



# CONNECTICUT DSS ELECTRONIC VISIT VERIFICATION (EVV) PROGRAM PROVIDER TRAINING: TELEPHONY, MVV & FVV

*January 2017*

# AGENDA

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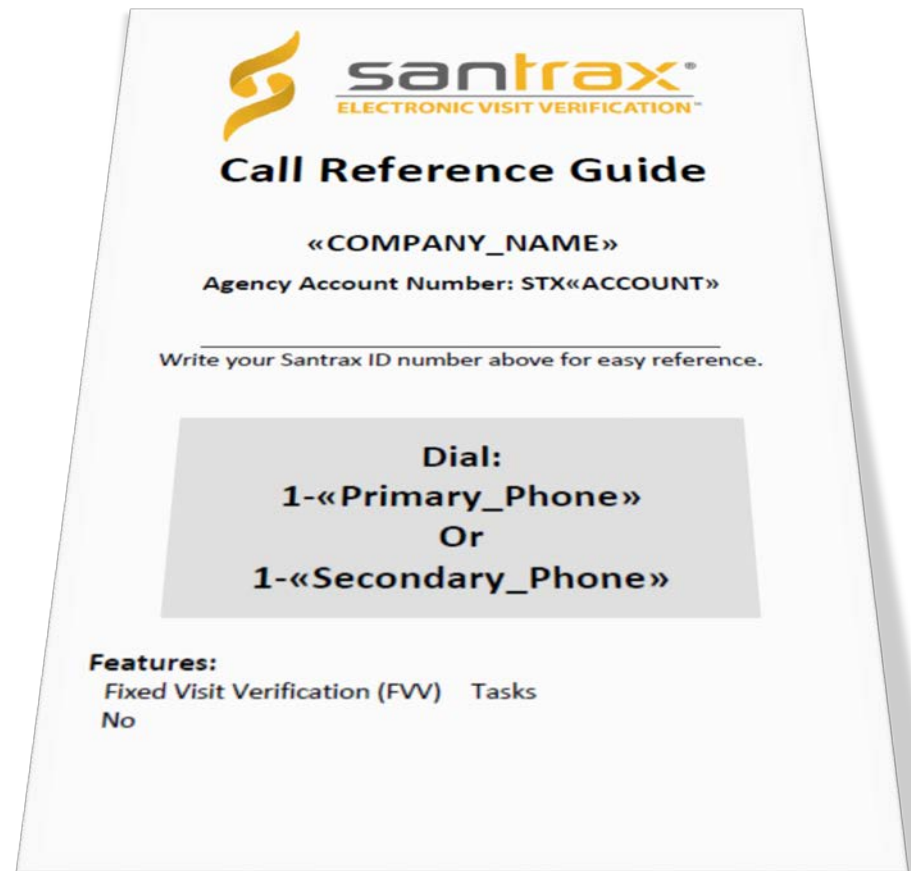
1. Electronic Visit Verification (EVV) Call Process
2. Mobile Visit Verification (MVV) Process
3. Fixed Visit Verification (FVV) Devices














## Visit Verification Options

- ◆ Caregivers call-in and call-out for each individual visit.
  - From the client's home landline telephone or client's cell phone.
  - Verify identity by entering a unique Santrax ID
- ◆ Caregivers may also start and end each visit using an app downloaded onto their smartphone or tablet.
- ◆ An alternative to the landline or cell and app visit verification process when clients don't have phones is an FVV device.
- ◆ Instruction and Reference materials to be provided.

# Call Reference Guide

- ◆ Each agency is assigned a unique account number and given an agency specific Call Reference Guide (CRG).
- ◆ Sandata provides your agency with two toll-free English numbers and one Spanish numbers to ensure continuous service.
- ◆ Call Reference Guide and related account materials will be sent via email as part of the Welcome Kit upon completion of training.

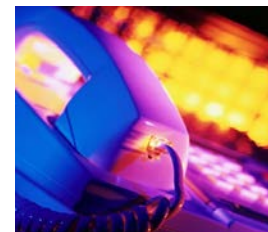
A sample of a Santrax Call Reference Guide form. The form is white with a yellow header containing the Santrax logo and the text 'santrax® ELECTRONIC VISIT VERIFICATION™'. Below the header, the title 'Call Reference Guide' is printed. The form includes fields for '«COMPANY\_NAME»' and 'Agency Account Number: STX«ACCOUNT»'. A line for 'Write your Santrax ID number above for easy reference.' is provided. A grey box contains the dialing instructions: 'Dial: 1-«Primary\_Phone» Or 1-«Secondary\_Phone»'. At the bottom, a 'Features:' section lists 'Fixed Visit Verification (FVV)' and 'Tasks', with a 'No' option below.

Calling Instructions	STX«ACCOUNT»	Calling Instructions	STX«ACCOUNT»
<p><b>Calling In:</b> When arriving at the client's home, make sure you have the following information:</p> <ul style="list-style-type: none"> <li>Your Santrax ID.</li> </ul> <p><b>Remember:</b> When speaking to Santrax on any toll-free line, speak in English, slowly and clearly one digit at a time (1075 = one, zero, seven, five).</p> <ol style="list-style-type: none"> <li>  Dial any of the toll-free numbers assigned to your provider agency.           <p> Santrax will say: "Welcome, please enter your Santrax ID." <i>If you are experiencing difficulties with the first toll-free number, please use the second toll-free number.</i></p> </li> <li>  Press the numbers of your Santrax ID on the touch tone phone.           <p> You also have the option to speak your Santrax ID in English, slowly and clearly one digit at a time.</p> <p> When entered, Santrax will say: "Received at (TIME). 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." <i>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.</i></p> </li> <li>  Press the pound (#) key.           </li> <li>  Hang up.           </li> </ol>		<p><b>Calling Out:</b> When leaving the client's home, make sure you have the following information:</p> <ul style="list-style-type: none"> <li>Your Santrax ID.</li> <li>A list of tasks performed during the visit.</li> </ul> <p><b>Remember:</b> When speaking to Santrax on any toll-free line, speak in English, slowly and clearly one digit at a time (1075 = one, zero, seven, five).</p> <ol style="list-style-type: none"> <li>Follow steps 1-3, and then continue.           <p> Santrax will say, "Enter number of tasks"</p> </li> <li>  Press the total number of tasks performed for the client.           <p> Santrax will say, "Enter task ID"</p> </li> <li>  Press the Task Number you performed.           <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>Refer to your agency's task list.</li> <li>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.</li> <li>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.</li> <li>If you made a mistake entering Tasks, press "00", the system will confirm by saying: "Starting Over, Enter number of tasks". Enter all task ID's again.</li> </ul> <p> Santrax will say: "You entered (NUMBER) task(s). Thank you, bye."</p> </li> <li>  Hang up.           </li> </ol>	



