

Vermont Telephone Visit Verification (TVV)



Santrax ID: _____ Client ID: _____

Phone Numbers & Service IDs

CHILDRENS PERSONAL CARE

DIAL 844-802-8046 or 855-818-2918

SERVICE ID	DESCRIPTION
101	CPCS Personal Care

BRAIN INJURY PROGRAM

DIAL 844-802-8049 or 855-818-3041

SERVICE ID	DESCRIPTION	SERVICE ID	DESCRIPTION
150	BIP Hourly Respite	151	BIP Daily Respite

FAMILY MANAGED RESPITE

DIAL 844-965-3041 or 844-970-4744

SERVICE ID	DESCRIPTION	SERVICE ID	DESCRIPTION
126	Hourly Respite	127	Daily Respite

DEVELOPMENTAL SERVICES

DIAL 844-970-5142 or 844-978-0353

SERVICE ID	DESCRIPTION	SERVICE ID	DESCRIPTION
160	1:1 Staffing- Supervised Living	168	2:1 Staffing- Daily Respite
161	2:1 Staffing- Supervised Living	137	Daily Respite - 1:2 Staffing
130	Supervised Living- 1:2 Staffing	170	1:1 Staffing- In Home Family Support
163	1:1 Staffing- Hourly Respite	171	2:1 Staffing- In-Home Family Support
164	2:1 Staffing- Hourly Respite	172	1:2 Staffing- In Home Family Support
133	Hourly Respite – 1:2 Staffing	173	1:1 Staffing- Shared Living Hourly Support
134	Hourly Respite – 1:3 Staffing	174	1:2 Staffing- Shared Living Hourly Support

167	1:1 Staffing- Daily Respite	175	2:1 Staffing- Shared Living Hourly Support
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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.**
Santrax will say: "Hang up if done".

-  **6. If providing 1:2 care, please enter the second Client ID.**
Santrax will say: "Hang up if done".

-  **7. If providing 1:3 care, please enter the third Client ID.**
Santrax will say: "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.**

Santrax will say: "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 reenter 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 (1) 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).**

- 14. If providing 1:2 care, please enter the second Client ID.**

Santrax will say: "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.

- 15. Please enter the 3-digit Service ID provided.**

Santrax will say: "Please enter the Service ID".

- 16. 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 reenter the Service ID. When the description is correct, press the one (1) key to accept.

- 17. 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."**

- 18. 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.**

- 19. (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."

- 20. 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."

- 21. 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."

- 22. 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".

- 23. Hang up (if done).**

- 24. If providing 1:3 services, please enter the third Client ID.**

Santrax will say: "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.

- 25. Please enter the 3-digit Service ID provided.**

Santrax will say: "Please enter the Service ID".

- 26. 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 reenter the Service ID. When the description is correct, press the one (1) key to accept.

- 27. 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."**

- 28. 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.**

- 29. (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."

- 30. 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."

- 31. 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."

- 32. 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".

- 33. Hang up.**