

Provider Account Number: 80105

Santrax ID: _____

Client ID: _____

LANGUAGE	DIAL
English	855-822-1965
	OR
	844-807-9862

Call In Instructions

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



1. Dial any of the toll-free numbers listed. If you have trouble with the first number, try the second number.

The Santrax system will say: "For English, please press one (1). For Spanish, please press two (2). For Tagalog, please press three (3). For Navajo, please press four (4). For Mandarin, please press five (5). For Korean, please press six (6), For Japanese; please press seven (7). For Vietnamese, please press eight (8). For French, please press nine (9). For Egyptian Arabic, please press ten (10). For Persian/Farsi, please press eleven (11), For Russian, please press twelve (12)."

Call prompts are heard in the selected languages.



2. Press the number that corresponds to 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: "To verify your identity, please repeat: At Santrax, my voice is my password."



4. Say: "At Santrax, my voice is my password."

Santrax will say: "Is this a group visit? Press (1) for Yes or (2) for No."



5. Press (1) for group visit.

Santrax will say: "Press (1) to start a new group visit, (2) to continue to your group visit, (3) to join a group visit, or (4) to exit group visit menu."



(1) To start a new group visit:

(3) To join an existing group visit:

6. Press (1) to start a new group visit.

Santrax will say: "You will start a new group visit with visit code (GROUP CODE)."

6. Press (3) to join an existing group visit.

Santrax will say: "Please enter the group visit code."

7. Continue to step 8.

7. Press the numbers of the group visit code.

Santrax will say: "You will join the group visit with visit code (GROUP CODE)."



8. Press (1) to add a client to the group visit, (2) to complete a visit for a client, (3) to hear the group visit code, (4) to abandon this whole group visit or hang up if you would like to end this all.

Santrax will say: "Please choose your location of service. Press (1) one for Home, Press (2) for Community".



9. Press (1) to select home or (2) to community.

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."

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.



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

Santrax will say: "Please select (1) to call in or (2) to call out."

11. Press the (1) key to "Call In".

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



12. Hang up.

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Call Out Instructions

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



- 1. Dial any of the toll-free numbers listed. If you have trouble with the first number, try the second number.**

The Santrax system will say: "For English, please press one (1). For Spanish, please press two (2). For Tagalog, please press three (3). For Navajo, please press four (4). For Mandarin, please press five (5). For Korean, please press six (6), For Japanese; please press seven (7). For Vietnamese, please press eight (8). For French, please press nine (9). For Egyptian Arabic, please press ten (10). For Persian/Farsi, please press eleven (11), For Russian, please press twelve (12)."

Call prompts are heard in the selected 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: "To verify your identity, please repeat: At Santrax, my voice is my password."



4. Say: "At Santrax, my voice is my password."

Santrax will say: "Is this a group visit? Press (1) for Yes or (2) for No."



5. Press (1) for group visit.

Santrax will say: "Press (1) to start a new group visit, (2) to continue to your group visit, (3) to join a group visit, or (4) to exit group visit menu."



6. Press (2) to continue your group visit.

Santrax will say: "Please enter the group visit code."



7. Press the numbers of the group visit code.

Santrax will say: "You will continue group visit with visit code (GROUP CODE). Please press (1) to add a client to the group visit, (2) to complete a visit for a client, (3) to hear the group visit code, (4) to abandon this whole group visit or hang up if you would like to end this call."



8. Press the (2) key to complete the visit for a client.

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."

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.



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

Santrax will say: "Please select (1) to call in or (2) to call out."



10. Press the (2) key to "Call Out."

Santrax will say: "Received at (TIME). Please enter first client ID or hang up if done."



11. Press the numbers of the client's ID.

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



12. Press the Service ID Number you performed.

Santrax will say: "You entered (SERVICE). Please press (1) to accept, (2) to retry."



13. Press the one (1) key to accept, or press the two (2) key to retry.

Santrax will say: "Would you like to continue the visit with the new service?"



14. Press the (1) for Yes or to (2) for No

Note: When switching to a different service for the same client please press (1) for Yes and repeat steps 12-13 to enter the next service before continuing. Press (2) for No when all services are complete.



15. Press the Task Number you performed.

Santrax will say: (TASK DESCRIPTION(S)) You entered (NUMBER) 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.



- 16. Hand the phone to the client and 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."



- 17. The client should say their first and last name and today's date.**

Santrax will say: "Please enter second client ID or hang up if done."



- 18. Hang up.**