Fixed Visit Verification (FVV)

User Guide

Universal

Table of Contents

Table of Figures

Introduction

Field Staff are required to make calls from the client's telephone to verify that services have been provided. However, not all clients have a telephone or want to let your field staff use their telephone. For those clients, Sandata has developed a Fixed Visit Verification (FVV) device. The FVV device supports automatic visit verification without the use of the client's phone. Calls are made by the Staff member after the visit is completed using any other available phone.

The FVV device is not a listening device and cannot record conversations or activities in the client's home. The FVV device is not a camera – it has no ability to take pictures of any kind. The FVV device also has no Wi-Fi capabilities. It cannot join any network and has no ability to transmit or receive information.

The Purpose of an FVV Device

An FVV device will be used as an alternative method to field staff calling from a client's phone. The FVV device will capture the date and time of the visit, as well as verify that the staff worker provided services to the correct client during that time. The FVV device does this by generating a unique six-digit number (the FVV Value) each time a button on the device is pressed. This number represents a date and time value. After the visit is complete, the FVV Values are entered into the system by calling into Santrax.

FVV Device Overview

1. The FVV device is assigned to a specific agency and client, and will be placed in the client's home.

2. The FVV device is intended to be physically installed in the home. It is recommended that a supervisor visit the home and 'install' the device in a fixed location.

    A. **NOTE:** Double-sided adhesive tape will be provided with the device for installation, however it is not required that you use the double-sided tape.

3. The Client must sign an Acknowledgement Form to verify that the device was delivered and installed in the home.

4. The FVV device must not leave the home. If the client chooses a different location for the device, they should contact their provider agency to move it. If the device is lost, stolen, damaged or removed from the home, the client should contact their provider agency immediately.

5. Field Staff must begin using the FVV device as soon as it is installed.

6. The field staff will press any button on the FVV device at the beginning and end of each visit; they will receive a six-digit visit verification number (FVV Value) each time the device is used. They will later enter these numbers into the Santrax system via a telephone call.

7. The call will require the following information:

    A. Field staff's Santrax ID.

    B. The Client ID.

    C. The six-digit FVV Values generated by the device at the beginning and the end of each visit.

8. The FVV call information will be documented in the agency's Santrax Payer Management or Electronic Visit Verification (EVV) system and be immediately available to the agency's applicable users. Since

calls are expected to be made after the visit concludes, it is expected that visits will appear as no-shows for a period of time. Operational procedures for those clients with assigned FVV devices will need to be in place to handle these 'no shows' differently.

9. The field staff should reference the FVV Call Reference Guide and/or FVV Fact Sheet if there are any questions.

10. If the device is not working, the provider should call their toll-free Sandata Customer Care line.

FVV Device Description & Installation

The FVV device is a small device that runs on batteries and should be placed in a location that is convenient to access. Examples of where the FVV device can be placed include by the door, or an easily accessible cabinet. The FVV device should be mounted in place so it will not move or get lost. Work with the client to find a good location for the FVV device. Sandata suggests that supervisory personnel periodically verify the device's existence in the home.

The dimensions of the FVV device are 2 ⅝" x 1 ½" x ¾". Press any one of the buttons to display the six-digit visit verification number. There is a display screen where the six-digit visit verification number appears.
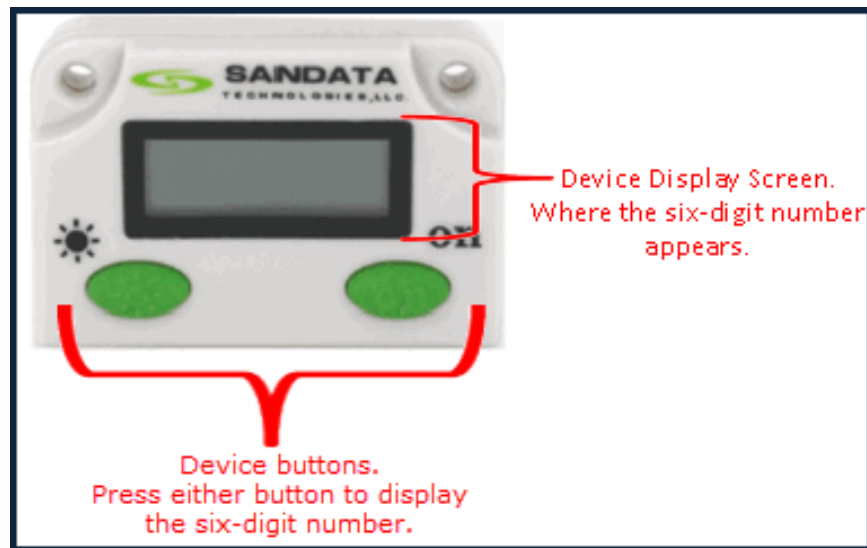