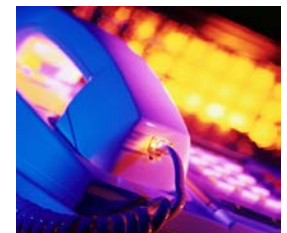
# Call Process – In Call

1. Upon arriving at the client's home, the caregiver calls the Santrax toll-free phone number
2. The caregiver enters their Santrax ID using the phone's keypad
3. Santrax will confirm the call time and prompt to press the \* key for a Fixed Verification Visit or press # to continue
4. The caregiver will press # and hang up



# Call Process – Out Call

1. Before leaving the client's home, the caregiver calls the Santrax toll-free phone number.
2. The caregiver enters their Santrax ID using the phone's keypad.
3. Santrax will confirm the call time and prompt to press the \* key for a Fixed Verification Visit or press # to continue.



# Call Process – Out Call cont'd

4. The caregiver will press # and continue.
5. Santrax will prompt the caregiver to enter the total number of tasks performed.
6. The caregiver will then enter the total number of tasks and each Task ID.
7. Santrax will repeat the Task description.
8. Each Task ID will be entered until complete.





# Task List

Task ID	Description	Task ID	Description
<b>PCA Tasks</b>			
01	Bathing/personal care/grooming	15	Diet monitoring/meal preparation /education
02	Dressing/undressing	16	Feeding
03	Oral Care	17	Medication reminder/cueing
04	Toileting/bowel and bladder care	18	Laundry
05	Turning, positioning and transferring	19	Light housework
06	Assist with ambulation/mobility/transfer	21	Outdoor work (i.e. water plants, fill bird feeder)
07	Monitor skin Condition	22	Make bed
08	Skin care/observation	23	Grocery shop/errands
09	Skin care/ treatment	25	Personal business (bill paying, communications)
10	Catheter care (excluding catheter insertion or removal)	26	Socialization/Hobbies
11	Ostomy care	27	Accompany to medical appointment
12	Tracheotomy care	28	Accompany to other location
13	Assist tube feeding	29	Snacks/Light Meals
14	Passive and Active Range Of Motion Exercises		
<b>Recovery Tasks</b>			
30	Bathing/personal care/grooming	38	Medication reminder/cueing
31	Dressing/undressing	39	Instruction, teaching, cueing
32	Oral Care	40	Supportive assistance, supervision
33	Toileting/bowel and bladder care	41	Interpersonal, social skills
34	Turning, positioning and transferring	42	Educational planning
35	Assist with ambulation/mobility/transfer	43	Emergency and safety skills
36	Diet monitoring/meal preparation education	44	Money management
37	Feeding		
<b>Homemaker Tasks</b>			
50	Medication reminder/cueing	54	Make bed
51	Laundry	55	Grocery shop/errands
52	Housekeeping	57	Personal business (bill paying, communications)
53	Outdoor work (i.e. water plants, fill bird feeder)	58	Meal preparation and planning
<b>Chore Tasks</b>			
60	Heavy cleaning	62	Routine chores
61	Yardwork		

# Task List cont'd

CLSS Tasks			
70	Diet monitoring/meal preparation education	74	Educational planning
71	Medication reminder/cueing	75	Emergency and safety skills
72	Instruction, teaching, cueing	76	Money management
73	Interpersonal, social skills	77	Safety/Monitoring
ILST Tasks			
80	Diet monitoring/meal preparation education	83	Educational planning
81	Interpersonal, social skills	84	Emergency and safety skills
82	Instruction, teaching, cueing	85	Money management
Companion Tasks			
88	Light Meal Prep	93	Accompany to medical appointment
89	Medication Reminder	94	Accompany to other location
90	Safety/monitoring	95	Shopping/errands
91	Socialization/Hobbies	96	Assist with phone calls
92	Accompany on walks		
Mental Health Counseling Tasks		Health Assessment	
97	Mental health assessment and treatment	99	Client has had a change in status
Support, Planning Coach Support Broker Tasks			
98	Service plan developing and hiring PCAs		
Home Health			
130	Bathing/personal care/grooming	140	Dressing/Undressing
131	Oral Care	141	Toileting/ Bowel and Bladder Care
132	Turning, positioning and transferring	142	Assisting with Ambulation/ Mobility
133	Skin Observation	143	Skin Care/Treatment
134	Catheter care	144	Ostomy Care
135	Passive and Active Range Of Motion Exercises	145	Meal preparation
136	Feeding	146	Medication reminder/cueing
137	Laundry	147	Light housework
138	Safety/ Fall Precautions	148	Oxygen Precautions
139	Special Precautions - contact, airborne, bloodborne	149	Monitor intake and output

# Change in Status Task

	Health Assessment
99	Client has had a change in status

- ◆ When a client has a change in their situation that requires a care manager's attention, the caregiver should enter the 99 task.
- ◆ This will send an alert to the client's care manager that the client needs attention.

# Call Process - Helpful Hints



## **Pulse or Rotary Phone? (Not touch-tone phone)**

*Speak the Santrax ID and tasks  
(English toll-free numbers only).*



## **Busy Signal?**

*Use the other toll free number.*

## **No answer? ID not recognized?**

*Make sure you dialed the right number.*

*Call again.*

*If there are still problems, the caregiver should  
call their agency.*

# Consecutive Services – Same Caregiver

**Example: 08:00 – 11:00 Personal Care**

**11:00 – 13:00 Homemaker**

- ◆ Caregiver calls at 08:00 to begin the shift.
- ◆ Caregiver calls at 11:00. This ends the first service and begins the second.
- ◆ Caregiver calls at 13:00 to end the shift.
- ◆ The EVV system requires one call at the changeover of services. This serves as both the OUT call for the first schedule and the IN call for the second schedule.



