

Sandata Telephonic Visit Verification (TVV)

November 2023
Wisconsin EVV

Objectives

- Provide an overview of Telephonic Visit Verification (TVV)
- Explain how to use TVV

For those in the class who will be training employees within their provider agency to use TVV, this PowerPoint can be part of the resources you use during training. It is posted on the DHS EVV Training Workers webpage, along with other demonstration videos and handouts.

Key Terminology

- Client – A member or participant who receives services through Wisconsin Medicaid
- Employee – A person (worker) who provides care to one or more clients
- Santrax ID – A nine-digit Worker ID issued on the ForwardHealth Portal that employees use for TVV
- Visit – An in-person service to a client in a home or community-based setting

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A “client” in the Sandata EVV system is frequently called a “member” or “participant” in Wisconsin’s service delivery.

We’re using “employees” to match Sandata’s use, and “worker” to match the ForwardHealth Portal use.

Santrax ID—A nine-digit Worker ID issued on the ForwardHealth Portal that employees use for TVV

Visit—An in-person service to a client in a home or community-based setting

TVV Overview

- TVV is another option for electronic visit data collection.
- TVV requires the use of a landline or fixed Voice over Internet Protocol (VoIP) phone number associated to the client.
- TVV will confirm the location of the landline the same way 911 does.
- TVV will only confirm the location during the check-in and check-out calls.

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TVV is another option for electronic visit data collection. TVV requires the use of a landline or fixed Voice over Internet Protocol (VoIP) phone number associated to the client. An example of a fixed VoIP phone is a phone line from a cable provider, with a phone that is “fixed” (or stays) in that location.

The TVV call must be made from the number associated to the client in the Sandata EVV Portal. TVV should not be used from a mobile phone because it needs to confirm the location the way 911 does. (Remember: Location is one of the required EVV data points.)

TVV Overview

- Sandata's TVV system is referred to as Santrax.
- Each provider is assigned a toll-free TVV phone number.
- Employees working for multiple providers must use the correct toll-free number for each provider.
- Employees can start a visit using the Sandata Mobile Connect (SMC) app and complete the visit using TVV and vice versa.

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Sandata's TVV system is referred to as Santrax.

Each provider is assigned a toll-free TVV phone number. The toll-free number can only be used with that specific provider.

- If an employee is employed by more than one provider, each provider will have its own toll-free number.
- Employees will need to use the correct toll-free number for the provider they are working for.

Employees can start a visit using the Sandata Mobile Connect (SMC) app and complete the visit using TVV and vice versa.-for example, if a mobile device battery is not charged or no device is available for use. Not having Wi-Fi connectivity does not prevent the employee from using the app.

If needed, a visit can combine a check in and check out with the app and TVV.

TVV Overview

TVV offers the following language options for checking in and checking out:

English	Hindi	Serbian
Egyptian Arabic	Hmong	Somali
Burmese	Laotian	Spanish
Mandarin Chinese	Nepali	Swahili
French	Russian	Vietnamese

There are 15 languages available . These are the same languages offered in the app, and also offered to clients if client verification is needed.

Using TVV

In this section, let's walk through using TVV.

