

Sandata Group Visit

Call Reference Guide

Agency Account Number:

Santrax ID:

Passcode:






Recipient ID(s):

LANGUAGE	DIAL
Multi Language	











Call In Instructions

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

- ▶ Your Agency Account Number.
- ▶ Your Santrax ID.
- ▶ Your Passcode.
- ▶ The Recipient ID(s).

	<p><b>1. Dial the toll-free number.</b></p> <p>The Santrax system will say: "Thank you for calling the Ohio EVV telephony line. For English, please press one (1)."</p>
	<p><b>2. Press the number that corresponds to the language you wish to hear.</b></p> <p>The rest of the call will be in the chosen language. Santrax will say: "Please enter your Account Number."</p>
	<p><b>3. Press the numbers of your Account Number.</b></p> <p>Santrax will say: "Please enter your Santrax ID."</p>
	<p><b>4. Press the numbers of your Santrax ID.</b></p> <p>Santrax will say: "Please enter your Passcode."</p>
	<p><b>5. Press the numbers of your Passcode.</b></p> <p>Santrax will say: "Is this a group visit? Press one (1) for yes or two (2) for no."</p>

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	<b>6. Press one (1) for group visit.</b> Santrax will say: "Press one (1) to start a new group visit, two (2) to continue to your group visit, three (3) to join a group visit, or four (4) to exit group visit menu."	
	<b>One (1) to start a new group visit:</b>  <b>Press one (1) to start a new group visit.</b> Santrax will say: "You will start a new group visit with Group Visit Code (GROUP CODE)." <b>Continue to step 7.</b>	<b>Three (3) to join an existing group visit:</b>  <b>Press three (3) to continue your group visit.</b> Santrax will say: "Please enter the Group Visit Code."  <b>Press the numbers of the Group Visit Code.</b> Santrax will say: "You will join the group visit with visit code (GROUP CODE)." Santrax will say: "Please press one (1) to add a recipient to the group visit, two (2) to complete a visit for a recipient, three (3) to hear the Group Visit Code, or four (4) to abandon the whole group visit or hang up if you would like to end this call."
	<b>7. Press one (1) to add a Recipient to the group visit.</b> Santrax will say: "Please choose your location of service. Press one (1) for home, press two (2) for community, press (3) for replay."	
	<b>8. Press one (1) for home or two (2) for community.</b> Santrax will say: "Please select one (1) for call in or two (2) for call out."	
	<b>9. Press the one (1) to call in.</b> Santrax will say: "Received at (TIME). Please enter first Recipient ID or hang up if done."	
	<b>10. Press the numbers of the Recipient ID.</b> Santrax will say: "Please enter second Recipient ID or hang up if done."	
	<b>11. Repeat step 10 for each additional Recipient beyond the first.</b> Or	
	<b>Hang up if done.</b>	

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Agency Account Number:

Santrax ID:

Passcode:

Group Visit Code:

Recipient ID(s):





Service ID(s):

LANGUAGE	DIAL
Multi Language	

Call Out Instructions






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

- ▶ Your Agency Account Number.
- ▶ Your Santrax ID.
- ▶ Your Passcode.
- ▶ The Group Visit Code.
- ▶ The Recipient ID(s).
- ▶ The Service ID(s).

	<b>12. Follow steps one (1) through six (6) and then continue.</b>
	<b>13. Press two (2) to continue your group visit.</b> Santrax will say: "Please enter the Group Visit Code."
	<b>14. Press the numbers of the Group Visit Code.</b> Santrax will say: "You will continue the group visit with Group Visit Code (GROUP CODE). Please press one (1) to add a recipient to the group visit, two (2) to complete a visit for a recipient, three (3) to hear the Group Visit Code, or four (4) to abandon the whole group visit or hang up if you would like to end this call."  <b>NOTE:</b> If you made a mistake and need to discard all data you have previously entered for all visits in this group, press four (4) to abandon the whole group visit.
	<b>15. Press two (2) to complete the visit for a recipient.</b> Santrax will say: "Please choose your location of service. Press one (1) for home, press two (2) for community, press (3) for replay."
	<b>16. Press one (1) for home or two (2) for community.</b> Santrax will say: "Please select one (1) for call in or two (2) for call out."

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	<b>17. Press two (2) for call out.</b> Santrax will say "Received at (TIME). Please enter first Recipient ID or hang up if done."
	<b>18. Press the numbers of the Recipient ID.</b> Santrax will say: "Please enter the Service ID."
	<b>19. Press the Service ID Number you performed.</b> Refer to your agency's service list. Santrax will say: "You entered (SERVICE). Please press one (1) to accept, two (2) to retry."
	<b>20. Press one (1) to accept or press two (2) to retry.</b> Santrax will say: "Please enter second Recipient ID or hang up if done."
	<b>Repeat steps 18 through 20 for each additional recipient beyond the first.</b> Or
	<b>Hang up if done.</b>