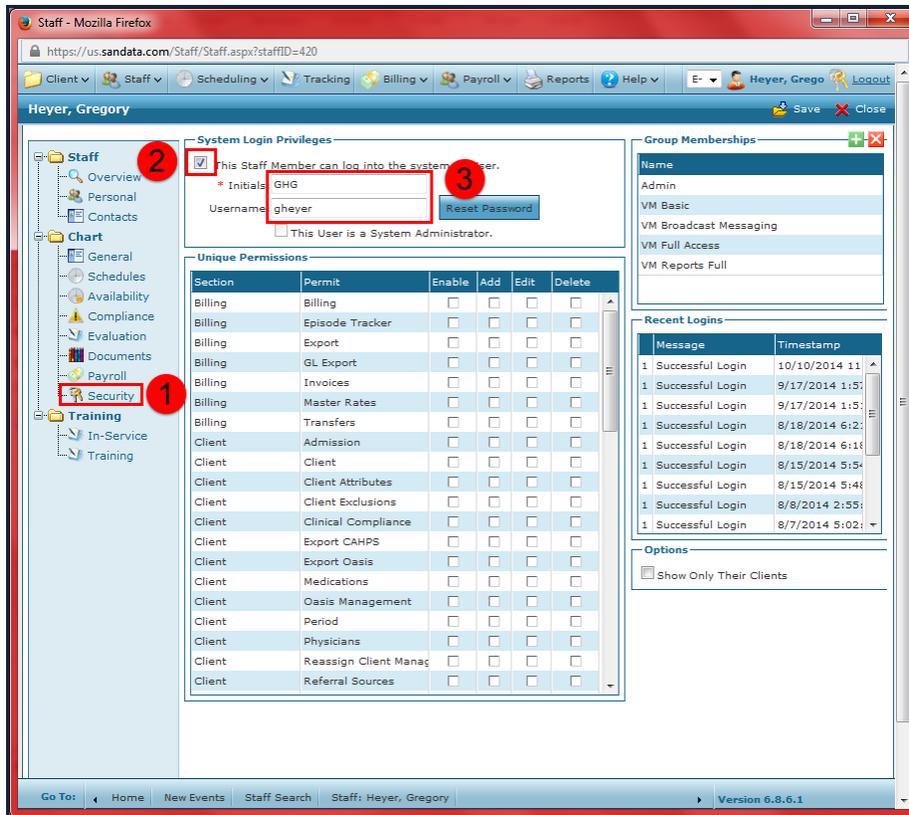


Registering Users

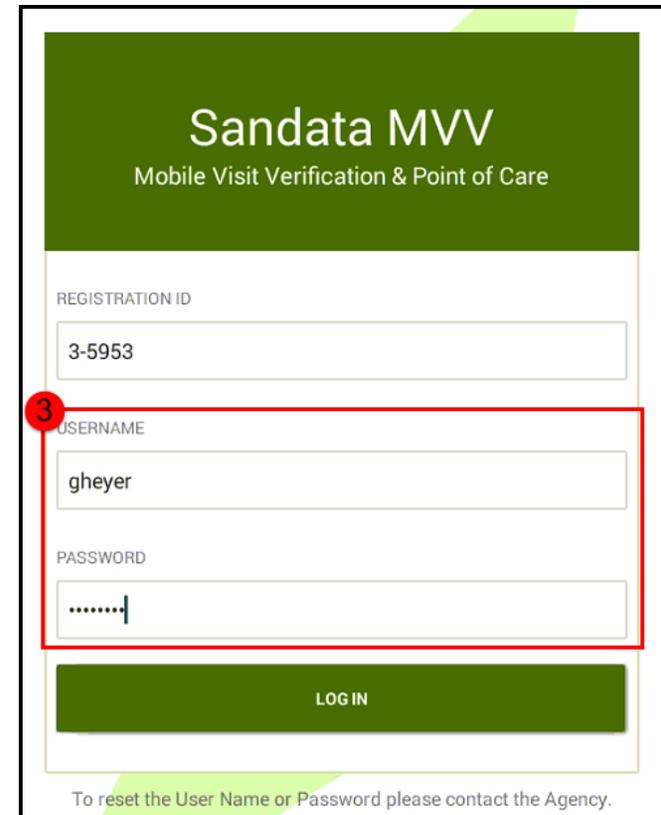
To authorize staff to use Mobile Visit Verification (MVV), the staff member must be registered as a user in Santrax® Payer Management.

1. Navigate to the **Staff Security** screen.
2. Check the "This staff member can log into the system as a user" checkbox.
3. Enter the Staff's initials, create a **Username**, and create a Password. Click **Reset Password** to create a new password.

