Vermont Telephone Visit Verification (TVV)

Santrax ID: _____ Client ID: _____

Phone Numbers & Service IDs

ATTENDANT SERVICES PROGRAM PROVIDER # 80015 DIAL **844-802-8048** or **855-818-2970**			
SERVICE ID	**DESCRIPTION**	**SERVICE ID**	**DESCRIPTION**
103	Attendant Services **PDAC**	107	Attendant Services

CHOICES FOR CARE PROVIDER # 80014 DIAL **844-802-8047** or **855-818-2931**			
SERVICE ID	**DESCRIPTION**	**SERVICE ID**	**DESCRIPTION**
108	Personal Care- Surrogate	112	Companion Care - Surrogate
109	Respite Care - Consumer	113	Personal Care - Consumer
110	Respite Care - Surrogate	124	Moderate Needs-Services Only
111	Companion Care - Consumer	125	Flexible Choices-Services Only
126	Hourly Respite (AFC-R)	127	Daily Respite (AFC-R)

Call In Instructions

When you arrive at your client's home, you will need your Santrax ID and your Client's ID to call in. You must call in using a touch-tone phone.

1. **Dial any of the two toll-free numbers listed under the consumers program. 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 Nepali, please press three (3). For Swahili, please press four (4). For Somali, please press five (5). For Mandarin Chinese, 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: "Please select "1" to call in or "2" to call out."

4. **Press the one (1) key to "Call In".**
   Santrax will say: "Received at (TIME)."

5. **Please enter the first Client ID.**
   Hang up (if done).

Call Out Instructions

Before you leave your client's home, you will need your Santrax ID to call out. You will also need your Client's ID and Service ID for the activities performed during the visit. Your client should be available to verify your visit and service entries.

Dial any of the two toll-free numbers listed under the consumers program. 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 Nepali, please press three (3). For Swahili, please press four (4). For Somali, please press five (5). For Mandarin Chinese, please press six (6)." These prompts are heard in their languages.

1. **Press the number that connects with the language you wish to hear.**
   Santrax will say: "Welcome, please enter your Santrax ID."

2. **Press the numbers of your Santrax ID on the touch tone phone.**
   Santrax will say: "Please select "1" to call in or "2" to call out."

3. **Press the two (2) key to "Call Out".**
   Santrax will say: "Received at (TIME).

4. **Please enter the first Client ID.**
   Hang up (if done)

DO NOT HANG UP. This system needs more information to log your service code and receive your out time. Continue to Step 5.

5. **Please enter the 3-digit Service ID provided.**
   Santrax will say: "Please enter the Service ID".

6. **Please confirm the Service ID Description.**
   Santrax will say: "You entered (SERVICE). Please press "1" to accept, "2" to retry."
   - If the Service ID Description is incorrect, press the two (2) key to re-enter the Service ID. When the description is correct, press the one (1) key to accept.

7. **Santrax will say: "To record the client's voice please press one and hand the phone to the client or press two if the client is unable to participate."**

8. **Press the one (1) key to record the client's voice or press the two (2) key if the client is unable to participate and go to step 12.**

9. **(OPTIONAL: CLIENT VERIFICATION) Hand the phone to the client. The client will be asked to state their name and today's date.**
   Santrax will say: "Please say your first and last name and today's date."

10. **The client should say their first and last name and today's date.**
    NOTE: *The system may skip the following prompts. If the prompt is skipped, please continue with the next prompt, or hang up if you are done.*
    Santrax will say: "In call received at (TIME). Out call received at (TIME). Total visit length (NUMBER) minutes. Press one (1) to confirm, two (2) to deny, or three (3) to replay."

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

12. **The client should press the one (1) key to confirm, the two (2) key to deny, or the three (3) key to replay.**
    Santrax will say: "Please enter second Client ID or hang up if done".

13. **Hang up (if done).**