

The background of the slide features a hand in a white lab coat pointing at a futuristic digital interface. The interface consists of various icons and data visualizations, including a large circular gauge, a first aid kit, a person wearing a mask, a syringe, a magnifying glass, a pill, and a network diagram. The overall theme is medical technology and data.

Sandata

Get more right from the start

Fixed Visit Verification (FVV)

Objectives

After completing this lesson, you will be able to:

- ▶ Understand the call process when a client does not have telephone and a caregiver cannot use the mobile App.
- ▶ Understand the different Call Reference Guides (CRG) available for use.

Fixed Visit Verification (FVV)

- ▶ Fixed Visit Verification is a way of capturing a caregiver's start and end times for a visit without the use of a client's landline phone.
- ▶ It is the option to use when a client does not have a home landline phone or does not allow the caregiver to use their phone, and the caregiver cannot use the mobile App.
- ▶ The process uses a small device that is registered to the client and remains in the client's home.

Fixed Visit Verification (FVV)

- ▶ The FVV device provides a 6 digit value when pressed.
- ▶ The value represents the date and time when it was pressed.
- ▶ A caregiver presses the device upon arrival and before leaving the client's home and writes down the numbers.
- ▶ The two values represent the call-in and call-out times.
- ▶ The caregiver may call in to the agency's assigned toll free numbers to report the values 15 minutes after the visit from any phone or wait until the end of the day to call in the values.
- ▶ The caregiver must have the client Santrax ID when making FVV calls (*provided to the caregiver by the agency prior to the visit*)

FVV - Obtaining Values



Start of Visit

- ▶ Press and release either button on FVV
- ▶ Write down the six digit value. This represents the call in time

End of Visit

- ▶ Press and release either button on FVV
- ▶ Write down the six digit value. This represents the call out time.

*** Note:** *If they need to see the number again, they may press and release any button again to display the reading. The reading changes every minute. If pressed again within the same minute, the value will be the same. If pressed again after the minute has passed, a new reading will display.*

If the second reading is more that 6 minutes after the first reading, it will be used as the end time of the visit.

FVV - Call Process Introduction

- ▶ Wait 15 minutes after obtaining the second FVV value before making the Santrax call.
- ▶ Before calling, the caregiver should have the following information:
 - His or her Santrax ID.
 - The Client ID (from the Client record in the Sandata EVV system).
 - First six-digit visit verification number, date and time of arrival (obtained at the beginning of the visit).
 - Second six-digit visit verification number, date and time of departure (obtained at the end of the visit).

FVV – Call Process



Call Reference Guide:
«COMPANY_NAME»

Agency Account Number: STX«ACCOUNT»

Write your Santrax ID number above for easy reference.

Dial:
1-«Primary_Phone»
Or
1-«Secondary_Phone»

Features:
Fixed Visit Verification (FVV) Tasks

1. Call the toll free number
2. Enter your Santrax ID
3. Press the star (*) key
4. Enter the client Santrax ID of the customer receiving services
5. Enter the 1st FVV value
6. Press the pound (#) key to continue
7. Enter the 2nd FVV value
8. Press the pound (#) key to continue
9. Enter tasks performed

