

Existing Agency Call Reference Guide Group Visit

Call 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	

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.

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<p>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."</p>	<p>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.</p> <p>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)."</p> <p>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)."</p>
<p>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."</p>	<p>Press 1 to add a Recipient.</p>
<p>8. "Please choose your location of service, press 1 for home, press 2 for community, press 3 to replay options."</p>	<p>Press the number that corresponds to the location of your service.</p>
<p>9. Please press 1 to Call In, or 2 to Call Out."</p>	<p>Press 1 to Call in.</p>
<p>10. "Received at (TIME). Please enter first Recipient ID or hang up if done."</p>	<p>Press the number of a Recipient's ID.</p>
<p>11. "Please enter second Recipient ID or hang up if done."</p>	<p>Repeat step 10 to enter each additional Recipient participating in the call.</p> <p>Hang up if done.</p>

Call Out Instructions

Existing Agency Call Reference Guide Group Visit

Call 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.	Your Actions:
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.

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