# Mutual Cases – Two clients in the same home

When caregivers service two clients in the same home (husband and wife), the call process requires the addition of the client ID since the both clients have the same phone number.

Upon arrival:

1. Caregiver calls Santrax, enters their Santrax ID,
2. When prompted to enter number of tasks, press ## to hear the client ID prompt.
3. Caregiver enters the 1<sup>st</sup> client's Santrax ID , then enters zero when prompted for tasks; enters the 2<sup>nd</sup> client's Santrax ID, then enters zero when prompted for tasks. (*\* The client Santrax ID is found on the Client Addresses report*)

Prior to Departure:

1. Caregiver repeats the call process above except instead of entering zero tasks for each client, they would enter the task info for each since this is the out call.

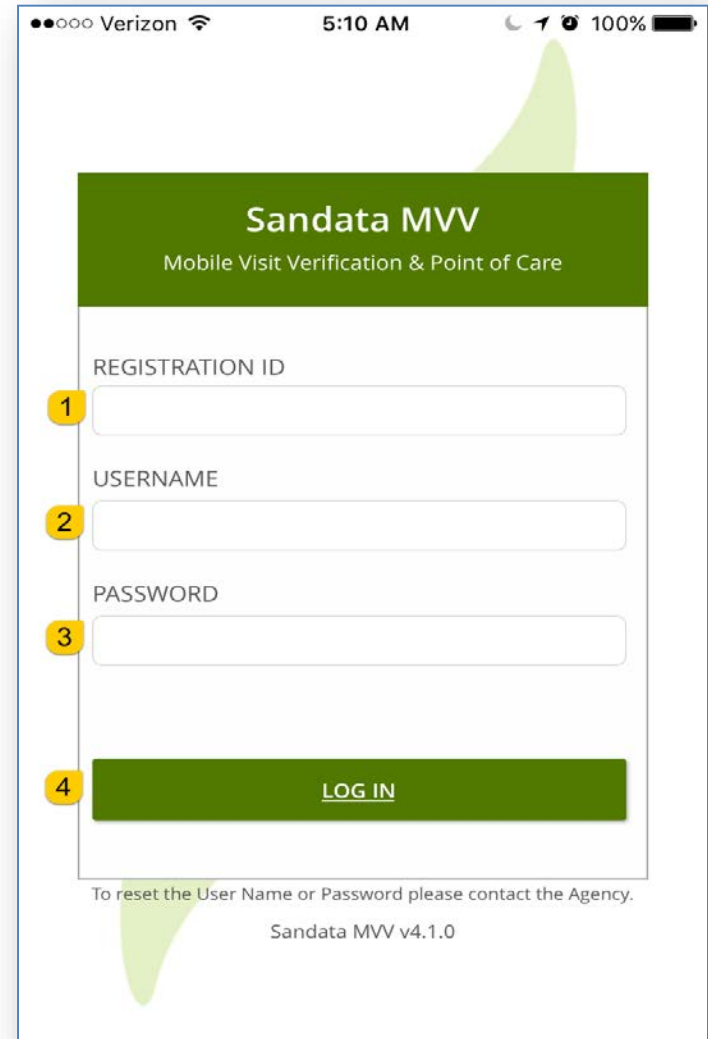
# What is MVV?

- ◆ Sandata Mobile Visit Verification (MVV) is an application installed on a smart phone or tablet device, allowing a caregiver to start and end a client visit without requiring the use of the client's home telephone.



# MVV Login Screen

1. Enter the **Registration ID**.  
*(begins with the number 3, followed by a dash, then your Sandata assigned unique agency ID. Ex: 3-1234)*
2. Enter the **Username**. *(unique - assigned to the caregiver by the Provider agency. The caregiver would be added in the Agency Management system and designated as an MVV user)*
3. Enter the **Password**. *(unique - assigned by the Provider agency. The password would be added in the Staff Security screen in the Agency Management system)*
4. Tap on **LOG IN**.



Verizon 5:10 AM 100%

**Sandata MVV**  
Mobile Visit Verification & Point of Care

REGISTRATION ID  
1

USERNAME  
2

PASSWORD  
3

4 **LOG IN**

To reset the User Name or Password please contact the Agency.

Sandata MVV v4.1.0

Next Visit Details

Directions to Client's Home

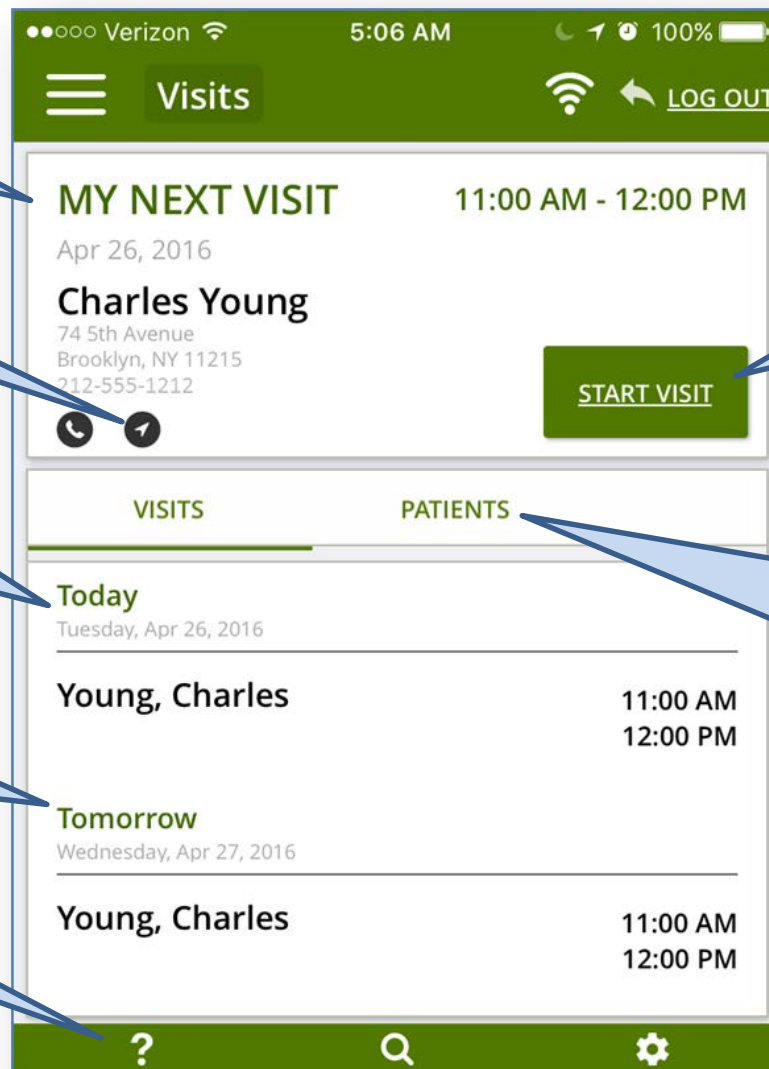
List of current day's visits with Client & Times