FVV – Call Reference Guide

FVV Calling Instructions	STX«ACCOUNT»	FVV Calling Instructions	STX«ACCOUNT»
<p>Upon Arrival: When you arrive at the client's home, press and release either of the buttons on the FVV Device and write down the First six-digit visit verification number displayed on the device's screen, as you will use this number later to make your Santrax call. Note the date and time you pushed the button.</p> <p>Before Departing: At the end of the visit, press and release either of the buttons on the FVV Device and write down the Second six-digit visit verification number displayed on the device's screen, as you will use this number later to make your Santrax call. Note the date and time you pushed the button.</p> <p>NOTE: If you need to see the number again right away, you may press and release the button one more time to display the reading. If you get a different number, that's ok, use the new number. <i>Do not hold the button down, always press <u>and</u> release.</i></p> <p>Before calling into Santrax, make sure you have the following information:</p> <ul style="list-style-type: none"> ✓ Your Santrax ID ✓ The Client's ID ✓ First Six-digit visit verification number representing the date and time of arrival (obtained at the beginning of the visit). ✓ Second Six-digit visit verification number representing the date and time of departure (obtained at the end of the visit). <p style="text-align: center;"><i>Once you have this information, you are ready to call into Santrax!</i></p> <p>NOTES:</p> <ul style="list-style-type: none"> • Do not call into Santrax until <u>at least 15 minutes after</u> you receive the second six-digit number at the end of your visit. • You must call into Santrax within <u>seven days</u> of the start of the visit. • You do not need to wait at the client's location to make the call. • Both of the six-digit visit verification numbers will be entered on a <u>single Santrax call</u>. 	<ol style="list-style-type: none"> 1.  Dial any of the toll-free numbers assigned to your agency. Santrax will say: "Welcome, please enter your Santrax ID." <i>If you are experiencing difficulties with the first toll-free number, please use the second toll-free number.</i> 2.  Press the numbers of your Santrax ID on the touch tone phone. <i>You also have the option to speak your Santrax ID in English, slowly and clearly one digit at a time.</i> Santrax will say: "Received at (TIME). 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." 3.  Press the star (*) key. Santrax will say: "Please enter first Client ID." 4.  Enter the Client ID. If the Client ID is entered incorrectly, the Santrax system will prompt: "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." 	<ol style="list-style-type: none"> 5.  Enter the first visit verification number. <i>This is the first six-digit number you obtained from the FVV Device when you arrived at the client's home and will represent your time in.</i>  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." NOTE: Listen to check that the date and time provided are the same as the date and time the button on the device was pushed. If they don't match, an incorrect visit verification number may have been entered. Press 1 to re-enter the number. 6.  Press the pound (#) key to continue.  Santrax will say: "Please enter your <u>second</u> visit verification number or press pound (#) to continue." 7.  Enter the second visit verification number. <i>This is the six-digit number you obtained from the FVV Device at the end of the visit. It will represent your time out.</i>  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 1 to retry or press the pound (#) key to continue." 8.  Press the pound (#) key to continue.  Santrax will say, "Enter number of tasks" 9.  Press the total number of tasks performed for the client.  Santrax will say, "Enter task ID" 10.  Press the Task Number you performed. NOTES: <ul style="list-style-type: none"> • Refer to your agency's task list. • 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, press the appropriate reading for this task using the amount of digits indicated on the task list. • If you made a mistake entering Tasks, press "00", the system will confirm by saying: "Starting Over, Enter number of tasks". Enter all task ID's again.  Santrax will say: "You entered (NUMBER) task(s)." 11.  Hang up 	

FVV - Troubleshooting: Invalid Client ID

- ▶ If the caregiver incorrectly enters a Client ID, Santrax will say: “No FVV registered, please re-enter the Client ID or press the pound key to continue.”
 - Re-enter the correct Client ID.
 - Continue with the FVV call.
- ▶ If the caregiver still has trouble with the Client ID they should:
 - Hang up and try the call again.
 - Contact your agency for the correct Client ID, then try the call again.

FVV - Troubleshooting: Incorrect FVV Value

- ▶ If the caregiver incorrectly enters the FVV value:
 - Santrax says *“Invalid visit verification number, please try again.”*
- ▶ The caregiver should:
 - Press 1 to re-enter the correct FVV number and then will be prompted to continue the FVV call.
 - Call your agency office if they continue to receive an error message.

FVV - Troubleshooting: No FVV Numbers Entered

- ▶ Santrax says: *“You have not entered any visit verification numbers, press one to return or press the pound key to continue”*
 - If the (*) key was accidentally pressed and the call is not a FVV call, the caregiver should hang up.
 - If the FVV value is known, the caregiver should re-enter the correct number.
 - If FVV numbers are unknown, the caregiver should hang up and call the office to report the problem so the visit can be manually corrected.

Questions...