In Santrax Payer Management



In MVV

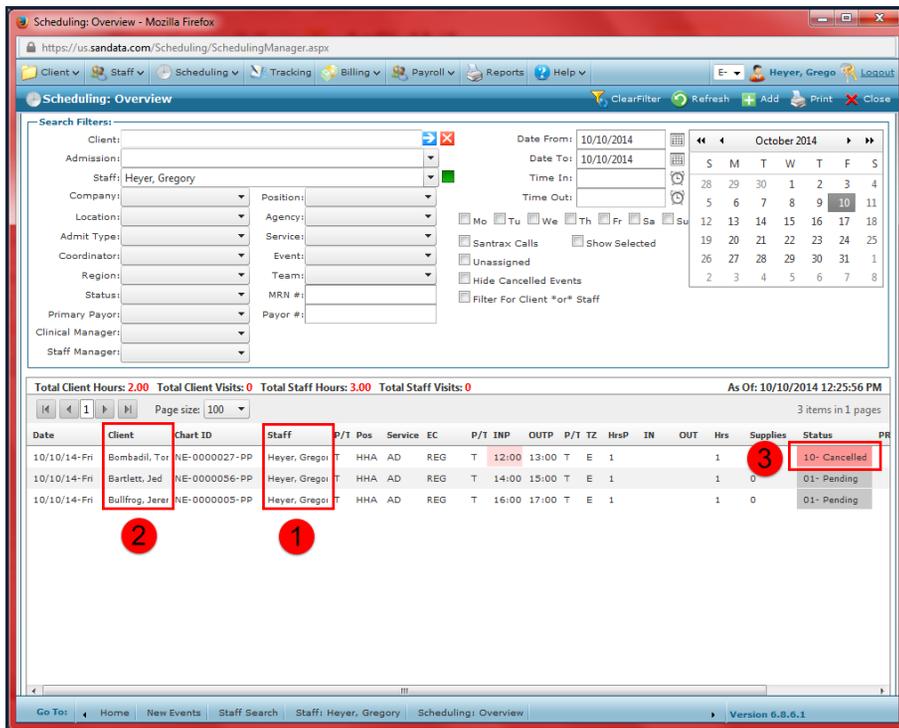


The Visits & Patients Tabs

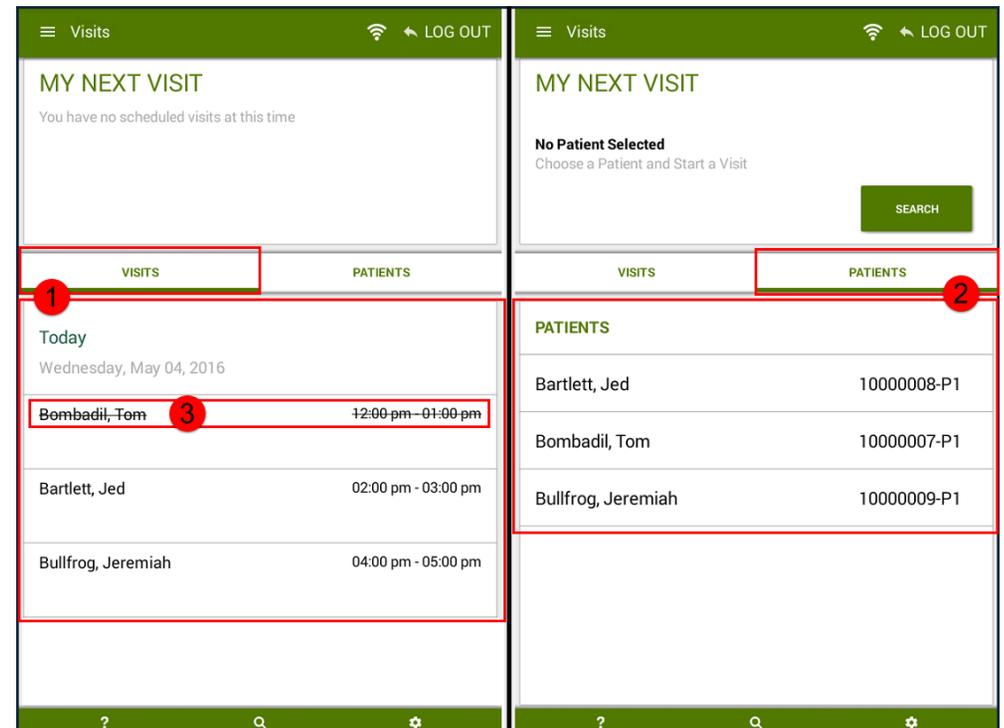
1. The Staff's schedules are displayed in the **Visits** tab.
2. Clients associated with those schedules are displayed in the **Patients** tab.
3. Cancelled schedules are displayed with a strikethrough and cannot be selected.

