Sandata

Sandata DDS SDS Telephone Visit Verification (TVV) Toolkit

Provider Account Number: _____

Santrax ID: _____ _____

Client ID: _____ _____

LANGUAGE	DIAL
English	OR

Call In Instructions

When you arrive at your client's home, you will need your Santrax ID to call in. You must call in using a touch-tone phone. A cell phone is a touch-tone phone.

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 Spanish, please press two (2). For Russian, please press three (3). For Somali, please press four (4). For Mandarin, please press five (5). For Egyptian Arabic, please press six (6). For Polish, please press seven (7)."
   These prompts are heard in their languages.

2. **Press the number that connects with 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 pound (#) key to continue.**
   Santrax will say: "Please select one to call in or two to call out."

5.   **Press the (1) key to "Call In."**
     Santrax will say: "Received at (TIME). Thank you, bye"

6.   **Hang up.**

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Call Out Instructions

Before you leave your client's home, you will need your Santrax ID to call out. You will also need the service ID and the task IDs for the activities performed during the visit. If the client is able, they can verify visit and service entries.

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 Spanish, please press two (2). For Russian, please press three (3). For Somali, please press four (4). For Mandarin, please press five (5). For Egyptian Arabic, please press six (6). For Polish, please press seven (7)."

   These prompts are heard in their languages.

2. **Press the number that connects with 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 pound (#) key to continue.**

   Santrax will say: "Please select one to call in or two to call out."

5. **Press the two (2) key to "Call Out."**

   Santrax will say: "Received at (TIME). Please enter first client ID or hang up if done." **Do not hang up**.

6. **Press the numbers of the client ID.**

   Santrax will say: "Please enter the service ID."

7. **Press the numbers of the service ID.**

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

8. **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.**

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

9. **Press the number of tasks you performed during the visit.**

   Santrax will say: "Please enter the task ID."

10. **Press the numbers of the task IDs for each task you did during your visit. Once each task has been entered, the system will repeat it. Repeat until you have entered all Task IDs for the activities performed during the visit.**

    Santrax will say: "You entered <NUMBER> tasks. To record the client's voice please press one and hand the phone to the client or press two if the client is unable to participate."

11. Press the one (1) key to record the client's voice or press the two (2) if the client is unable to participate and go to step 16.

12. Hand the phone to the client. The client will be asked to state his/her name and today's date.

Santrax will say: "Please say your first and last name and today's date."

13. The client should say his/her first and last name and today's date. NOTE: The system may skip the following prompts. If the prompt is skipped, please continue with the next prompt, or hang up if you are done.

Santrax will say: "In call received at (TIME). Out call received at (TIME). Total visit length (NUMBER) minutes. Press one to confirm, two to deny, or three to replay."

14. The client should press the appropriate option.

Santrax will say: "The service performed was (SERVICE). Press one to confirm, two to deny, or three to replay." The client should press the one (1) key to confirm, the two (2) key to deny, or the three (3) key to replay.

15. The client should press the appropriate option.

Santrax will say: "Thank you, bye."

16. Hang up.

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Service IDs

SERVICE ID	DESCRIPTION	SERVICE ID	DESCRIPTION
10	Adult Companion	55	Personal Support
15	Adult Companion - Sleep Assignment	60	Hourly Respite
20	Blended Supports	65	Daily Respite
40	Day Individualized Supports	70	Senior Supports
45	Home Individualized Supports	75	Shared Living
50	Peer Support		

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Task IDs

TASK ID	DESCRIPTION	TASK ID	DESCRIPTION
200	Accompany to Appointments	680	Transport to Activity
240	Assist with Ambulation/Mobility	690	Education or Employment Supports
280	Monitor Diet or Meal Prep	700	Goal 1
290	Dressing Undressing	701	Goal 2
320	Assist with Errands	702	Goal 3
330	Feeding Eating	710	Facilitated Community Inclusion
340	Grooming Bathing Hygiene	720	Exercise Activity
400	Assist with Housework	730	Self-Advocacy Activity IP
430	Medication Reminder Cueing	740	Supervision Coordination Training
500	Assistance with Personal Business	750	Staff Training
590	Toileting Bowel and Bladder Care	760	Behavioral Clinical Assessment
610	Assist with Transfer/Positioning	770	Develop Behavioral Plan
630	Therapy Related Activity	780	Caregiver or Family Behavior Plan Training
640	Activity to Increase Independence	790	Evaluate Effectiveness of Behavioral Plan
650	Activity to Increase Communication Skills	800	Overnight Support
660	Activity to Increase Socialization Skills		