

Sandata Telephone Visit Verification (TVV)

Call Reference Guide

Agency Account Number: _____
 Santrax ID: _____
 Recipient ID: _____

LANGUAGE	DIAL
Multi Language	

Call In Instructions

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

- ▶ Your Santrax ID.
- ▶ Your Recipient's ID.
- ▶ The last four (4) digits of your Social Security Number.

	1. Dial the toll-free number assigned to your agency. The Santrax system will say: "Welcome to Santrax. For English, please press one (1)."
	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. Santrax will say: "You entered (SANTRAX ID). Press one (1) for Yes, two (2) for No."
	4. Press one (1) for Yes. Santrax will say: "Please enter the last four (4) digits of your Social Security Number."
	5. Press the last four (4) digits of your Social Security Number. Santrax will say: "You entered (THE LAST FOUR (4) DIGITS OF YOUR SOCIAL SECURITY NUMBER). Press one (1) for Yes, two (2) for No."
	6. Press one (1) for Yes. Santrax will say: "Is this a group visit? Press one (1) for Yes, two (2) for No."
	7. Press two (2) for No. Santrax will say: "Please select one (1) to call in or two (2) to call out."
	8. Press one (1) to call in. Santrax will say: "Please choose your location of service. Press one (1) for Home, press two (2) for Community, press three (3) for replay."

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	9. Press one (1) for home, press two (2) for community, press three (3) for replay. Santrax will say “Received at (TIME). Please enter first Recipient ID or hang up if done.”
	10. Press the numbers of the Recipient’s ID. Santrax will say “Received at (TIME). Please enter next Recipient ID or hang up if done.”
	11. Hang up.

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Call Out Instructions

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

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

	12. Follow steps 1 through 5 and then continue. Santrax will say: "Please select one (1) to call in or two (2) to call out."	
	13. Press two (2) to Call Out. Santrax will say: "Received at (TIME). Please enter the Service ID."	
	14. 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."	
	15. Press the one (1) key to accept or press the two (2) key to retry. Santrax will say: "Would you like to continue the visit with the new service?"	
	To continue with a new service: ▶ Repeat Step 10 and Step 11 for the new service. ▶ Continue to Step 19.	For the final service: ▶ Continue to step 17 to complete the visit for the service performed.
	Santrax will say: "Please enter next Recipient ID or hang up if done."	
	16. Repeat steps 12 through 15 for each additional Recipient beyond the first. Or	
	17. Hang up.	