



Electronic Visit Verification TVV Reference Guide

Dial:
1-844-804-1772
Or
1-855-818-6326

Important ID's

MILC Account ID:	91770
Your Santrax ID:	
Your Consumer's ID(s):	

Questions? Call your designated supervisor for assistance.

715-344-4210

TVV Instructions

Calling In: When arriving at the consumer's home, make sure you have the following information:



- Your Santrax ID
 - Your Consumer's ID
1. **Dial any of the toll-free numbers assigned to MILC.**
If you experience difficulties with the first toll-free number, please use the second toll-free number.
 The Santrax system will say: "For English, please press one (1). For Hmong please press seven (7). For Spanish, please press thirteen (13)."
 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: "Is this a group visit? Press (1) for Yes or (2) for No."
 4. **Press (2) for not a group visit.**
 The Santrax system will say: "If this is a Fixed Visit Verification using the FVV device, press star (*) key to enter the visit verification numbers. Otherwise, press the pound (#) key to continue."
If this is a FVV Call, press star () key and refer to the FVV call Reference Guide for detailed instructions for the FVV process. If this is not an FVV call, press pound (#) and continue.*
 5. **Press the pound (#) key to continue.**
 Santrax will say: "Please select (1) to call in or (2) to call out."
 6. **Press the (1) key to "Call In."**
 Santrax will say: "Received at (TIME)."
 7. **Hang Up.**


Calling Out: When leaving the consumer's home, make sure you have the following information:

- Your Santrax ID
 - Your Service ID
8. **Follow steps 1 thru 5 and then continue.**
 Santrax will say: "Please select (1) to call in or (2) to call out."
 9. **Press the (2) key to "Call Out."**

 Santrax will say: "Received at (TIME). Enter Service ID."


10.  Press the Service ID Number you performed.


 You MUST pick either Service ID: 
10 (Personal Care/15mins) OR
15 (Supportive Home Care/15mins)

 Santrax will say: "You entered (SERVICE). Please press the one (1) key to accept, or press the two (2) key to retry."

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

 Santrax will say: "Enter the number of tasks."


12.  Press the total number of tasks performed for the client.

 Santrax will say: "Enter task ID."

13.  Press the Task Number you performed.

Notes:


- Refer to MILC's Task List
- If you performed more than one task, wait for the system to confirm the task and then enter the next task number until you have entered all tasks performed during the visit.
- If you perform a task with a reading, Santrax will pause after receiving the Task ID. During the pause, press the appropriate reading for the task using the amount of digits indicted on the task list (?)
- If you made a mistake entering Tasks, press "00", the system will confirm by saying: "Starting Over, Enter number of tasks." Enter all task ID's again.


 Santrax will say: "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."

14.  Press '1' to record the consumer's voice.


OR

 Press '2' if the consumer is unable to participate.


15.  Hand the phone to the consumer and the consumer will be asked to state their name and today's date.

 Santrax will say: "Please state you first and last name and today's date."


16.  The consumer should say their first, last name and today's date.

 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, three (3) to replay."

17.  The consumer should press the appropriate option.

 Santrax will say: "The service performed was (SERVICE). Press one (1) to confirm, two (2) to deny, three (3) to replay."

18.  The consumer should press the appropriate option.

 Santrax will say: "Thank you, bye."

19.  Hang Up.

MILC Service and Task List

Service

Service ID	Description	Service ID	Description
10	Personal Care Services, fifteen minutes	15	Supportive Home Care, fifteen minutes

Task*

Task ID	Description	Task ID	Description
100	Showering/Bathing	220	Glucometer (MOT)
105	Dressing/Changing	225	Medication: Assist/Remind (MOT)
110	Prosthetics/Splints/TEDS	230	Range of Motion (MOT)
115	Grooming	235	Respiratory Assistance (MOT)
120	Assist w/Feeding	240	Skin Care (MOT)
125	Mobility	245	Tube Feeding (MOT)
130	Transferring	250	Vital Signs (MOT)
135	Toileting	255	Wound Care (MOT)
200	Bowel Program (MOT)	300	Eyeglass/Hearing Aid(s) Care
205	Catheter Site Care (MOT)	305	Housekeeping
210	Complex Positioning (MOT)	310	Laundry
215	Feeding Tube Site Care (MOT)	315	Meal Prep/Purchase Groceries

**You may perform other tasks not on this list, you must check off ALL tasks on your timesheet.*