

Sandata Group Visit

Call Reference Guide

Agency Account Number: _____
 Santrax ID: _____
 Client ID: _____

LANGUAGE	DIAL
English	

Call In Instructions

When arriving at the client's home, make sure you have the following information:

- Your Santrax ID
- Your Client's ID
- Group Visit Code (if joining a current Group Visit)

Follow the prompts on the Santrax telephonic system:	Actions:
1. Dial the toll-free number assigned to your agency.	You will hear greeting: "Welcome to the California Electronic Visit Verification"
2. "For English, please press 1. For Spanish, please press 2. For Mandarin Chinese, please press 3. For Cantonese, please press 4. For Vietnamese, please press 5. For Tagalog, please press 6, For Korean, please press 7. For Egyptian Arabic, please press 8. For Armenian, please press 9."	Press the number that corresponds to the language you wish to hear. The rest of the call will be in the language you choose.
3. "Please enter your Santrax ID."	Enter your Santrax ID using the keypad.
4. "Is this a group visit? Press 1 for Yes or 2 for No."	Press 1 for Yes.
5. "Press 1 to start a new group visit, 2 to continue to your group visit, 3 to join a group visit, or 4 to exit group visit menu."	Press 1 to start a new group visit.
6. "You will start a new group visit with group visit code -- ----"	Write down the 6-digit Group visit code provided by Santrax.
7. "Please press 1 to add a client to the group visit, 2 to complete a visit for a client, 3 to hear the group visit code or 4 to abandon the whole group visit or hang up if you would like to end this call."	Press 1 to add a client to a group visit.

Sandata Group Visit

Call Reference Guide

8. "Please choose your location of service. Press 1 for Home, press 2 for Community, press 3 for Replay."	Press 1 to select home, 2 to select community.
9. "Please select 1 for call in or 2 for call out."	Press 1 for call in.
10. "Received at (TIME). Please enter first client ID or hang up if done."	Press the numbers of the client's ID.
11. "Please enter second client ID or hang up if done."	Repeat step for each additional client. - or - Hang up to complete the call.

Call Out Instructions

When leaving the client's home, make sure you have the following information:

- Your Santrax ID
- The Client's ID
- The Service ID
- The Group code: **The Group code is REQUIRED to complete the TVV visits so please ensure you have that before calling out.**

Follow the prompts on the Santrax telephonic system:	Actions:
1. Dial the toll-free number assigned to your agency.	You will hear greeting: "Welcome to the California Electronic Visit Verification"
2. "For English, please press 1. For Spanish, please press 2. For Mandarin Chinese, please press 3. For Cantonese, please press 4. For Vietnamese, please press 5. For Tagalog, please press 6, For Korean, please press 7. For Egyptian Arabic, please press 8. For Armenian, please press 9."	Press the number that corresponds to the language you wish to hear. The rest of the call will be in the language you choose.
3. "Please enter your Santrax ID."	Enter your Santrax ID using the keypad.
4. "Is this a group visit? Press 1 for Yes or 2 for No."	Press 1 for Yes.
5. "Press 1 to start a new group visit, 2 to continue to your group visit, 3 to join a group visit, or 4 to exit group visit menu."	Press 3 to join a group visit.

Sandata Group Visit

Call Reference Guide

6. Please enter the Group Visit code	Enter the Group Code you received on the call in
7. "You will join this group visit with group visit code (GROUP CODE)." "Please press 1 to add a client to the group visit, 2 to complete a visit for a client, 3 to hear the group visit code, or 4 to abandon the whole group visit or hang up if you would like to end this call."	Press 2 to complete the visit for a client.
8. "Please choose your location of service. Press 1 one for Home, press 2 for Community, press 3 for Replay."	Press 1 to select home or 2 to select Community.
9. "Please select 1 for call in or 2 for call out."	Press 2 for call out.
10. "Received at (TIME). Please enter first client ID or hang up if done."	Press the numbers of the client's ID.
11. "Please enter the Service ID."	Press the Service ID Number you performed. Refer to your agency's service list.
12. "You entered (SERVICE). Please press 1 to accept, 2 to retry."	Press the one 1 to accept or press 2 to retry.
13. "Please enter second client ID, or hang up if done."	Enter Client ID and repeat steps 11-12 for each additional client. - or - Hang up to complete the call.