

Sandata Telephone Visit Verification (TVV)

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.



1. **Dial the toll-free number assigned to your agency.**
 The Santrax system will say: "Welcome to Santrax. For English, please press one (1). Para Español, pulse dos (2). नेपालीको लागि, कृपया तीन थिच्नुहोस्. Kwa Kiswahili, tafadhali bonyeza nne (4). Wixii Soomaali ah fadlan shan taabo (5). 简体中文 · 请按 6."



2. **Press the number that corresponds to the language you wish to hear.**
 The rest of the call will be in the chosen language.
 Santrax will say: "Please enter your Santrax ID."



3. **Press the numbers of your Santrax ID on your touch-tone phone.**
 Santrax will say: "Is this a group visit? Press one (1) for Yes or two (2) for No."



4. **Press two (2) for No.**
 Santrax will say: "Please select one (1) to call in or two (2) to call out."



5. **Press the one (1) key to "Call In."**
 Santrax will say: "Received at (TIME). Please enter the first client ID or hang up if done."



6. **Enter the numbers of the client ID on your phone.**
 Santrax will say: "Thank you, bye."

7. **Hang up.**

Sandata Telephone Visit Verification (TVV)
Call Reference Guide

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

LANGUAGE	DIAL
English	

Call Out Instructions

When completing services, make sure you have the following information:

- ▶ Your Santrax ID.
- ▶ The Service ID.
- ▶ Task ID.
- ▶ The Client is available to verify the visit.



8. Follow steps 1 thru 6 and then continue.
Santrax will say: "Please select one (1) to call in or two (2) to call out."



9. Press two (2) to "Call Out."
Santrax will say: "Received at (TIME). Please enter the Service ID."



10. Press the Service ID number for the service you performed.
Refer to your agency's service list.
Santrax will say: "You entered (SERVICE). Please press one (1) to accept, two (2) to retry."



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



12. Santrax will say: "Thank you, bye."



13. Hang up.