

## Call Reference Guide

Agency Account  
Number

\_\_\_\_\_

Your Santrax ID

\_\_\_\_\_

LANGUAGE	DIAL

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### Use of FVV and Paper Timesheet Instructions

#### Upon Arrival:

When you arrive at the client's home (or start providing service), press and release the green button on the FVV Device and write down the six-digit visit verification number displayed on the device's screen on the paper timesheet in the space provided, as you will use this number later to make your Santrax call or the agency will enter the number into the system after receiving your paper timesheet. Record the date and time you pushed the button on the paper timesheet.

**NOTE:** If you need to see the number again right away, you may press and release the button one more time to display the reading. If you get a different number, that's ok, use the new number.

#### Before Departing:

At the end of the visit (or when you stop providing service), press and release the green button on the FVV Device and write down the six-digit visit verification number displayed on the device's screen on the paper timesheet in the space provided, as you will use this number later to make your Santrax call or the agency will enter the number into the system after receiving your paper timesheet. Record the date and time you pushed the button on the paper timesheet.

**NOTE:** If you start and stop services throughout the day, you will need to follow the same steps each time you start and stop providing services.

***If your agency is not requiring you to enter the timesheet into the Santrax TVV system, please STOP and*** follow your agency's instructions to mail or fax the original timesheet signed by the member or member's designee.

Otherwise, follow the procedures below to enter your timesheet into the Santrax TVV system.









- Do not call into Santrax until at least 15 minutes after you receive the last six digit number at the end of your visit or you have stopped providing services for the day.
- You must call into Santrax within 14 days of the start of the first entry on the paper timesheet. Your agency may give you a different deadline to call in the timesheet.
- You do not need to wait at the client's location to make the call if the client has signed the paper timesheet.










You will need to call into the phone line for each time you started (clocked in) and stopped (clocked out) providing services. You will need both of the six-digit visit verification numbers (the number you recorded at the beginning and the number you recorded at the end) will be entered on a single Santrax call for each time you provided

service. For example: On Monday you clocked in and out three times, you will need to make three different calls for services provided on Monday.

Before you dial the number, make sure you have the following information with you:

- Your Santrax ID
- Your Client’s Sandata ID – This is not the AHCCCS ID.
- The paper timesheet

	<p><b>1. Dial any of the toll-free numbers assigned to your agency.</b>          If you are experiencing difficulties with the first toll- free number, please use the second toll-free number.          The Santrax system will say: <b>“For English, please press one (1). For Spanish, please press two (2). For Tagalog, please press three (3). For Navajo, please press four (4). For Mandarin, please press five (5). For Korean, please press six (6), For Japanese; please press seven (7). For Vietnamese, please press eight (8). For French, please press nine (9). For Egyptian Arabic, please press ten (10). For Persian/Farsi, please press eleven (11), For Russian, please press twelve (12).”</b>          Call prompts are heard in the selected languages.</p>
	<p><b>2. Press the number that corresponds to the language you wish to hear.</b>          All prompts for the remainder of the call will be heard in that language.          Santrax will say: <b>“Welcome, please enter your Santrax ID.”</b>          Calling Instructions STX</p>
	<p><b>3. Press the numbers of your Santrax ID on the touch tone phone.</b>          Santrax will say: <b>“To verify your identity, please repeat: At Santrax, my voice is my password.”</b>  <b>NOTE:</b> If you have not been enrolled in Speaker Verification, Santrax will skip this prompt. If this is the case, skip step 4, and then continue.</p>
	<p><b>4. Say: “At Santrax, my voice is my password.”</b>          The Santrax system may ask you to repeat the phrase several times before verifying your identity.          Santrax will say: <b>“Is this a group visit? Press (1) for Yes or (2) for No.”</b></p>
	<p><b>5. Press (2) for not a group visit.</b>          Santrax will say: <b>“Please choose your location of service. Press (1) one for Home, Press (2) for Community”.</b></p>
	<p><b>6. Press (1) to select home or (2) to community.</b>          Santrax will say: <b>“If this is a Fixed Visit Verification visit using the FVV device, press the star (*) key to enter the visit verification numbers. Otherwise, press the pound (#) key to continue.”</b>          If this is an FVV Call, press the star (*) key and refer to the FVV Call Reference Guide for detailed instruction for the FVV call process. If this is not an FVV call, press pound (#) and continue.</p>
	<p><b>7. Press the pound (*) key to continue.</b>          Santrax will say: <b>“Please enter first Client ID.”</b></p>
	<p><b>8. Enter the Client ID.</b>          If the Client ID is entered incorrectly, the Santrax system will say: <b>“No FVV registered, please re-enter the client ID or press the pound (#) key to continue.”</b>          Once the Client ID is entered correctly, Santrax will say: <b>“Please enter your first visit verification number or press the pound (#) key to continue.”</b></p>

	<p><b>9. Enter the first visit verification number.</b>  This is the first six-digit number you obtained from the FVV Device when you arrived at the client's home and will represent your time in.  When the visit verification number is entered correctly Santrax will confirm it by saying: <b>"The first visit verification number is (DATE/TIME). If this is incorrect, press 1 to retry or press the pound (#) key to continue."</b>  <b>NOTE:</b> Listen to check that the date and time provided are the same as the date and time the button on the device was pushed. If they don't match, an incorrect visit verification number have been entered. Press 1 to re-enter the number.</p>
	<p><b>10. Press the pound (#) key to continue.</b>  Santrax will say: <b>"Please enter your second visit verification number or press pound (#) to continue."</b></p>
	<p><b>11. Enter the second visit verification number.</b>  This is the second six-digit number you obtained from the FVV Device at the end of the visit. It will represent your time out.  When the visit verification number is entered Santrax will confirm it by saying: <b>"The second visit verification number is (DATE/TIME). If this is incorrect, press 1 to retry or press the pound (#) key to continue."</b></p>
	<p><b>12. Press the pound (#) key to continue.</b>  Santrax will say: <b>"Please enter the Service ID."</b></p>
	<p><b>13. Press the Service ID Number you performed.</b>  Refer to your agency's service list.  Santrax will say: <b>"You entered (SERVICE). Please press (1) to accept, (2) to retry."</b></p>
	<p><b>14. Press the one (1) key to accept, or press the two (2) key to retry.</b>  Santrax will say: <b>"Enter number of tasks."</b></p>
	<p><b>15. Press the total number of tasks performed for the client.</b>  Santrax will say: <b>"Enter task ID."</b></p>
	<p><b>16. Press the Task Number you performed.</b>  Refer to your agency's task list. <b>NOTE:</b> If a task that you performed is not on the task list, you may enter "0" when prompted to enter the number of tasks.  If you performed more than one task, wait for the system to confirm the task and then enter the next task number until you have entered all tasks performed during the visit.  If you are performing a task with a reading, Santrax will pause after receiving the Task ID. During the pause, press the appropriate reading for this task using the amount of digits indicated on the task list.  If you made a mistake entering Tasks, press <b>"00"</b>, the system will confirm by saying: <b>"Starting Over, Enter number of tasks"</b>. Enter all task ID's again.  Santrax will say: <b>(TASK DESCRIPTION(S)) You entered (NUMBER) task(s). Thank you, bye"</b></p>
	<p><b>17. Hang up.</b></p>

**NOTE:**

- After you complete the call, follow your agency's instructions to mail or fax the original signed timesheet by the member or member's designee.

