

Call Reference Guide

Fixed Visit Verification (FVV)

Company ID# 2-91496

TVV/FVV Toll-Free Numbers:

- 844-769-5920
- 855-792-3524

SANTRAX ID	CLIENT ID

Calling In

When arriving at the client's home, make sure you have the following information:

- Your Santrax ID
- Your 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).

Upon Arrival

When you arrive at the client's home, press and release the button on the front of the FVV Device and write down the first six-digit visit verification number displayed on the device's screen. 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 the button on the front of the FVV Device and write down the second six-digit visit verification number displayed on the device's screen. You will use this number later to make your Santrax call. Note the date and time you pushed the button, as well as the EVV services performed for that shift.

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 is ok, use the new number.

iLIFE created a helpful tool for keeping track of FVV information - the Fixed Visit Verification (FVV) Tracking Form, which can be found on our website at:


IRIS: <https://ilife.org/evv/iris-evv-information-and-training/>

Family Care: <https://ilife.org/evv/family-care-evv-information-and-training/>

Note: You do not need to submit this form to iLIFE, but we recommend keeping it for your records.

Keep the following in mind:



- 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.



-  **Dial either of the toll-free numbers assigned to iLIFE: 844-769-5920 or 855-792-3524**

If you are unable to get through to the first toll-free number, please try the second toll-free number.

-  **The system will start out by prompting you to choose a language.**

Santrax will say: "For English, please press one (1). For Egyptian Arabic, please press two (2). For Burmese, please press three (3). For Chinese Mandarin, please press four (4). For French, please press five (5). For Hindi, please press six (6). For Hmong, please press seven (7). For Laotian, please press eight (8). For Nepali, please press nine (9). For Russian, please press ten (10). For Serbian, please press eleven (11). For Somali, please press twelve (12). For Spanish, please press thirteen (13). For Swahili, please press fourteen (14). For Vietnamese, please press fifteen (15)." Call prompts are heard in the selected languages.

-  **Press the number that corresponds to the language you wish to hear.**
The language you choose will be the language the rest of the call is heard in.
 **Santrax will say:** "Welcome, please enter your Santrax ID."

-  **Press the numbers of your Santrax ID on the touch tone phone.**
 **Santrax will say:** "Is this a group visit? Press (1) for Yes or (2) for No."














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-  **Press two (2) for not a group visit.**
 **Santrax will say:** “Please choose your location of service. Press one (1) one for Home, Press two (2) for Community, Press three (3) for replay.”
-  **Press one (1) to select home or two (2) to select community. Press three (3) for replay.**
 **Santrax will say:** “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.”
-  **Press the star (*) key to continue.**
 **Santrax will say:** “Please enter first Client ID.”
-  **Enter Client ID.**
 **If the Client ID is entered incorrectly, Santrax will say:** “No FVV registered, please re-enter the client ID or press the pound (#) key to continue.”
 **When the Client ID is entered correctly, Santrax will say:** “Please enter your first visit verification number or press the pound (#) key to continue.”
-  **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 say:** “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 have been entered. Press 1 to re-enter the number.
-  **Press the pound (#) key to continue.**
 **Santrax will say:** “Please enter your second visit verification number or press pound (#) to continue.”

-  **Enter the second visit verification number.**
This is the second 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 correctly, Santrax will say:** “The second visit verification number is (DATE/TIME). If this is incorrect, press 1 to retry or press the pound (#) key to continue.”
-  **Press the pound (#) key to continue.**
 **Santrax will say:** “Please enter the Service ID.”
-  **Press the Service Code ID number you performed.**
See below for iLIFE’s service code list.

Service Code	Program	Code for Call
T1019	IRIS & Family Care	10
T1020	Family Care Only	25
S5125	IRIS & Family Care	15
S5216	IRIS & Family Care	20
COMBO	IRIS Only	30

Please Note: COMBO is only used in the IRIS program after the 2021 waiver update, and only if both types of services are being provided through the same provider agency.

-  **Santrax will say:** “You entered (SERVICE). Please press (1) to accept, (2) to retry.”
-  **Press the one (1) key to accept, or press the two (2) key to retry.**
-  **You are now able to hang up.***
***Please note: IRIS and Family Care program workers do not need to complete the Tasks and Client Verification prompts.**

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*Alternatively:


 **Santrax will say:** “Enter number of tasks”

 **Press the (0) key to skip this question**

 **Santrax will say:** “You entered (0) task(s). To record the client’s voice please press (1) and hand the phone to the client, or press (2) if the client is unable to participate.”

 **Press the (2) key to skip this question.**

 **Santrax will say:** “Thank you, bye”

 **You are now able to hang up.**

Customer Service Information

IRIS

Phone: 888-800-5599

Email: IRIS.EVV@iLIFE.org

Family Care

Phone: 888-490-3966

Email: FC.EVV@iLIFE.org

iLIFE EVV Information & Training Material

<https://ilife.org/evv/evv-information-and-training/>