List of future scheduled visits

Help Guide

Start Current Visit

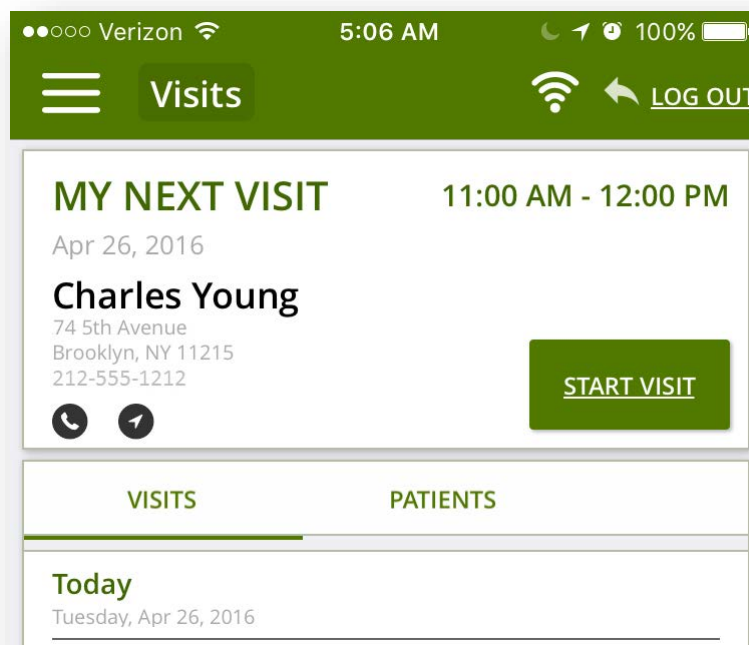
Client search to begin unscheduled Visits



The screenshot shows the 'Visits' screen of the MVV Home Screen app. The status bar at the top indicates Verizon service, 5:06 AM, and 100% battery. The app header is green with a hamburger menu icon, the title 'Visits', and a 'LOG OUT' link. The main content area features a 'MY NEXT VISIT' section for Charles Young on April 26, 2016, from 11:00 AM to 12:00 PM. This section includes the client's address (74 5th Avenue, Brooklyn, NY 11215) and a 'START VISIT' button. Below this is a tabbed interface with 'VISITS' and 'PATIENTS' tabs. The 'VISITS' tab is active, showing a list of visits for 'Today' (Tuesday, Apr 26, 2016) and 'Tomorrow' (Wednesday, Apr 27, 2016). Each day's list includes the client's name and the visit time (11:00 AM to 12:00 PM). The bottom navigation bar contains icons for a help guide (question mark), search (magnifying glass), and settings (gear).

# MVV – Starting a Scheduled Visit

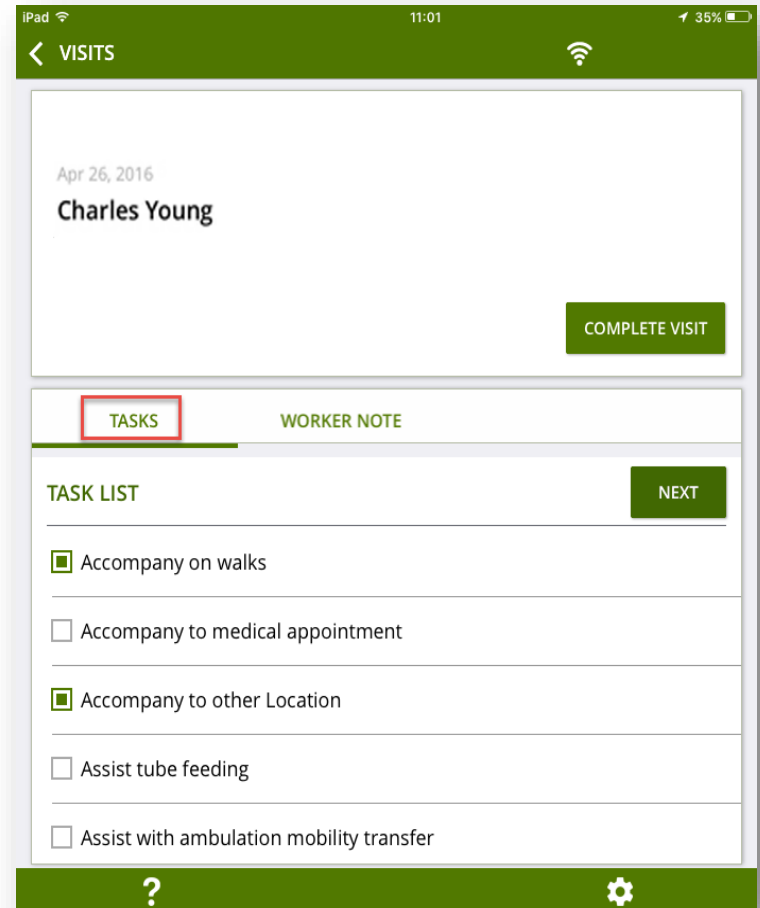
- ◆ Upon arriving at the client's home, the caregiver logs into MVV and taps the **Start Visit** button for their visit.






