Sandata Consumer Direction Fixed Visit Verification (FVV) Toolkit

You can check-in and check-out from your client's home without using your client's telephone in just **3 steps**. You can do this by using a device that is installed in your client's home. This device is called a **Fixed Visit Verification** device.

A **Visit Verification Number** is the 6-digit number that is displayed on the device when you push the **green** button.

If you service two clients in the same household, there will be two devices – one for each client. You will need to check-in and check-out for each client, using that client's device.

You need to write down the **Visit Verification Number** when you check-in and check- out because you will need this later when you call-out. You do not need to write down the dash. This chart will help.

	Client ID	Visit Verification Number	Date	Time
	15768	In: 785615 Out: 458361	In: 8/1/19 Out: 8/1/19	In: 9:00 am Out: 12:05 pm
Example:		In: Out:	In: Out:	In: Out:
		In: Out:	In: Out:	In: Out:

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Step 1   When You Arrive, Press the Green Button

When you arrive at your client's home, press and release the **green** button on the device. Write down the 6-digit **Visit Verification Number** that you see on the screen. Write down the date and time that you pushed the **green** button.

Step 2   Before You Leave – Press the Green Button

Before you leave at the end of the visit, press and release the **green** button on the device. Write down the 6-digit **Visit Verification Number** that you see on the screen. Write down the date and time that you pushed the **green** button.

If you missed the number and need to see it again right away, press and release the button one more time to display the number. If you see a new number, that is OK. Just use the new number. **Do not hold the button down, just press and release the button.**

Step 3   Call to Record the Details About Your Visit

After you leave your client's home, you will need to record your visit. You will need a telephone, your **Santrax ID**, the **Client ID**, the first **Visit Verification Number**, the second **Visit Verification Number**, the **Service ID**, and the **Task IDs** for the activities performed during the visit.

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Provider Account Number: 88151

Santrax ID: _____

Client ID: _____

LANGUAGE	DIAL
English	877-510-6694 OR 888-819-0904

1. **Dial any of the toll-free numbers listed. If you have trouble with the first number, try the second number.**

   Santrax system will say: 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)."

   Call prompts are heard in the selected languages.

2. **Press the number that corresponds to the language you wish to hear.**

   Santrax will say: "Welcome, please enter your Santrax ID."

3. **Press the numbers of your Santrax ID on the touch tone phone.**

   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."

4. **Press the star (*) key.**

   Santrax will say: "Please enter first client ID."

5. Press the numbers of the client's ID.

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

6. Press the numbers of the first visit verification number.

Santrax will say: "The first visit verification number is (DATE/TIME). If this is incorrect, press one to retry or press the pound (#) key to continue."

7. Press the pound (#) key to continue if the (DATE/TIME) is correct or press the one (1) key to retry.

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

8. Press the numbers of the second visit verification number.

Santrax will say: "The second visit verification number is (DATE/TIME). If this is incorrect, press one to retry or press the pound (#) key to continue."

9. Press the numbers of the service ID.

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

10. Once the service has been entered, the system will repeat it. If the service is incorrect, press the two (2) key to re-enter the service. When the service is correct, press the one (1) key to accept.

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

12. Hang up if done.

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Service IDs

SERVICE ID	DESCRIPTION
10	T1019 PERSONAL CARE
11	T1019 U5 PERSONAL CARE
12	T1019 U5 TU PERS CARE OT
13	T1019 U5 CG PERSONAL CARE SERVICE
14	T1019 U5 UA CG PERSONAL CARE HOLIDAY
15	S5125 SUPPORTIVE HOME CARE
16	S5125 U5 ATTENDANT CARE
17	S5125 U5 OT SHC- HALF DAY
18	S5125 U5 TU SUPPORTIVE HOME CARE
19	S5125 U5 UA SHC- HOLIDAY
20	S5125 U6 SHC ATTENDANT CARE 15 MIN
21	S5126 U5 ATTENDANT CARE
22	S5126 U5 OT ATTEND CARE OT
23	S5126 U6 SHC ADL ASSIST
24	S5125 OTH SHC ATTENDANT
25	T1020 PERSONAL CARE SERVICES
26	S5126 SHC ATTEND CARE
30	S5125 U6 OTH OVERNIGHT SHC ATTEND
31	S5125 U6 TU SHC OVERTIME
32	S5125 U9 U5 SHC ATTEND CARE 15MIN
33	S5125 UA STAND. ATTEND. CARE 15 MIN
34	S5125 UA OTH
80	S5135 SUPERVISION SERVICES
81	S5135 U5 COMPANION CARE
85	S5130 ROUTINE HOME CARE
90	S5121 CHORE SERVICE
95	S5120 SHC CHORE
96	S5120 U5 CHORE
97	S5120 U5 UA SNOW REMOVAL