In Santrax Payer Management

In MVV



| Date | Client | Chart ID | Staff | P/T | Pos | Service | EC | P/T INP | OUTP | P/T TZ | HrsP | IN | OUT | Hrs | Supplies | Status |
|--------------|------------------|---------------|--------------|-----|-----|---------|-----|---------|-------|--------|------|----|-----|-----|----------|---------------|
| 10/10/14-Fri | Bombadil, Tom | NE-0000027-PP | Heyer, Grego | T | HHA | AD | REG | T | 12:00 | 13:00 | T | E | 1 | 1 | 0 | 10- Cancelled |
| 10/10/14-Fri | Bartlett, Jed | NE-0000056-PP | Heyer, Grego | T | HHA | AD | REG | T | 14:00 | 15:00 | T | E | 1 | 1 | 0 | 01- Pending |
| 10/10/14-Fri | Bullfrog, Jeresi | NE-0000005-PP | Heyer, Grego | T | HHA | AD | REG | T | 16:00 | 17:00 | T | E | 1 | 1 | 0 | 01- Pending |



1 VISITS

3 Bombadil, Tom 12:00 pm - 01:00 pm

2 PATIENTS

PATIENTS

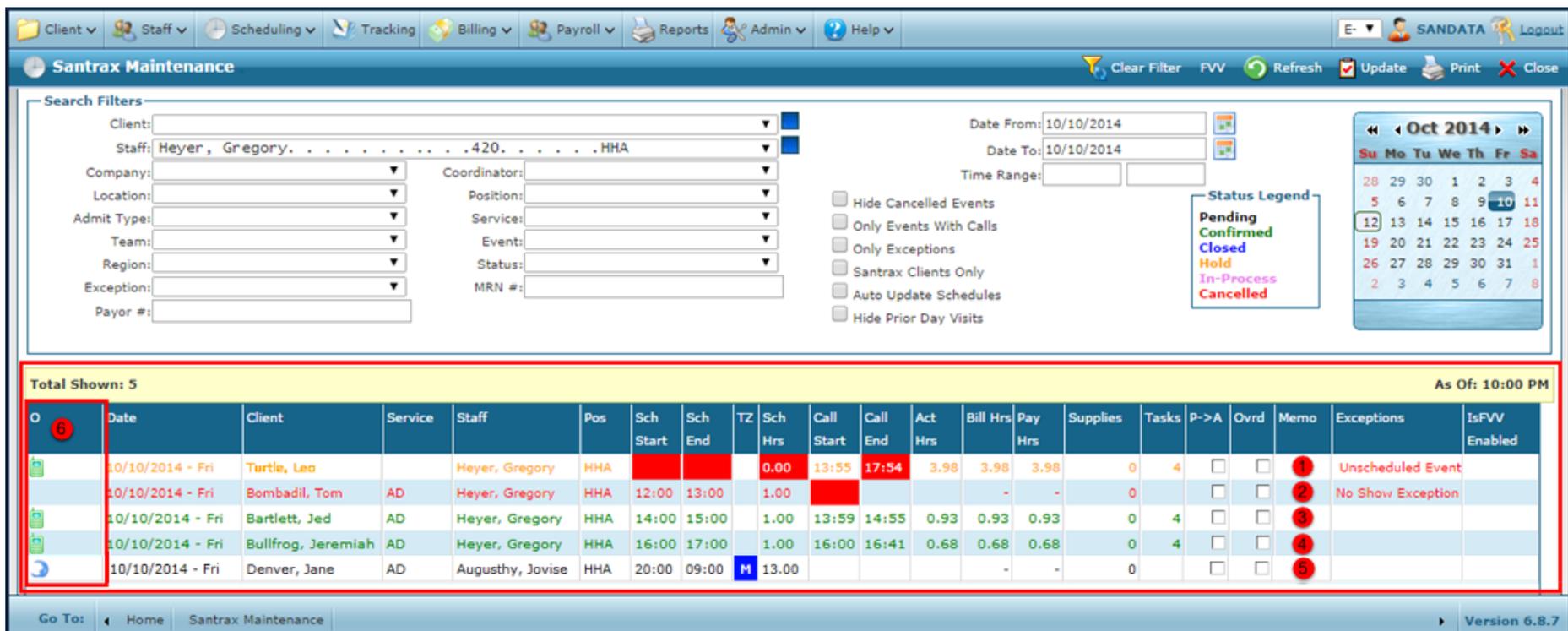
Bartlett, Jed 10000008-P1

Bombadil, Tom 10000007-P1

Bullfrog, Jeremiah 10000009-P1

Santrax Maintenance

1. Unplanned Visits in MVV will appear in Santrax Maintenance as an Unscheduled Event exception.
2. Visits in MVV that appear with a strikethrough are canceled visits in Santrax Payer Management.
3. Visits entered successfully in MVV will appear without Exception in Santrax Payer Management.
4. Visits that start or end too early or late will appear in Santrax Maintenance as they were entered by the MVV user (Staff member). The **Pay Hours** field will show the actual visit duration and may or may not be an exception depending on your agency's rounding rules.
5. Overnight Visits in MVV will appear in Santrax Maintenance with a Moon Icon.
6. Each device can be tracked using GPS. Since the device should remain in the client's home, if the device is removed from the home when the visit starts or ends, the visit will be flagged as a GPS Distance exception and show a Red GPS icon (📶). Visits without a GPS Exception will show a Green GPS icon.

