

SERVICE CODES

Service Code	Code to Enter on Call	Telephony Prompt for Read Back
T1019	10	Personal Care Services, fifteen minutes
S5125	15	Supportive Home Care, fifteen minutes
S5126	20	Supportive Home Care, per day
COMBO	30	Both Personal Care and Supportive Home Care service, fifteen minutes

Please Note: "Combo - PCS & SHC" 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.

TVV/FVV TOLL-FREE NUMBERS

You may use whichever number you prefer to call in your FVV codes.

844-769-5920	855-792-3524
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BEST PRACTICES

- The visit must be called in **within seven days** of the start of the visit.
- Wait at least 15 minutes after receiving the check-out visit verification number from the FVV device.
- You do not need to wait at the participant's location to make the call.
- Both of the six-digit visit verification numbers will be entered on a single Santrax call.