Sandata Telephone Visit Verification (TVV) Toolkit

Provider Account Number: 80016

Santrax ID: _____

Client ID: _____

LANGUAGE	DIAL
English	844-802-8046 or 855-818-2918

Call In Instructions

When you arrive at your client's home, you will need your Santrax ID to call in. You must call in using a touch-tone phone.

1. **Dial any of the toll-free numbers listed. If you have trouble with the first number, try the second number.**
    Santrax will say: "For English, please press one (1). For Spanish, please press two (2). For Nepali, please press three (3). For Swahili, please press four (4). For Somali, please press five (5). For Mandarin Chinese, please press six (6)." These prompts are heard in their languages.

2. **Press the number that connects with the language you wish to hear.**
    Santrax will say: "Welcome, please enter your Santrax ID."

3. **Press the numbers of your Santrax ID on the touch tone phone.**
    Santrax will say: "Please select "1" to call in or "2" to call out."

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

5. **Hang up.**

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Call Out Instructions

Before you leave your client's home, you will need your Santrax ID to call out. You will also need the service ID for the activities performed during the visit. Your client should be available to verify your visit and service entries.

📞 **1.	Dial any of the toll-free numbers listed. If you have trouble with the first number, try the second number.**
Santrax will say: "For English, please press one (1). For Spanish, please press two (2). For Nepali, please press three (3). For Swahili, please press four (4). For Somali, please press five (5). For Mandarin Chinese, please press six (6)." These prompts are heard in their languages.

☝ **2.	Press the number that connects with the language you wish to hear.**
Santrax will say: "Welcome, please enter your Santrax ID."

☝ **3.	Press the numbers of your Santrax ID on the touch tone phone.**
Santrax will say: "Please select "1" to call in or "2" to call out."

4. Press the two (2) key to "Call Out".

Santrax will say: "Received at (TIME). Please enter first Client ID or hang up if done."

5. Press the number of the client ID.

Santrax will say: "Please enter the Service ID."

6. Press the numbers of the service ID.

Santrax will say: "You entered (SERVICE). Please press "1" to accept, "2" to retry."

7. Once the service has been entered, the system will repeat it. If the service is incorrect, press the two (2) key to re-enter the service. When the service is correct, press the one (1) key to accept.

Santrax will say: "To record the client's voice please press one and hand the phone to the client or press two if the client is unable to participate."

8. Press the one (1) key to record the client's voice or press the two (2) key if the client is unable to participate and go to step 12.

9. Hand the phone to the client. The client will be asked to state his/her name and today's date.

Santrax will say: "Please say your first and last name and today's date."

10. **The client should say his/her first and last name and today's date.**

    NOTE: The system may skip the following prompts. If the prompt is skipped, please continue with the next prompt, or hang up if you are done.

    Santrax will say: "In call received at (TIME). Out call received at (TIME). Total visit length (NUMBER) minutes. Press one to confirm, two to deny, or three to replay."

11. **The client should press the one (1) key to confirm, the two (2) key to deny, or the three (3) key to replay.**

    Santrax will say: "The service performed was (SERVICE). Press one to confirm, two to deny."

12. **The client should press the one (1) key to confirm, the two (2) key to deny, or the three (3) key to replay.**

    Santrax will say: "Please enter second client ID or Hang up if done."

13. **Hang up,** if done**.**

Service IDs

SERVICE ID	DESCRIPTION	SERVICE ID	DESCRIPTION
150	BIP Hourly Respite	151	BIP Daily Respite