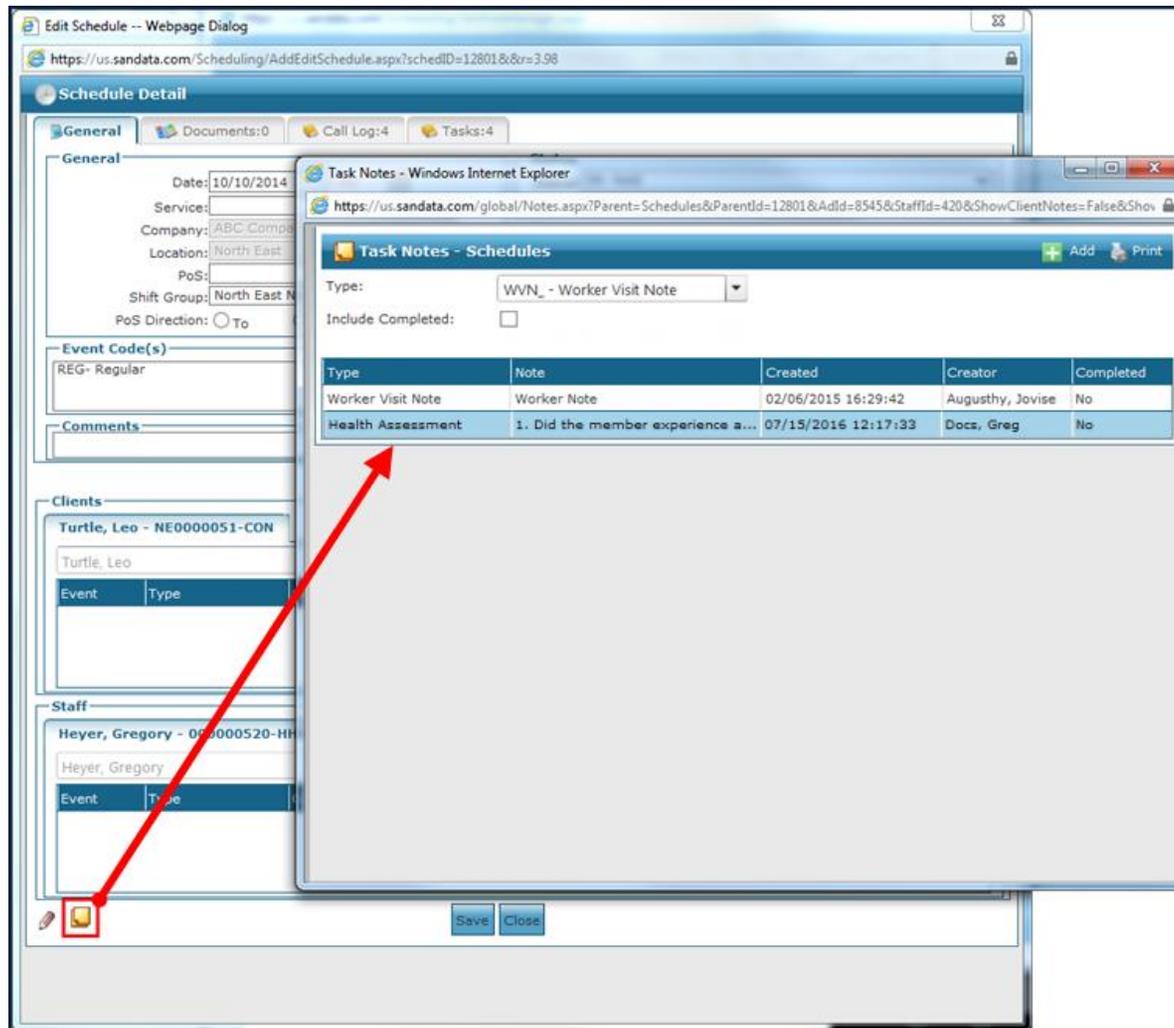


The screenshot displays the Santrax Maintenance interface. At the top, there are navigation tabs for Client, Staff, Scheduling, Tracking, Billing, Payroll, Reports, Admin, and Help. Below these are search filters for Client, Staff (Heyer, Gregory), Company, Location, Admit Type, Team, Region, Exception, Coordinator, Position, Service, Event, Status, and MRN. A date range is set for 10/10/2014. A status legend indicates Pending (green), Confirmed (blue), Closed (red), Hold (orange), In-Process (purple), and Cancelled (grey). A calendar for October 2014 is visible on the right. The main table shows 5 total visits for 10/10/2014. The first row is highlighted with a red box and a circled '6' in the 'O' column, indicating an Unscheduled Event for Turtle, Leo. The second row is highlighted with a red box and a circled '2', indicating a No Show Exception for Bombadil, Tom. The third row is highlighted with a red box and a circled '3', indicating a visit for Bartlett, Jed. The fourth row is highlighted with a red box and a circled '4', indicating a visit for Bullfrog, Jeremiah. The fifth row is highlighted with a red box and a circled '5', indicating a visit for Denver, Jane.