# MVV – Ending a Scheduled Visit – Task Selection

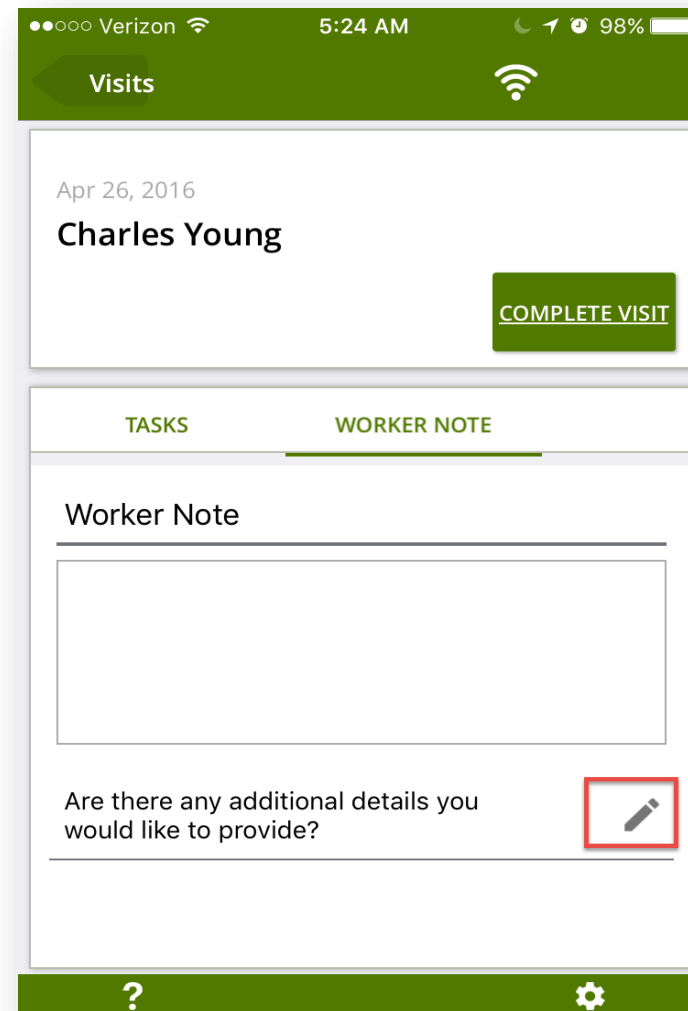
- ◆ At the end of the visit, the caregiver selects the tasks performed for the client.
- ◆ The caregiver will also indicate if the task was Completed or Refused by the patient.
- ◆ Tap the **Select Task** button to add additional tasks performed.



The screenshot shows the 'VISITS' screen on an iPad. At the top, the status bar shows 'iPad', signal strength, time '11:01', and battery '35%'. The app header is green with a back arrow, 'VISITS', and a Wi-Fi icon. Below the header, the date 'Apr 26, 2016' and client name 'Charles Young' are displayed. A green 'COMPLETE VISIT' button is in the top right. A tab bar below has 'TASKS' (highlighted with a red box) and 'WORKER NOTE'. The 'TASK LIST' section contains five items, each with a checkbox and a description: 'Accompany on walks' (checked), 'Accompany to medical appointment' (unchecked), 'Accompany to other Location' (checked), 'Assist tube feeding' (unchecked), and 'Assist with ambulation mobility transfer' (unchecked). A green 'NEXT' button is in the top right of the task list. The bottom navigation bar is green with a question mark icon and a gear icon.

# MVV – Ending a Scheduled Visit – Worker Notes

- ◆ Tap on the **Worker Note** section then tap on the **Pencil** [  ] icon to provide any free text comment notes related to the visit.
- ◆ Notes are specific to each visit and not saved from visit to visit.
- ◆ Notes can be printed via a report within the system.



Verizon 5:24 AM 98%

Visits

Apr 26, 2016  
Charles Young

COMPLETE VISIT

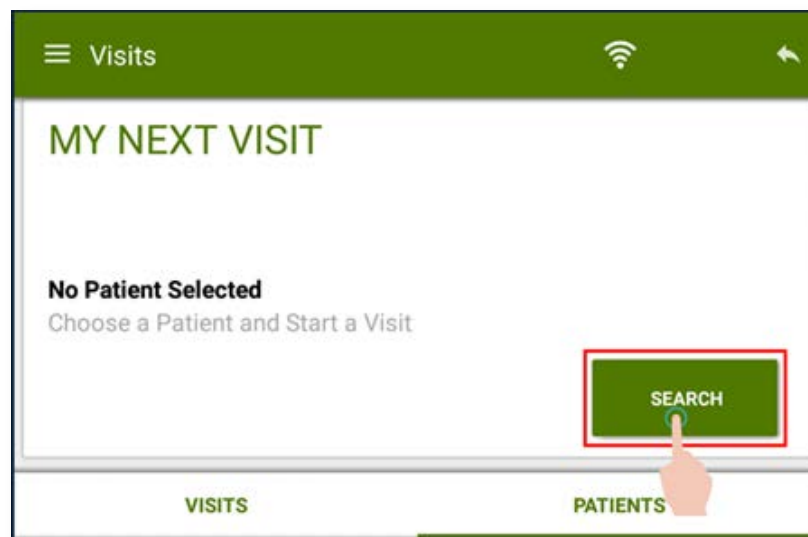
TASKS WORKER NOTE

Worker Note

Are there any additional details you would like to provide?


# MVV – Starting an Unscheduled Visit

1. Upon arriving at the client's home, the caregiver logs into MVV, taps the Patients tab and taps the **Search** button.



# MVV – Starting an Unscheduled Visit

2. Tap in the **Search Patients** field.

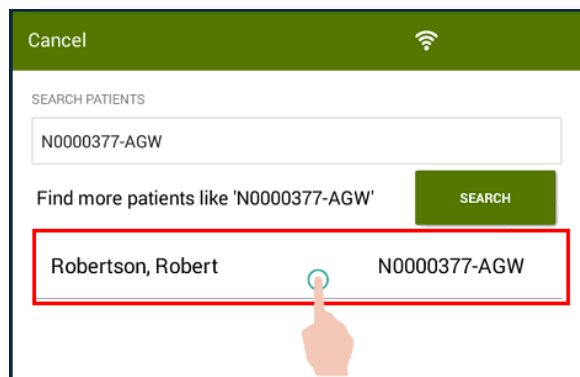
A screenshot of a mobile application interface. At the top, it says "SEARCH PATIENTS". Below this is a text input field with a red border. A hand icon is shown tapping the input field. Below the input field, there is a green button labeled "SEARCH". To the left of the button, it says "Find more patients like".