EVV Worker ID Card



Wisconsin Electronic Visit Verification

WORKER VISIT CARD

Wisconsin EVV Customer Care

☎ 833-931-2035 ✉ vdxcc.contactevv@wisconsin.gov 🕒 Monday - Friday 7am-6pm

Agency's Sandata toll-free number: _____

Agency/Company ID: 2- _____

Worker Santrax ID: _____

Sandata Mobile Connect Username: _____

Client Identifier: _____

Service Code(s) : _____

Is recording tasks within EVV required? ___ Yes ___ No

Service Code	SMC Service Code	TVV Service Code #
Personal Care and Supportive Home Care Services		
T1019	Personal Care Svc/15 min	10
S5125	Supportive Home Care/15 min	15
S5126	Supportive Home Care/Day	20
T1020	Personal Care/Day	25
Combo	Combo-PCS & SHC	30
99509	PCS Nurse Supervisory Visit/Visit	55
Home Health Care Therapy Services		
92507	Speech Therapy Individual/Visit	35
97139	Unspecified Therapeutic Procedure-OT/Visit	40
97799	Unspecified Rehab Svc-PT/Visit	45
Home Health Care Nursing Services		
99504	Mechanical Vent Care/Hour	50
S9123	Private Duty Nursing RN/Hour	65
S9124	Private Duty Nursing LPN/Hour	70
99600	Unspecified Home Visit-RN or LPN/Visit	60
T1001	Nursing Assessment or Eval/Visit	75
T1021	Home Health Aide or CNA/Visit	80
T1502	Med Admin-Oral, IM, Subq/Visit	85

P-02844A (10/2023)

www.dhs.wisconsin.gov/library/p-02844.htm

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Here's a **tip!!** The worker ID card is one of the best **tools** we have for you. It's available on the DHS EVV website to print out and includes space for all the information an employee needs. The provider agency can supply the information on the left side of this card. (Independent nurses, as an "agency of one," you can provide this to yourselves!) That includes:

- The toll-free phone number assigned to the provider in case you use TVV
- The agency or company ID assigned by Sandata
- Your Santrax ID to identify you as the employee
- Your SMC username, which is simply your email address
- The client ID from Sandata
- The service codes for the care you are providing

There's more about that in the chart on the right.

The first column ("service code") is information familiar to your office administrator who takes care of billing. The last two columns are the ones you want to pay attention to. Your provider will let you know which service you are doing and whether it's billed as 15-minute segments or another way. So, if your employer tells you that you are doing personal care services, that's not quite enough information.

You need to know if it's the first line, **Personal care services/15 minutes** or the second line on this chart, **Personal care/per day**.

Notice that these are very broad categories of care.

The last column on the chart is what you'll enter if you are using TVV. Employees will use this during the check-out process.

One last item to point out is the question on the bottom: "Is recording tasks within EVV required? Yes or No." Providers should let employees know this answer.

The QR code on the slide will take you to this tool. To use the QR code, open up the camera on your cell phone. Hover the camera over the QR code on the slide. A link should appear; tap it, and it will bring you directly to that webpage.

Call Reference Guide

- The Call Reference Guide (CRG) provides step-by-step instructions for TVV calls.
- There are three Call Reference Guides with different features:
 - Typical visit
 - Group visit
 - Fixed visit verification



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
Group Visit - No
Select Location
Task
Client Verification - Service

Select Language
Fixed Visit Verification - No
Change Service
Client Verification- Recording
Client Verification- Visit

For TVV calls, the Call Reference Guide (CRG) provides the step-by-step instructions.

The Call Reference Guides are sent in the Welcome Kit email to each provider when they first set up Sandata. Samples, without provider-specific toll-free numbers, are on the DHS EVV Training Workers webpage.

There are three different Call Reference Guides to walk employees through a visit step-by-step. There is one that describes how to log a typical visit with TVV, one for logging a group visit with TVV, and one for logging a visit after using a fixed visit verification device (FVV).

Call Reference Guides

Found on the Call Reference Guide cover:

- Provider name
- Provider Account Number
- Area where employee can write in their Santrax ID
- Provider-specific TVV toll-free phone number

Sandata

TVV

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
Group Visit - No
Select Location
Task
Client Verification - Service

Select Language
Fixed Visit Verification -No
Change Service
Client Verification- Recording
Client Verification- Visit

Providers to provide their employees with the Call Reference Guide the employees will need. Make sure the provider's account number and the employee's Santrax ID number are on the call reference guide.

The Agency Account Number and toll-free number will be pre-printed if using the Call Reference Guide from the provider's Welcome kit.