| O | Date | Client | Service | Staff | Pos | Sch Start | Sch End | TZ | Sch Hrs | Call Start | Call End | Act Hrs | Bill Hrs | Pay Hrs | Supplies | Tasks | P->A | Ovrd | Memo | Exceptions | IsFVV Enabled |
|---|------------------|--------------------|---------|------------------|-----|-----------|---------|----|---------|------------|----------|---------|----------|---------|----------|-------|------|------|------|-------------------|---------------|
| 6 | 10/10/2014 - Fri | Turtle, Leo | | Heyer, Gregory | HHA | | | | 0.00 | 13:55 | 17:54 | 3.98 | 3.98 | 3.98 | 0 | 4 | | | 1 | Unscheduled Event | |
| | 10/10/2014 - Fri | Bombadil, Tom | AD | Heyer, Gregory | HHA | 12:00 | 13:00 | | 1.00 | | | | - | - | 0 | | | | 2 | No Show Exception | |
| | 10/10/2014 - Fri | Bartlett, Jed | AD | Heyer, Gregory | HHA | 14:00 | 15:00 | | 1.00 | 13:59 | 14:55 | 0.93 | 0.93 | 0.93 | 0 | 4 | | | 3 | | |
| | 10/10/2014 - Fri | Bullfrog, Jeremiah | AD | Heyer, Gregory | HHA | 16:00 | 17:00 | | 1.00 | 16:00 | 16:41 | 0.68 | 0.68 | 0.68 | 0 | 4 | | | 4 | | |
| | 10/10/2014 - Fri | Denver, Jane | AD | Augusthy, Jovise | HHA | 20:00 | 09:00 | M | 13.00 | | | | - | - | 0 | | | | 5 | | |

Worker Notes & Health Assessment

Worker Notes and Health Assessment answers that are entered in MVV are saved in the Task Notes – Schedules screen. From the Schedule Detail Screen, click the "Sticky Note" Icon to open the Task Notes – Schedules screen.





MVV in Santrax Payer Management

Notes by Category Report

Use the **Notes by Category** report to review the Member Health Assessment questions and answers.

| Notes By Category | | | | | |
|--|-------------------|----------------------|-----------------------|--|-----------|
| Client Status = '02- Active', Date From 07/15/2016 Date To 07/19/2016, Include Completed = 'False' | | | | | |
| Attached To | Client | Staff | Entity | Note Text | Completed |
| Notes Category: Health Assessment | | | | | |
| Schedules | Robertson, Robert | Docs, Greg | Schedule - 07/15/2016 | 1. Did the member experience any falls during this shift? Yes a. If yes, did it result in injury? No 2. Did you notice any changes in the member that concern you? No 3. Did the member have any visitors during this shift? No 4. Did the member have any health appointments during this shift? No 5. Did the member do anything outside the home (not counting health appointments) during this shift? Yes a. If yes, please explain: Walk around the block 6. Has the member had an Emergency Room/hospital visit since the last time provider was present? No - Docs, Greg 07/15/2016 12:17 - | No |
| Total Number of Health Assessment : 1 | | | | | |
| Notes By Category | | 7/19/2016 12:41:57PM | | Page 1 of 1 | |

FAQ

Q. How do I generate claims for MVV visits?

A. For MVV visits, once the visits are sent to Santrax Payer Management and Confirmed, the visits can be exported and billed using the same procedure used for visits using telephony.

Q. What if the Attendant clocks in or out too many times?

A. Each visit in MVV automatically pairs the start and end times to the schedule as entered by the MVV User (Staff member). If an extra visit is started, it must end before another visit can start. Any extra visits will need to be reconciled in Santrax Maintenance.

Q. What if a visit shows with an Unknown Client or Unknown Staff exception?

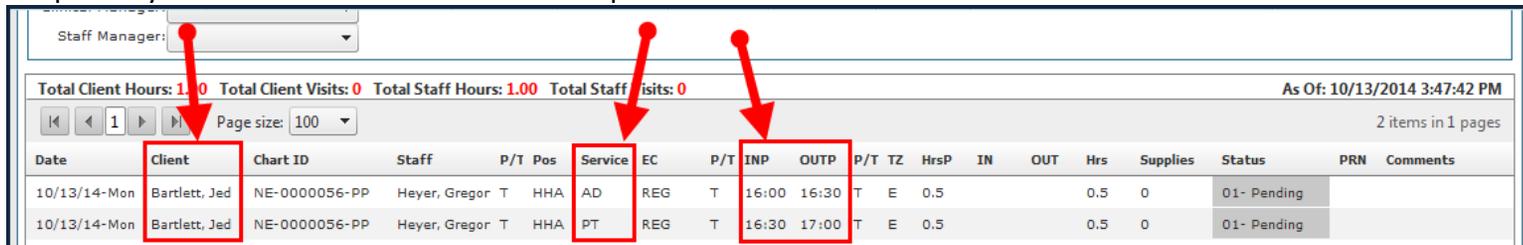
A. MVV visits will never have an Unknown Client or Unknown Staff exception. In Santrax Maintenance, for MVV visits, the MVV User (Staff member) logged in is always shown in the Staff field and the client selected is always shown in the Client field.