3. Enter the patient's ID in its entirety and tap **Search**.

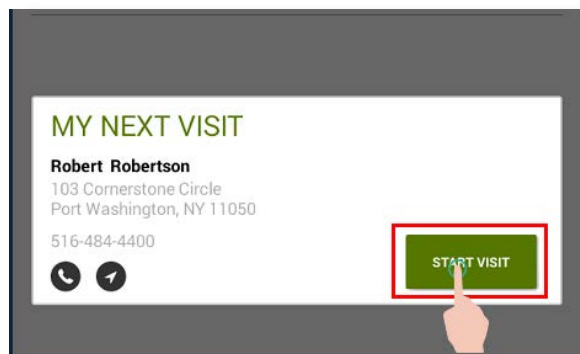
A screenshot of a mobile application interface. At the top, it says "SEARCH PATIENTS". Below this is a text input field with a red border. The input field contains the text "N0000377-AGW". A hand icon is shown tapping the input field. Below the input field, there is a green button labeled "SEARCH". To the left of the button, it says "Find more patients like 'N0000377-AGW'".

**Note:** Enter the Client Chart ID including any leading zeros. The client Chart ID can be found in the Client module, on the Client Search screen.

4. From the **Patients** list, tap the client's name. The **My Next Visit** popup will open.

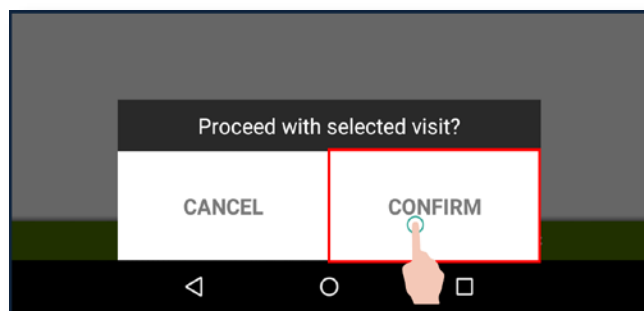


5. Tap the **Start Visit** button.





## 6. Tap **Confirm**.



**Note:** After the first time you've search for a patient, they will appear in the Patient List.

# MVV – Black or White screens

- The MVV app will occasionally have corrections and enhancements that may require the app to be updated.
- Occasionally these updates will require the MVV app's data to be purged. If the user is experiencing a solid white or black screen, it may be due to a recent update.
- The recommended solution is to clear the device's data / cache and restart the MVV app.
- Details steps for clearing cache can be found in **FAQ # 83**.

The Sandata Mobile Visit Verification (MVV) app allows a caregiver to use the MVV app to capture visit information without impacting their personal data plan.

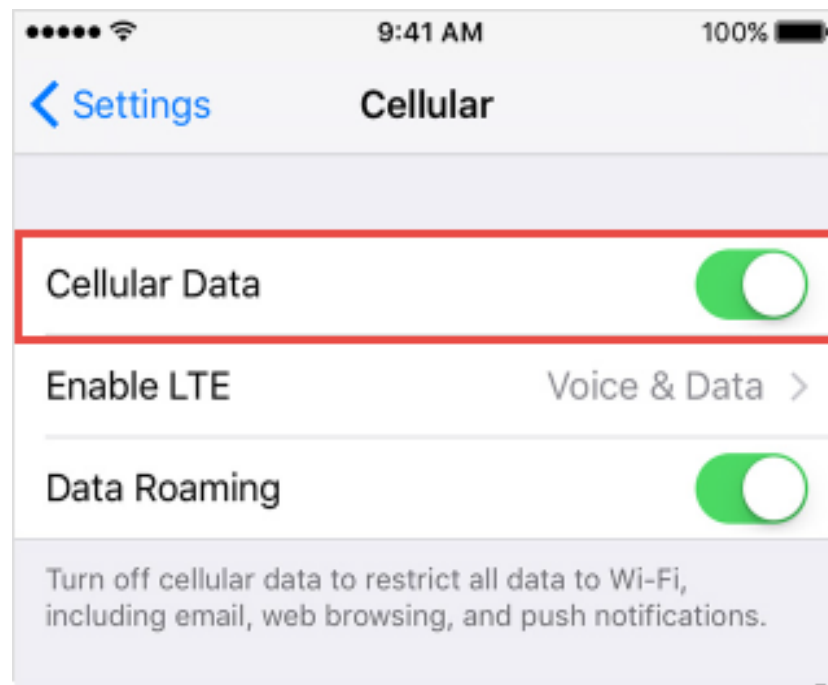
- ◆ Need to have access to a Wi-Fi network, either at home or via a publicly accessible hotspot
- ◆ Need to be connected to a Wi-Fi network before the start of each day's activities to initially log into the MVV app and receive their schedules for the day

While the MVV app uses only a very small amount of data in the secure transmission of visit information back to the EVV system, the caregiver can prevent the MVV app from using their personal data plan in one of two ways:

- ◆ In the phone or tablet's cellular data setting
- ◆ With the phone in 'Airplane' mode
  - Less recommended since it disables **all** network activities

# Disable Personal Data Plan – Apple iOS

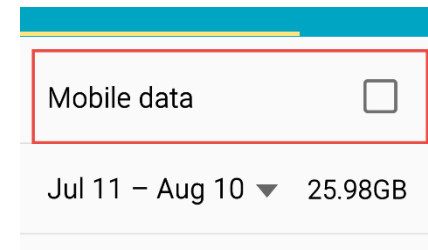
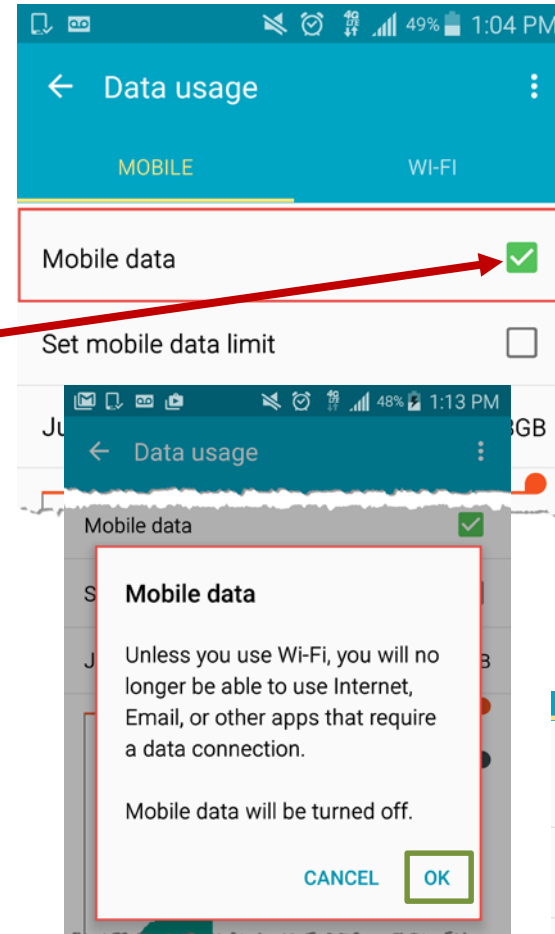
To turn off cellular data, go to **Settings** > **Cellular** on your iPhone or **Settings** > **Cellular Data** on your iPad, then tap Cellular Data.