Check-in Call

Items needed to make a check-in (start of visit) TVV call:

- The client's landline phone
- The provider-specific Call Reference Guide
- The provider's TVV toll-free phone number
- The employee's Santrax ID
- Client IDs

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Items needed to make a check-in (start of visit) TVV call:

- The client's landline phone
- The provider-specific Call Reference Guide
- The provider's TVV toll-free phone number
- The employee's Santrax ID
- Client IDs

The employee will have three attempts to enter their Santrax ID correctly. After the third attempt, the call will be ended. The employee should call again, and also let their provider know. When two or more calls are made within one minute of each other, only one will record the visit. The other call will not be retained. The provider may need to fix the call in the Sandata EVV Portal.

Check-out Call

Items needed to make a check-out (end of visit) TVV call:

- The client's landline phone
- The provider specific Call Reference Guide
- The provider's TVV toll-free phone numbers
- The employee's Santrax ID
- The Client IDs
- The TVV Service Code

Also needed if required by provider:

- The code number for any tasks completed
- The client to confirm the visit and service

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Items needed to make a check-out (end of visit) TVV call:

- The client's landline phone
- The provider specific Call Reference Guide
- The provider's TVV toll-free phone numbers
- The employee's Santrax ID
- The Client IDs
- The Sandata TVV Service Code for service performed. We've seen these on the Worker ID card just a bit ago.

Providers can determine whether or not they want to require the tasks to be identified and the client to verify the visit information via EVV. Providers will require this if they use EVV as record of care. **These providers should let their workers know to enter tasks and client confirmation.** The TVV call reference guide includes steps for entering this information.

Task ID List

Task ID	Task Description	Task ID	Task Description
100	Shower/Bathing	105	Dressing/Change
110	Prosthetics/splints/TEDS	115	Grooming
120	Assist w/Feeding	125	Mobility
130	Transferring	135	Toileting
200	Bowel Program (MOT)	205	Catheter Site Care (MOT)
210	Complex Positioning (MOT)	215	Feeding Tube Site Care (MOT)
220	Glucometer (MOT)	225	Medications: Assist/Remind (MOT)
230	Range of Motion (MOT)	235	Respiratory Assistance (MOT)
240	Skin Care (MOT)	245	Tube Feeding (MOT)
250	Vital Signs (MOT)	255	Wound Care (MOT)
300	Eyeglass/Hearing Aid(s) Care	305	Housekeeping
310	Laundry	315	Meal/Purchase Groceries

MOT = Medically-Oriented Task

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If your provider requires tasks to be entered using EVV: This **task ID list** is a great job aid. Notice that these are very specific tasks that may happen during a visit—helping with a shower, transferring, toileting. They are not the broad “services” we saw earlier. This list is also included in providers’ Welcome Kit from Sandata.

The number listed next to each task is entered during the TVV check out.

(Note: “MOT” stands for “medically-oriented task”)

Check-out Call

- If the provider requires employees to include tasks and client verification for the visit, follow all steps in the Call Reference Guide. The call is complete when message states, "Thank you, bye."
- If the provider does not require tasks and client verification, employees can hang up after entering and confirming the service code.

11.  Press 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) keys to retry.

Hang up after
Step 12

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If the provider requires employees to include tasks and client verification for the visit, follow all steps in the Call Reference Guide. The call is complete when message states, "Thank you, bye."

If the provider does not require tasks and client verification, employees can hang up after entering and confirming the service code. Here we have a screenshot of that section from the Call Reference Guide.

Resources

Resources

- EVV Customer Care: 833-931-2035, Monday–Friday, 7 a.m.–6 p.m.
- Email support: VDXC.ContactEVV@wisconsin.gov
- EVV webpage: www.dhs.wisconsin.gov/evv/index.htm for information about:
 - Training Resources
 - EVV in Wisconsin

Here is a list of great resources.

Thank You

Thank you for the important services you provide to members.



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of HEALTH SERVICES