Figure 1: The FVV Device

What to Do When the FVV Device Is Not Working, Misplaced, or No Longer Needed.

If the FVV device is not working or is no longer needed at the client home, it will need to be returned. A replacement device can be ordered if needed.

For misplaced devices, notify your agency and follow the procedure to order a replacement device.

> **Important Note:**
> - *Until a new FVV device is delivered, field staff will need to manually record time and providers will need to document time in the system using "Santrax Maintenance".*

FVV Calls in Visit Maintenance (Santrax Payer Management System)

The FVV device is used to capture in and out times of the staff worker when a client's telephone is not available for use. Those in and out times are available in Santrax Maintenance just like any other Santrax call.

What to Expect in Santrax Maintenance

1. When a Santrax call is received in which a six-digit FVV Value has been entered, an FVV Call icon is displayed in the **IsFVVEnabled** column in Santrax Maintenance. Future visits that have an FVV device in the home will display a Blue FVV call icon. A missed FVV call will display a red FVV call icon with an "X".

Figure 2: FVV Icons in Santrax Maintenance

2. If an FVV Call icon is double clicked, a description of the call will appear in a pop up. It includes:

   A. The first and second visit verification numbers.

   B. The call in time and call out time (FVV Values taken from the device as well as the translated date/time based on those readings).

   C. The Caller and Client associated with the call.

Figure 3: In Home Tracking Pop Up

Santrax Maintenance Process

As with any process, FVV reading entry can have issues. Perhaps the biggest issue is forgotten or incorrect readings. As with other visits, the aide could forget to capture the device reading. The aide could misread or transpose the 6 digit value when it is recorded.

If FVV visits have missing information or there are errors in the information, the office staff will need to fill in the missing information or make corrections using Santrax Maintenance. This is the same process that is used for missing or incorrect information for normal Santrax calls. Review Santrax Maintenance on a daily basis to view and correct any exceptions. As always, Sandata's best practices recommend waiting until the following day to make corrections to ensure complete information is in the EVV system.

Santrax Maintenance – FVV Exceptions

There are two types of FVV Exceptions that can occur when the staff member is calling the values into the system: incorrect FVV Value entered or no FVV Value entered.

In both cases, if there are NO valid FVV Values entered on the Santrax call, the FVV call will have a no show exception. The call will be registered in the system at the time the actual call to Santrax was made – not at the time the visit started or ended. These calls are generally 'stray' and the actual visit with the schedule would need to be manually updated to reflect the actual time worked.

1. In the FVV call process, after entering the Client ID correctly, the attendant will be prompted to enter the first FVV number: **"Enter the first visit verification number."** If the FVV Value is entered incorrectly, the attendant will hear the following prompt: **"Invalid visit verification number, please try again."**

   A. If the field staff re-enters the FVV Value correctly, they will be prompted to continue the FVV call.

   B. If the field staff does not successfully enter the correct FVV Value, they should hang up and contact their agency to correct the visit using Santrax Maintenance.

2. When FVV Values are not entered correctly or at all, the call will display in Santrax Maintenance as a 'stray' call.

3. In either case, there is no way to recover the missing FVV Value, so these exceptions need to be resolved by adjusting the Pay Hours for that visit.