Q. What if a Staff member forgets to use the MVV app and calls in using the telephone?

- A. If the staff member starts the visit with a telephony call, the staff member has two options:
1. The staff member can immediately (within 5 minutes) start the visit in MVV and conduct the rest of the visit as normal. Santrax Maintenance will retain the extra visit start time for informational purposes, but will show the correct times on the visit line.
 2. The Staff member can conduct the rest of the visit and then at the end of the visit, start the visit in MVV and immediately (within 5 minutes) end the visit in MVV. Santrax Maintenance will retain the extra visit end time for information purposes, but will show the correct times on the visit line.
 3. The Staff member can call out using the telephone at the end of the visit (not using the device). Santrax maintenance will accept both Telephony calls.

Q. Can MVV do Split Shift visits?

A. Split Shifts (visits that require more than one service that must be billed separately) can be completed in MVV as long as each service is scheduled separately and those schedules do not overlap.



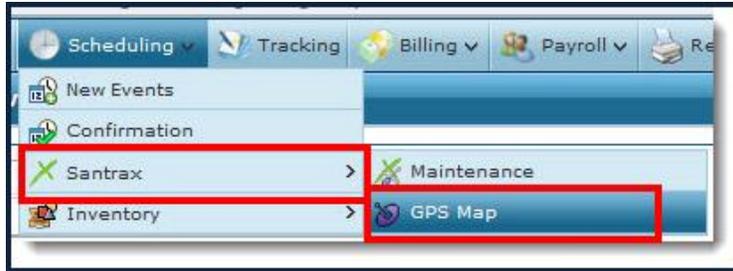
| Date | Client | Chart ID | Staff | P/T Pos | Service | EC | P/T | INP | OUTP | P/T TZ | HrsP | IN | OUT | Hrs | Supplies | Status | PRN | Comments |
|--------------|---------------|---------------|-----------------|---------|---------|-----|-----|-------|-------|--------|------|----|-----|-----|----------|-------------|-----|----------|
| 10/13/14-Mon | Bartlett, Jed | NE-0000056-PP | Heyer, Gregor T | HHA | AD | REG | T | 16:00 | 16:30 | T E | 0.5 | | | 0.5 | 0 | 01- Pending | | |
| 10/13/14-Mon | Bartlett, Jed | NE-0000056-PP | Heyer, Gregor T | HHA | PT | REG | T | 16:30 | 17:00 | T E | 0.5 | | | 0.5 | 0 | 01- Pending | | |

Accessing GPS Maps via...

GPS maps are used to confirm the location of caregivers using a Mobile Visit Verification (MVV) device when providing services. There are two ways to access GPS Maps.

Santrax® Payer Management

Click **Scheduling** > **Santrax** > **GPS Map**



Santrax Maintenance

Access the map directly from your Maintenance screen. Click the GPS Icon to open the GPS Map view.

