


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

- Your Santrax ID.

Remember: You also have the option to speak your Santrax ID in English, slowly and clearly one digit at a time (1075 = one, zero, seven, five). If you begin speaking to Santrax you will not have the option to press the phone buttons for the rest of this call.

1.  **Dial any of the Sandata toll-free numbers assigned to your provider agency.**


 The Santrax system will say: **“For English, please press one (1). For Spanish, please press two (2). For Russian, please press three (3). For Hindi, please press four (4). For Mandarin, please press five (5). For Egyptian Arabic, please press six (6). For Polish, please press seven (7).”**


Call prompts are heard in the selected languages.

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

All prompts for the remainder of the call will be heard in that language.

 Santrax will say: **“Welcome, please enter your Santrax ID.”**


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

 When entered, 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.”**

If this is an FVV Call, press the star (*) key and refer to the FVV Call Reference Guide for detailed instruction for the FVV call process. If this is not an FVV call, press pound (#) and continue.

4.  **Press the pound (#) key.**

Santrax will say, **“Received at (TIME). Enter number of tasks”**

 **NOTE:** If you are placing the in call, **HANG UP NOW.**

*Tasks are only entered on the out call.

5.  **Hang up.**

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


- Your Santrax ID.
- A list of tasks performed by non-medical care-giver.

Remember: You also have the option to speak your Santrax ID in English, slowly and clearly one digit at a time (1075 = one, zero, seven, five).

6. Follow steps ①-④, and then continue.

 Santrax will say, **“Received at (TIME). Enter number of tasks”**


7.  **Press the total number of tasks performed for the client.**

 Santrax will say, **“Enter task ID”**

8.  **Press the Task Number you performed.**

NOTES:

- Refer to your agency's task table.
- If you performed more than one task (non-medical service), wait for the system to confirm the task by repeating it back to you, and then enter the next task number until you have entered all tasks performed during the visit.
- 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. **Important:** “00” can neither be used when selecting to enter a single task nor after the last task entry of a multi-task visit. Contact your agency to correct any errors/exceptions.

 Santrax will say: **“You entered (NUMBER) task(s). Thank you, bye.”**

9.  **Hang up.**

What to do if there is a Problem:

These are some possible problems you may experience when using the telephone.

- ▶ Busy Signal
- ▶ No Answer

1. Check the number to make sure you have the right phone number.
2. Try calling again.
3. Try calling the second toll-free number provided.
4. If you still cannot complete the call, contact your supervisor or CDS Employer, as applicable.

- ▶ If the system says: **“Sorry, Invalid Number”**

See if the phone has a **T-P** (Tone-to-pulse) switch; make sure the switch is on **T**. If there is no switch, you must say your ID number one digit at a time, into the phone after the tone.



Call Reference Guide

Agency Account Number: STX

Write your Santrax ID number above for easy reference.

Dial:

Or

Features:

Select Language
Task

Fixed Visit Verification - No