Calling In: When Calling In you will need:
- FVV Call Log
- The Service ID &Task ID, if required.
- Your Client's ID.

Upon Arrival:
When you arrive at the client's home, press, and release the button on the FVV Device and write down the six-digit visit verification number that appears on the device's screen. This is your <u>Clock In (First)</u> number.

Before Departing:
At the end of the visit, press and release the button on the FVV Device and write down the six-digit visit verification number that appears on the device's screen. This is your <u>Clock Out (Second)</u> number.

<u>NOTE:</u> If you need to see the number again right away, you may press and release the button one more time to display the numbers. If you get a different number, that's ok, use the new number. When providing more than one service for the same client you will need a Clock In and Clock Out verification number for each service. You must make a separate call for each service.

- Wait <u>at least 15 minutes after</u> you receive your clock out number at the end of your visit to make your call.
- You must call in to Santrax within <u>seven days</u> of the visit start.
- You do not need to wait at the client's location to make the call.
- Both verification numbers are entered in <u>one Santrax call</u>.

1. **Dial the toll-free number assigned to your agency.**

   The Santrax system will say **"Welcome to Santrax. 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)."**
   Each language's prompt is in that language.

   Press the number that corresponds to the language you wish to hear.
   The rest of the call will be in the chosen language.

   Santrax will say: **"Please enter your Santrax ID."**

2. **Enter your Santrax ID.**

Santrax will say: **"Is this a group visit? Press (1) for Yes or (2) for No."**

3. **Press (2) for not a group visit.**

   Santrax will say: **"Please choose your location of service. Press (1) one for Home, Press (2) for Community, Press (3) for replay."**

4. **Press one (1) to select home or two (2) to select community. Press three (3) for replay.**

   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."**

5. **Press the star (*) key to continue.**

   Santrax will say: **"Please enter first Client ID."**

6. **Enter the Client ID.**
   If the Client ID is entered incorrectly, the Santrax system will say: **"No FVV registered, please re-enter the client ID or press the pound (#) key to continue."**

   Once the Client ID is entered correctly, Santrax will say: **"Please enter your <u>first</u> visit verification number or press the pound (#) key to continue."**

7. **Enter the first visit verification number.**
   This is the Clock In number from the FVV Device when you arrived at the client's home.

   When the visit verification number is entered correctly Santrax will confirm it by saying: **"The first visit verification number is (DATE/TIME). If this is incorrect, press 1 to retry or press the pound (#) key to continue."**

   <u>NOTE:</u> Listen to and confirm that date and time match the date and time the button on the FVV device was pushed. If they do not match, an incorrect visit verification number was entered. Press one (1) to re-enter the number.

8. **Press the pound (#) key to continue.**

   Santrax will say: **"Please enter your <u>second</u> visit verification number or press pound (#) to continue."**

9. **Enter the second visit verification number.**
   This is the Clock Out number from the FVV Device at the end of the visit. It will represent your time out.

   When the visit verification number is entered, Santrax will confirm it by saying: **"The second visit verification number is (DATE/TIME). If this is incorrect, press one (1) to retry or press the pound (#) key to continue."**

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

    Santrax will say: **"Please enter the Service ID."**

11. **Enter the Service ID Number for the service you performed.**
Refer to your agency's service list.

    Santrax will say: **"You entered (SERVICE). Please press one (1) to accept, two (2) to retry."**

12. **Press the one (1) key to accept or press the two (2) key to retry.**

    Santrax will say: **"Enter number of tasks."**

13. Press the total number of tasks performed for the client.

    Santrax will say**: "Enter task ID."**

14. **Enter the Task ID number for the task you performed.**

NOTE:

- Refer to your agency's task list to find Task ID numbers.
- If you performed more than one task, wait for the system to confirm the task, and then enter the next task number until you have entered all tasks performed during the visit.
- If you are performing a task with a reading, Santrax will pause after receiving the Task ID. During the pause, enter the result of the reading.
- If you made a mistake entering Tasks, press "00", the system will confirm by saying: "**Starting Over, Enter number of tasks"**. Enter all task IDs again.

    Santrax will say: **(TASK DESCRIPTION(S)) You entered (NUMBER) task(s). Thank you, bye."**

NOTE:

When providing more than one service for the same client you will need a Clock In and Clock Out verification number for each service. You must make a separate call for each service. Repeat all the steps to call in for the next service.

15. **Hang up.**

Sandata

FVV
Call Reference Guide:

«COMPANY_NAME»

Agency Account Number: STX«ACCOUNT»

Write your Santrax ID number above for easy reference.

Dial:
1-«Primary_Phone»

Features:

Call In/Out Prompting	Select Language
Select Location	Fixed Visit Verification -Yes
Task	