# Disable Personal Data Plan – Android Devices

To turn off cellular data:

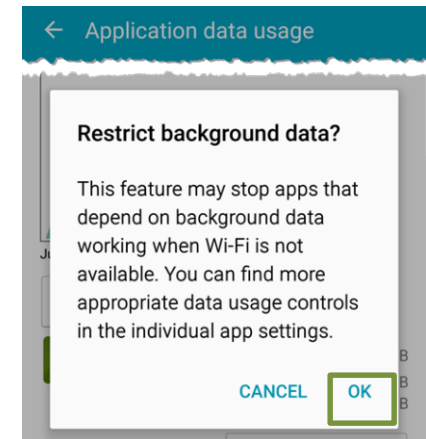
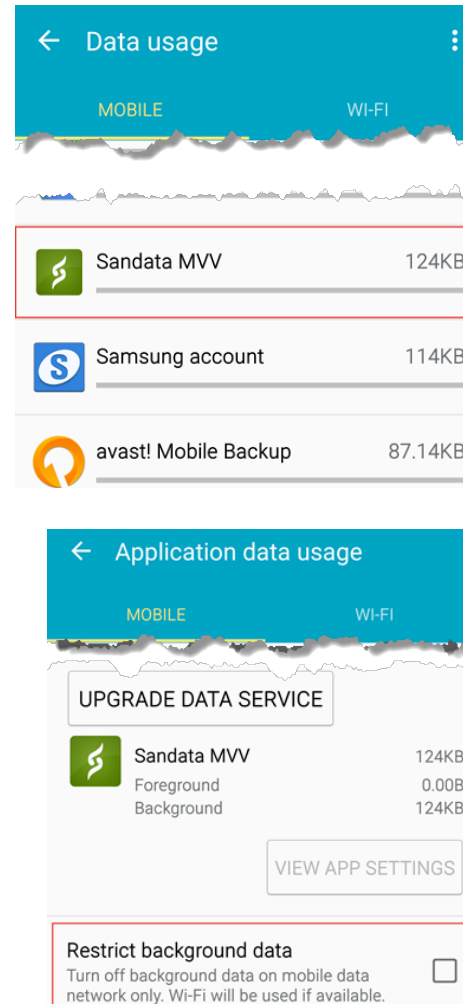
1. Go to **Settings > Data Usage** on your Android device.
2. **Uncheck** Mobile Data. A pop-up window will open asking you to confirm that you want to turn off your data.
3. Click **OK**. Your data service is now turned off.



# Restricting Background Data – Android Devices

To restrict background data:

1. Go to **Settings > Data Usage** on your Android device.
2. Scroll down until you find the Sandata MVV app.
3. Tap to select the app.
4. Click the **Restrict background data** checkbox. A pop-up window will open asking you to confirm your selection.
5. Click **OK**. The background data is now turned off.





## Best practice for using the Sandata MVV app on an Android device

1. Connect to Wi-Fi.
2. Restrict background data for the Sandata MVV app.
3. Launch the app and check-in for the visit.
4. Close the app.

**Note:** App updates may result in a white or black screen. If this occurs, the app data/cache needs to be cleared. For detailed instructions, reference question 83 in the FAQ in the EVV bulletin on the CTDSS website.

# Fixed Visit Verification (FVV)

- ◆ Fixed Visit Verification is a way of capturing a caregiver's start and end times for a visit when the client does not have a home landline phone or does not allow the caregiver to use their phone.



- ◆ The FVV Device provides a 6 digit value when pressed.
- ◆ The value represents the date and time when it was pressed.
- ◆ The caregiver presses the FVV upon arrival and before leaving the client's home.
- ◆ The two values represent the call-in and call-out times.
- ◆ The caregiver may call Santrax 15 minutes after the visit, from any phone to enter the two 6 digit values or wait until the end of the day to call in the values.
- ◆ The caregiver must have the client Santrax ID when making FVV calls (*\*client Santrax ID can be found on the Client Addresses report*)
- ◆ The values will appear as start and end times for the visit.

# FVV - Obtaining Values

## Start of Visit

- Press and release either button on FVV
- Write down the six digit value. This represents the call in time

## End of Visit

- Press and release either button on FVV
- Write down the six digit value. This represents the call out time.



**\* Note:** *If they need to see the number again, they may press and release any button again to display the reading. The reading changes every minute. If pressed again within the same minute, the value will be the same. If pressed again after the minute has passed, a new reading will display.*

*If the second reading is more than 6 minutes after the first reading, it will be used as the end time of the visit.*

# FVV - Call Process Introduction

- ◆ Wait 15 minutes after obtaining the second FVV value before making the Santrax call.
- ◆ Before calling, the caregiver should have the following information:
  - His or her Santrax ID.
  - The Client STX ID (found on *Client Addresses* report).
  - First six-digit visit verification number, date and time of arrival (obtained at the beginning of the visit).
  - Second six-digit visit verification number, date and time of departure (obtained at the end of the visit).

# FVV – Call Process



## Call Reference Guide:

«COMPANY\_NAME»

Agency Account Number: STX«ACCOUNT»

Write your Santrax ID number above for easy reference.

