

# Sandata DDS Telephone Visit Verification (TVV) Toolkit



Provider Account Number: 100513

Santrax ID: \_\_\_\_\_

Client ID: \_\_\_\_\_

LANGUAGE	DIAL
English	844-806-7158 or 855-820-7299

## 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 Russian, please press three (3). For Hindi, please press four (4). For Chinese Simplified, please press five (5). For Egyptian Arabic, 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: "To verify your identity, please repeat: At Santrax, my voice is my password."



- 4. Say: "At Santrax, my voice is my password."**

Santrax will say: If this is a Fixed Visit Verification (FVV) visit using the FVV device, press the star (\*) key to enter the visit verification numbers. Otherwise, press the pound (#) key to continue."



**5. Press the pound (#) key to continue.**

Santrax will say: "Please select (1) to call in or (2) to call out."



**6. Press the (1) key to "Call In"**

Santrax will say: "Received at (TIME)."



**7. Hang up.**

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Provider Account Number: 100513

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Client ID: \_\_\_\_\_

LANGUAGE	DIAL
English	844-806-7158 or 855-820-7299

### Call Out Instructions

Before you leave your client's home, you will need your Santrax ID and Client ID to call out. You will also need the Service and Task ID for the activities performed during the visit.



- 8. Dial any of the toll-free numbers listed. If you have trouble with the first number, try the second number.**

"For English, please press one (1). For Spanish, please press two (2). For Russian, please press three (3). For Hindi, please press four (4). For Chinese Simplified, please press five (5). For Egyptian Arabic, please press six (6). These prompts are heard in their languages.



- 9. Press the number that connects with the language you wish to hear.**

Santrax will say: "Welcome, please enter your Santrax ID."



- 10. Press the numbers of your Santrax ID on the touch tone phone.**

Santrax will say: "To verify your identity, please repeat: At Santrax, my voice is my password."



- 11. Say: "At Santrax, my voice is my password."**

Santrax will say: If this is a Fixed Visit Verification (FVV) visit using the FVV device, press the star (\*) key to enter the visit verification numbers. Otherwise, press the pound (#) key to continue."



**12. Press the pound (#) key to continue.**

Santrax will say: "Please select (1) to call in or (2) to call out."



**13. Press the (2) key to "Call Out."**

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



**14. Press the numbers of the client's ID.**

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



**15. Press the Service ID Number you performed.**

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



**16. Press the one (1) key to accept, or press the two (2) key to retry.**

Santrax will say: "Enter number of tasks."



**17. Press the total number of tasks performed for the client.**

Santrax will say: "Enter task ID."



**18. Press the Task Number you performed.**

Santrax will say: (TASK DESCRIPTION(S)) You entered (NUMBER) task(s). To record the client's voice please press (1) and hand the phone to the client, or press (2) if the client is unable to participate."



**19. 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."



**20. The client should press the appropriate option.**

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."



**21. The client should press the appropriate option.**

Santrax will say: "The service performed was (SERVICE). Press one to confirm, two to deny, or three to replay." The client should press the one (1) key to confirm, the two (2) key to deny, or the three (3) key to replay.



**22. The client should press the appropriate option.**

Santrax will then say: "Thank you, bye."



**23. Hang up.**

## Service IDs

SERVICE ID	DESCRIPTION	SERVICE ID	DESCRIPTION
10	Adult Companion	55	Personal Support
15	Adult Companion - Sleep Assignment	60	Hourly Respite
20	Blended Supports	65	Daily Respite
40	Day Individualized Supports	70	Senior Supports
45	Home Individualized Supports	75	Shared Living
50	Peer Support		

## Task IDs

TASK ID	DESCRIPTION	TASK ID	DESCRIPTION
200	Accompany to Appointments	680	Transport to Activity
240	Assist with Ambulation/Mobility	690	Education or Employment Supports
280	Monitor Diet or Meal Prep	700	Goal 1
290	Dressing Undressing	701	Goal 2
320	Assist with Errands	702	Goal 3
330	Feeding Eating	710	Facilitated Community Inclusion
340	Grooming Bathing Hygiene	720	Exercise Activity
400	Assist with Housework	730	Self-Advocacy Activity IP
430	Medication Reminder Cueing	740	Supervision Coordination Training
500	Assistance with Personal Business	750	Staff Training
590	Toileting Bowel and Bladder Care	760	Behavioral Clinical Assessment
610	Assist with Transfer/Positioning	770	Develop Behavioral Plan
630	Therapy Related Activity	780	Caregiver or Family Behavior Plan Training
640	Activity to Increase Independence	790	Evaluate Effectiveness of Behavioral Plan
650	Activity to Increase Communication Skills	800	Overnight Support
660	Activity to Increase Socialization Skills		