GPS Icon Legend

-  Coordinates matched
-  Coordinates not matched
-  Unknown coordinates

In Santrax Payer Management

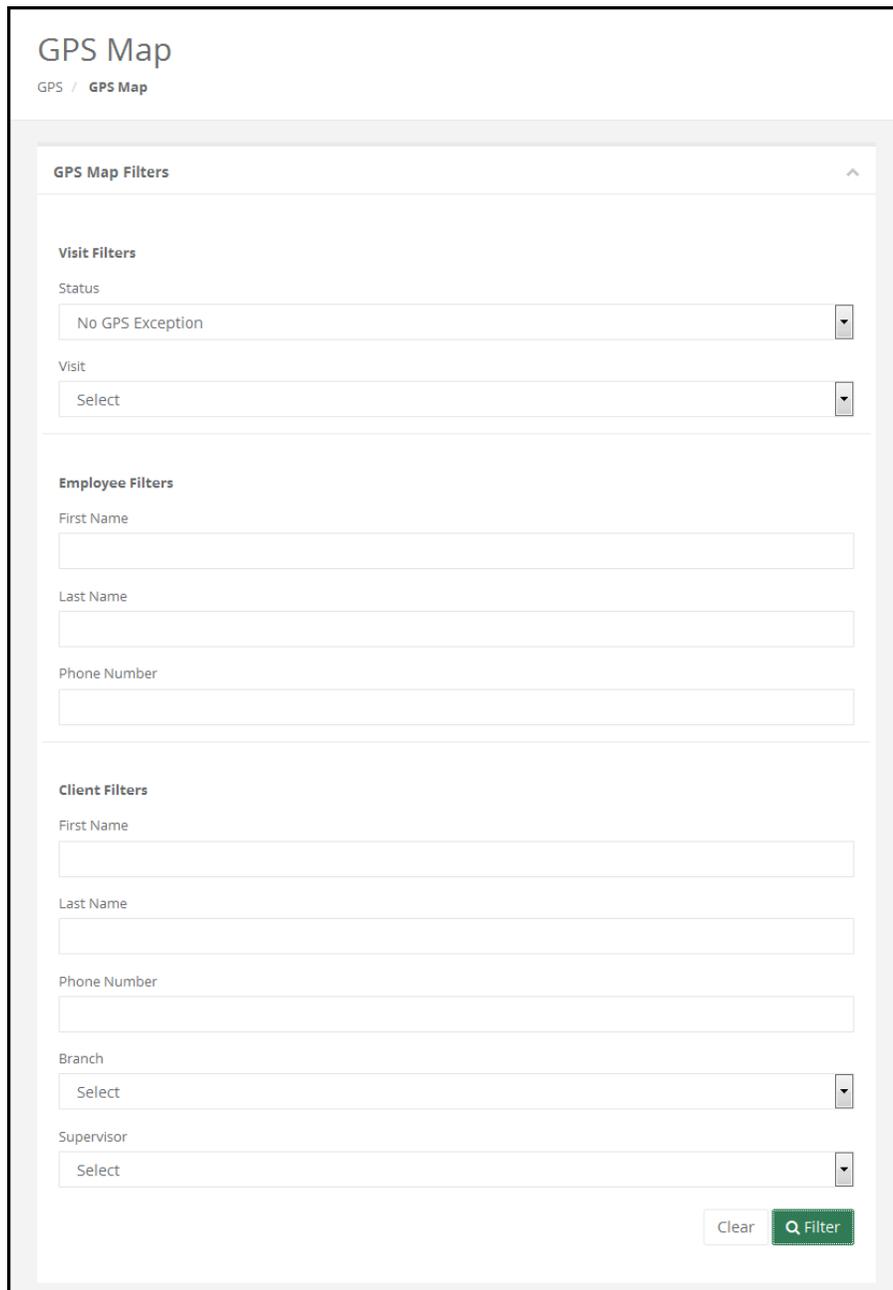
| O | Date | Coord | Client | Service | Staff | Pos | Sch Start | Sch End | TZ | Sch Hrs | Call Start | Call End | Act Hrs | Bill Hrs | Pay Hrs | Auth | Tasks | Ovrd | Reason Code | Sup | Mem |
|---|-------------|-------|------------|---------|---------|-----|-----------|---------|----|---------|------------|----------|---------|----------|---------|------|-------|--------------------------|-------------|-----|-----|
|  | 04/27/16-We | 014 | , Franklin | S5125 | , Shawn | HHA | 07:30 | 08:00 | | 0.50 | 06:22 | 06:23 | 0.02 | 0.03 | 0.03 | | 2 | <input type="checkbox"/> | | | 0 |
|  | 04/27/16-We | 014 | , Franklin | S5125 | , Shawn | HHA | 09:30 | 10:00 | | 0.50 | 08:42 | 08:52 | 0.17 | 0.25 | 0.25 | | 3 | <input type="checkbox"/> | | | 0 |

GPS Map

Map Filters

The GPS Map screen allows you to filter your map information by:

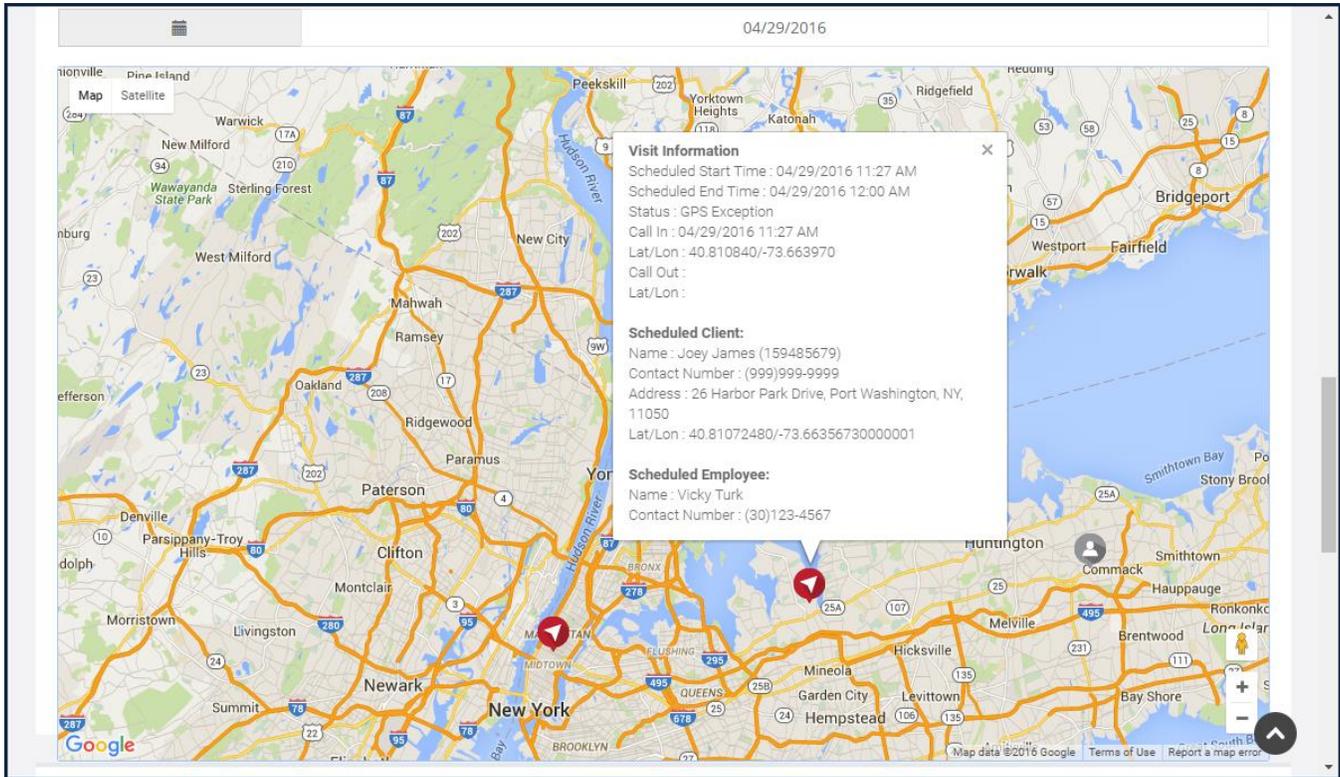
- **Status:** Scheduled, GPS Exception, No GPS Exception, In Progress
- **Visit:** Exact visit with patient and employee
- **Visit Date:** All visits for selected date
- **Employee:** All visits by a specific employee
- **Client:** All visits by a specific patient



The screenshot shows the 'GPS Map' interface with the following filter sections:

- GPS Map Filters** (header)
- Visit Filters**
 - Status: No GPS Exception
 - Visit: Select
- Employee Filters**
 - First Name: [text input]
 - Last Name: [text input]
 - Phone Number: [text input]
- Client Filters**
 - First Name: [text input]
 - Last Name: [text input]
 - Phone Number: [text input]
 - Branch: Select
 - Supervisor: Select
- Buttons: Clear, Filter

Visit Information



04/29/2016

Visit Information

- Scheduled Start Time : 04/29/2016 11:27 AM
- Scheduled End Time : 04/29/2016 12:00 AM
- Status : GPS Exception
- Call In : 04/29/2016 11:27 AM
- Lat/Lon : 40.810840/-73.663970
- Call Out :
- Lat/Lon :

Scheduled Client:

- Name : Joey James (159485679)
- Contact Number : (999)999-9999
- Address : 26 Harbor Park Drive, Port Washington, NY, 11050
- Lat/Lon : 40.81072480/-73.66356730000001

Scheduled Employee:

- Name : Vicky Turk
- Contact Number : (30)123-4567

Employee Information

| # | Name | Date/Time | Status | Lat/Lon | Contact Number | Address |
|---|----------------|---------------------|--------|----------------------|----------------|---------|
| 1 | Vicky Turk | 04/29/2016 11:27 AM | 1 | 40.810840/-73.663970 | | ... |
| 2 | AJ Simpson | 04/29/2016 11:58 AM | 1 | 40.842647/-73.320154 | | ... |
| 3 | Roger Thompson | 04/29/2016 12:06 PM | 1 | 40.842643/-73.320140 | | ... |

Client Information

| # | Name | Lat/Lon | Visit Start Time | Visit End Time | Call In | Call Out | Contact Number | Employee Details | Address |
|---|--------------------|--------------------------------|---------------------|---------------------|---------------------|----------|----------------|---------------------------------|--|
| 1 | Clientoffone Nancy | 41.12853280/-81.61154130 | 04/29/2016 8:39 AM | 04/29/2016 12:00 AM | 04/29/2016 8:39 AM | | (999) 999-9999 | Nancy Brothers; 1801234567; ; ; | 3040 West Market Street, Akron, OH, 44333 |
| 2 | Clienthm Lisak | 35.96005040/-86.87496260 | 04/29/2016 9:19 AM | 04/29/2016 12:00 AM | 04/29/2016 9:19 AM | | (999) 999-9999 | Mark Naghsh; 1120123456; ; ; | 304 Stanley Park Lane, Franklin, TN, 37069 |
| 4 | Joey James | 40.81072480/-73.66356730000001 | 04/29/2016 11:27 AM | 04/29/2016 12:00 AM | 04/29/2016 11:27 AM | | (999) 999-9999 | Vicky Turk; 1301234567; ; ; | 26 Harbor Park Drive, Port Washington, NY, 11050 |