interChange Provider Important Message

Electronic Visit Verification Guidance When Multiple Clients Reside in the Same Household

This Important Message is intended to provide telephony check-in/check-out guidance when a caregiver provides care to more than one client at a time in a single household.

In the situation where an agency has more than one client that shares a single telephone number, the caregiver should make one call to check-in and one call to check-out to capture care provided to all clients. Each call will require the caregiver to supply each client's Santrax ID *separately* when making their EVV call. Identifying each client separately will explicitly identify the recipient of the service(s) being provided and reduce the number of exceptions in the Santrax system. The client's Santrax ID can be found on the staff scheduling reports or on the "Client Addresses" report in the Santrax system. The client's Medicaid ID is **NOT** the ID to be entered in the call.

To identify each client separately the caregiver should follow these steps:

- Upon arrival, the caregiver calls into Santrax, enters the caregiver's Santrax ID, and when prompted to enter tasks, presses ## to hear the client ID prompt.
- The caregiver then enters the first Santrax client ID, then enters zero (0) when prompted for tasks; enters the second Santrax client ID, then enters zero (0) when prompted for tasks. If additional clients reside at the address location, additional Santrax client IDs would be entered, each followed by a zero (0) when prompted to enter tasks for the clients scheduled for the visit.
- Upon check-out the caregiver calls Santrax, enters the caregiver's Santrax ID, and when prompted to enter tasks, presses ## to hear the client ID prompt.

The caregiver then enters the first Santrax client ID, enters the number of tasks performed during the visit, then enters each task ID number; enters the second Santrax client ID, enters the number of tasks performed during the visit, then enters the task ID number identifying the tasks performed during the visit. If additional clients reside at the address location, additional Santrax client IDs would be entered, each followed by the number of tasks and each task ID identifying the tasks performed during the visit.

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