification (FVV) Fact Sheet

Introduction:

Fixed Visit Verification (FVV) acts as a proof of work system. It allows the user to check in and check out from the client's home (like a time clock) without the use of the client's home telephone. This is done through the use of an FVV Device.
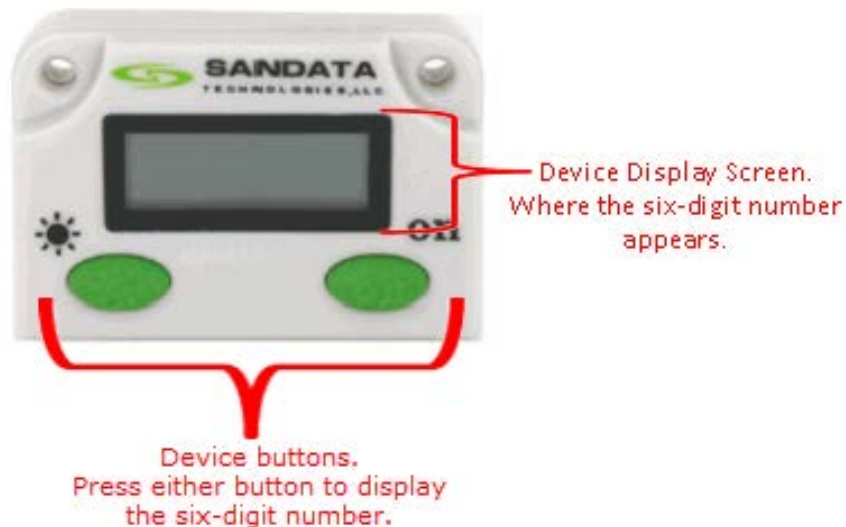
Common Phrases Related to FVV Usage:

<u>Visit Verification Number</u> - This is the six-digit number that is displayed on the FVV Device's screen when either FVV button is pushed.

<u>Visit Verification Value</u> – This is the actual date and time the FVV button was pushed.

The FVV Device:

- Is assigned to a specific agency and client.
- Is placed in the client's home.
- Is <u>not</u> a recording device.
- Is used by the attendant to check in and check out
  (see "Calling Instructions" on the FVV Call Reference Guide).

Device Display Screen. Where the six-digit number appears.

Device buttons. Press either button to display the six-digit number.

Important Information:

- Wait at least 15 minutes after the FVV Device button is pushed before making a call into Santrax for that visit.
- Both of the six-digit visit verification numbers obtained from the FVV Device will be entered during <u>one</u> Santrax call.
- If you think you have made a mistake entering the six-digit visit verification numbers during the Santrax call, contact your supervisor. Do not attempt to call again for this visit.
- The following scenarios may require multiple devices in a single household:
    - Services from multiple agencies
    - Multiple clients in a single household

  Each client will require their own device for each agency providing service. Staff will need to check in and check out with the appropriate devices.

  NOTE: For client homes where multiple devices are present, in order to properly identify the devices, it is recommended that a temporary label is affixed to the devices. Please ***DO NOT*** use a permanent marker. Suggested temporary solutions can include: dry erase marker, chalk, sticky note, or vinyl label.

Visit Verification Number Reference Chart

Santrax ID: _____   Primary Phone #: _____

Fill out the chart below to keep track of your Visit Verification Numbers

Client ID	Visit Verification #		Date	Time	Task No.	Task No.	Task No.	Task No.
001234567	In:	785 615	9/1	9am	50	52	54	
	Out:	458 361	9/1	10:30am				
	In:							
	Out:							
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