![Sandata logo]

Sandata Group Visit

Call Reference Guide

Call Instructions

Agency Account Number:
5-6 digit provider number

Santrax ID:
5-6 digit DCW number

Recipient ID:
6 digit Sandata-generated

LANGUAGE	DIAL
Multi Language	

Call In Instructions

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

- ➕ Your Santrax (STX) ID.
- ➕ Your Recipient's Sandata ID.
- ➕ The Group Visit Code if available.

Follow the prompts on the Santrax telephonic system	Actions:
1. Dial the toll-free number.	
2. "Welcome to Santrax. For English, please press 1."	**Press the number that corresponds to the language you wish to hear.** **The rest of the call will be in the language you choose.**
3. "Please enter your Santrax ID."	**Press the full Santrax ID number on the touch tone phone.**
4. "You entered (SANTRAX ID)	**Press 1 for Yes to confirm the ID.** **Press 2 for No and re-enter the ID when prompted.**
5. "Is this a group visit? Press 1 for Yes, 2 for No."	**Press 1 for group visit**

6. "Press 1 to start a new group visit, 2 to continue to your group visit, 3 to join a group visit, or 4 to exit the group visit menu."	**Press 1 to start a new group visit:** Santrax will say: "You will start a new group visit with visit code (GROUP CODE)." **The Santrax system will give you the group code.** **OR:** **Press 2 to continue your group visit.** Santrax will say" "Please enter the Group Visit Code." **Press the numbers of the Group Visit Code.** Santrax will say: "You will join the group visit with visit code (GROUP CODE)." **Press 3 to join a group visit.** Santrax will say" "Please enter the Group Visit Code." **Press the numbers of the Group Visit Code.** Santrax will say: "You will join the group visit with visit code (GROUP CODE)."
7. "Please press 1 to add a Recipient to the group visit, 2 to complete a visit for a Recipient, 3 to hear the Group Visit Code, 4 to abandon this whole group visit or hang up if you would like to end this call."	**Press 1 to add a Recipient.**
8. Please choose your location of service, press 1 for home, press 2 for community, press 3 to replay options.	**Press the number that corresponds to the location of your service.**
9. Please press 1 to Call In, or 2 to Call Out."	**Press 1 to Call in.**
10. "Received at (TIME). Please enter first Recipient ID or hang up if done."	**Press the number of a Recipient's ID.**
11. "Please enter second Recipient ID or hang up if done."	**Repeat step 10 to enter each additional Recipient participating in the call.** **Hang up if done.**

Sandata Group Visit

Call Reference Guide

Call Instructions

Call Out Instructions

Agency Account Number:
5-6 digit provider number

Santrax ID:
5-6 digit DCW number

Recipient ID:
6-digit Sandata-generated number

LANGUAGE	DIAL
Multi Language	

When completing services, make sure you have the following information:
- ⬥ Your Santrax (STX) ID.
- ⬥ The Service ID.
- ⬥ The Group Visit Code.

Follow the prompts on the Santrax telephonic system	Actions:
1. Dial the toll-free number.	
2. "Welcome to Santrax. For English, please press 1"	**Press the number that corresponds to the language you wish to hear.** **The rest of the call the language you choose.**
3. "Please enter your Santrax ID."	**Press the full Santrax ID number on the touch tone phone.**
4. "You entered (SANTRAX ID). Press 1 for Yes, 2 for No."	**Press 1 for Yes.** **Press 2 for No and re-enter the ID when prompted.**
5. ""Is this a group visit? Press 1 for Yes, 2 for No."	**Press 1 for group visit.**

6. "Press 1 to start a new group visit, 2 to continue to your group visit, 3 to join a group visit, or 4 to exit the group visit menu."	**Press 2 to continue your group visit.** Santrax will say: "Please enter the Group Visit Code." **Press the numbers of the Group Visit Code.** Santrax will say: "You will join the group visit with visit code (GROUP CODE)." **OR:** **Press 3 to join your group visit.** Santrax will say: "Please enter the Group Visit Code." **Press the numbers of the Group Visit Code.** Santrax will say: "You will join the group visit with visit code (GROUP CODE)."
7. "You will continue the group visit with visit code (GROUP CODE). Please press 1 to add a Recipient to the group visit, 2 to complete a visit for a Recipient, 3 to hear the Group Visit Code, 4 to abandon this whole group visit or hang up if you would like to end this call."	**Press 1 if you want to add a recipient to the Group visit.** **Press 2 to complete the visit for a Recipient.** 　　**NOTE:** If you made a mistake and need to discard data previously entered for all visits in this group, press 4 to abandon the whole group visit.
8. "Please choose your location of service, press 1 for home press 2 for community, press 3 for replay options."	**Press the number that corresponds to the location of your service.**
9. "Please select 1 to Call In, or 2 to Call Out."	**Press 2 to Call Out.**
10. "Received at (TIME). Please enter first Recipient ID or hang up if done."	**Press the Recipient's ID number.** **OR:** **Hang up if done.**