Dial:  
1-«Primary\_Phone»  
Or  
1-«Secondary\_Phone»

### Features:

Fixed Visit Verification (FVV) Tasks

1. Call the toll free number
2. Enter your Santrax ID
3. Press the star (\*) key
4. Enter the client Santrax ID of the customer receiving services
5. Enter the 1<sup>st</sup> FVV value
6. Press the pound (#) key to continue
7. Enter the 2<sup>nd</sup> FVV value
8. Press the pound (#) key to continue
9. Enter tasks performed

## FVV Calling Instructions

## STX«ACCOUNT»

### Upon Arrival:

When you arrive at the client's home, press and release either of the buttons on the FVV Device and write down the First six-digit visit verification number displayed on the device's screen, as you will use this number later to make your Santrax call. Note the date and time you pushed the button.

### Before Departing:

At the end of the visit, press and release either of the buttons on the FVV Device and write down the Second six-digit visit verification number displayed on the device's screen, as you will use this number later to make your Santrax call. Note the date and time you pushed the button.

**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.

*Do not hold the button down, always press and release.*

Before calling into Santrax, make sure you have the following information:

- ✓ Your Santrax ID
- ✓ The Client's ID
- ✓ First Six-digit visit verification number representing the date and time of arrival (obtained at the beginning of the visit).
- ✓ Second Six-digit visit verification number representing the date and time of departure (obtained at the end of the visit).

*Once you have this information, you are ready to call into Santrax!*

### NOTES:

- Do not call into Santrax until at least 15 minutes after you receive the second six-digit number at the end of your visit.
- You must call into Santrax within seven days of the start of the visit.
- You do not need to wait at the client's location to make the call.
- Both of the six-digit visit verification numbers will be entered on a single Santrax call.

1. Dial any of the toll-free numbers assigned to your agency.

Santrax will say: "Welcome, please enter your Santrax ID."  
If you are experiencing difficulties with the first toll-free number, please use the second toll-free number.

2. Press the numbers of your Santrax ID on the touch tone phone.

You also have the option to speak your Santrax ID in English, slowly and clearly one digit at a time.

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

3. Press the star (\*) key.

Santrax will say: "Please enter first Client ID."

4. Enter the Client ID.

If the Client ID is entered incorrectly, the Santrax system will prompt: "No FVV registered, please re-enter the client ID or press the pound (#) key to continue."

Once the Client ID is entered correctly, Santrax will say: "Please enter your first visit verification number or press the pound (#) key to continue."

## FVV Calling Instructions

## STX«ACCOUNT»

5. Enter the first visit verification number.

*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: "The first visit verification number is (DATE/TIME). If this is incorrect, press 1 to retry or press the pound (#) key to continue."

**NOTE:** 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 may have been entered. Press 1 to re-enter the number.

6. Press the pound (#) key to continue.

Santrax will say: "Please enter your second visit verification number or press pound (#) to continue."

7. Enter the second visit verification number.

*This is the 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: "The second visit verification number is (DATE/TIME). If this is incorrect, press 1 to retry or press the pound (#) key to continue."

8. Press the pound (#) key to continue.

Santrax will say, "Enter number of tasks"

9. Press the total number of tasks performed for the client.

Santrax will say, "Enter task ID"

10. Press the Task Number you performed.

### NOTES:

- Refer to your agency's task list.
- 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 "00", the system will confirm by saying: "Starting Over, Enter number of tasks". Enter all task ID's again.

Santrax will say: "You entered (NUMBER) task(s)."

11. Hang up



# FVV - Troubleshooting: Invalid Client ID

- ◆ If the caregiver incorrectly enters a Client ID, Santrax will say: “No FVV registered, please re-enter the Client ID or press the pound key to continue.”
  - Re-enter the correct Client ID.
  - Continue with the FVV call.
- ◆ If the caregiver still has trouble with the Client ID they should:
  - Hang up and try the call again.
  - Contact your agency for the correct Client ID, then try the call again.

# FVV - Troubleshooting: Incorrect FVV Value

- ◆ If the caregiver incorrectly enters the FVV value:
  - Santrax says **“Invalid visit verification number, please try again.”**
- ◆ The caregiver should:
  - Press 1 to re-enter the correct FVV number and then will be prompted to continue the FVV call.
  - Call your agency office if they continue to receive an error message.

# FVV - Troubleshooting: No FVV Numbers Entered

- ◆ Santrax says: **“You have not entered any visit verification numbers, press one to return or press the pound key to continue”**
  - If the (\*) key was accidentally pressed and the call is not a FVV call, the caregiver should hang up.
  - If the FVV value is known, the caregiver should re-enter the correct number.
  - If FVV numbers are unknown, the caregiver should hang up and call the office to report the problem so the visit can be manually corrected.

- ◆ The Provider agency initiates a request for an FVV device only when:
  - A client does not have a telephone, –OR–
  - You have one or multiple clients residing in an Assisted Living Facility (ALF) or nursing home.
  - A client has an active authorization valid for at least two weeks from the date you request the FVV device.
  - A client has an 'Active' status in the EVV application
- ◆ Refer to bulletin 16-54 for detailed instructions

- ◆ Sandata will deliver registered FVV devices to the Provider agency for installation.
  - If DSS determines the client's need meets their FVV criteria, DSS will order an FVV unit (DSS covers the cost of the unit). The FVV device will then be sent to the provider agency, along with activation and installation instructions.
  - The provider will then be responsible for delivery and installation of the FVV device in the client household.
  - Once installed, each caregiver from that agency who is sent to that client to provide services can use the FVV device for their call time tracking.
  - The details for a caregiver on how to use the FVV device are included on the caregiver's call reference guide sheet.

# LET'S REVIEW

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# What You Have Learned

- ◆ Understanding the types of Electronic Visit Verification:
  - Landline telephone or client's cell
  - Mobile Visit Verification (MVV)
  - Fixed Visit Verification (FVV)
- ◆ Instruction for the call process for consecutive services
- ◆ Using Mobile Visit Verification (MVV)
- ◆ Using and requesting Fixed Visit Verification (FVV) devices





# Questions...



# How to Stay Connected

We look forward to working with you.

Please do not hesitate to reach out with questions, comments or suggestions as we move forward.

## Website

[www.ctdssmap.com](http://www.ctdssmap.com)

## Email

[ctcustomer@sandata.com](mailto:ctcustomer@sandata.com)

## Telephone

(855) 399-8050