Missing FVV Data - Correcting Pay Hours

To adjust the Pay hours in Santrax Maintenance for FVV visits, click once on the **Pay Hrs** box and type the desired hours.

> *Note:*
> - *When the FVV Values are not entered correctly or at all, the time of the call (not the time of the visit) appears in the Call Start field.*
> - *Manually Corrected hours will appear **bolded**.*

Running FVV Reports

FVV Related Reports

Here are the reports related to FVV and a description of the content for each report:

- **FVV Call Listing Report:** Displays client and staff information for all calls made using good FVV Values.
- **Invalid FVV Entries Report:** Displays the date, time, and FVV Values for all calls made using incorrect FVV Values.

The FVV Call Listing Report

The FVV Call Listing report can be found in the Santrax folder for the Reports screen.

Client ID	Client Name	Santrax ID	Employee Name	In/Out	Entry Date	Call Time	FOB Value
				OUT	04/15/2016	8:09	429746
				IN	04/16/2016	9:16	188907
				OUT	04/16/2016	10:10	544911
				IN	04/17/2016	9:07	782987
				OUT	04/17/2016	10:11	647282
				IN	04/18/2016	7:25	551364
				OUT	04/18/2016	8:26	768334
				IN	04/19/2016	7:26	724980
				OUT	04/19/2016	8:20	460477
					04/26/2016	7:37	487696
					04/26/2016	8:29	494081
					04/27/2016	7:18	190587
					04/27/2016	8:19	371242
				IN	04/28/2016	7:19	229771
				OUT	04/28/2016	8:19	495078
					04/29/2016	7:18	387447
					04/29/2016	8:17	412880
				OUT	04/30/2016	10:06	634089

FVV Call Listing   5/27/2016 1:40:21PM   Page 8 of 8

Figure 4: FVV Call Listing Report

The Invalid FVV Entries Report

The Invalid FVV Entries report can be found in the Santrax folder for the Reports screen.

Invalid FVV Entries

From 04/01/2016 To 04/30/2016 11:59 PM

Client ID	Client Name	Santrax ID	Employee Name	Actual Date Time	ANI	FOB1 Value	Trans. FOB1 Value	FOB2 Value	Trans. FOB2 Value
				3/31/2016 9:16:19PM	4/1/2016 3:37:45AM	720980	3/31/2016 9:16:19PM	818311	3/31/2016 11:16:19PM
				4/14/2016 6:02:19AM	4/15/2016 3:29:16AM	450846	4/14/2016 6:02:19AM	101339	4/14/2016 8:01:19AM
				4/1/2016 9:18:19PM	4/2/2016 3:28:31AM	493982	4/1/2016 9:18:19PM	836664	4/1/2016 11:20:19PM
				4/13/2016 9:38:19PM	4/14/2016 3:38:02AM	933841	4/13/2016 9:38:19PM	345857	4/13/2016 11:32:19PM
				4/8/2016 2:02:35PM	4/9/2016 3:02:02AM	497855	4/8/2016 2:02:35PM	895639	4/8/2016 5:06:35PM
				4/12/2016 8:06:35PM	4/13/2016 3:30:47AM	589456	4/12/2016 8:06:35PM	887577	4/12/2016 11:34:35PM
				4/12/2016 8:06:35PM	4/12/2016 6:03:09PM	589456	4/12/2016 8:06:35PM	887577	4/12/2016 11:34:35PM
				4/12/2016 8:06:35PM	4/13/2016 3:40:09AM	589456	4/12/2016 8:06:35PM	887577	4/12/2016 11:34:35PM
				4/10/2016 4:05:35AM	4/11/2016 3:27:26AM	439433	4/10/2016 4:05:35AM	135498	4/10/2016 8:05:35AM
				4/24/2016 12:34:35PM	4/25/2016 3:06:50AM	719721	4/24/2016 12:34:35PM	341963	4/24/2016 3:36:35PM
				4/24/2016 12:34:35PM	4/25/2016 3:08:43AM	719721	4/24/2016 12:34:35PM	341963	4/24/2016 3:36:35PM

Figure 5: Invalid FVV Entries Report