



Electronic Visit Verification FVV Call 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.

715-344-4120

FVV Instructions

Upon Arrival:

When you arrive at the consumer's home, press and release either of the buttons on the FVV Device and write down the First six-digit visit verification number displayed on the device's screen, as 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 your visit, press and release either of the buttons on the FVV Device and write down the Second six-digit visit verification number displayed on the device's screen, as you will use this number later to make your Santrax call. Note the date and time you pushed the button.

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 new number, that is ok, use the new number.

- Do not call 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 consumer's location to make the call.
- Both six-digit visit verification numbers will be entered on a single Santrax call.

Calling In: Make sure you have the following information:

- Your Santrax ID
- Your Consumer'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).

Once you have this information, you are ready to call into Santrax!

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."**
5. **Press star (*) key to continue.**
 Santrax will say: **"Please enter first client ID."**
6. **Enter the Client ID.**
If the client ID is entered incorrectly, the Santrax system will say: **"No FVV registered, please re-enter the client ID or press the pound (#) key to continue."**
 Once the client ID is entered correctly, Santrax will say: **"Please enter your first visit verification number or press the pound (#) key to continue."**
7. **Enter the first visit verification number.**

This is the first six-digit number you obtained from the FVV Device when you arrived at the consumer's home and will represent your time in.

- When the visit verification number is entered correctly Santrax will confirm it by saying: **"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 the date and time provided are the same as the date and time the button on the device was pushed. If they do not match, an incorrect visit verification number has 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 the pound (#) key to continue."**

- Enter the second visit verification number.

This is the second six-digit number you obtained from the FVV Device when you arrived at the end of your shift and will represent your time out.

- When the visit verification number is entered correctly Santrax will confirm it by saying: **"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."**

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

- Press the Service ID Number you performed.

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

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

- Santrax will say: **"Enter number of tasks."**

- Press the total number of tasks performed for the consumer.

- Santrax will say: **"Enter task ID."**

- 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: **"(TASK DESCRIPTION(S)) you entered (NUMBER) task(s). Thank you, bye."**

- 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.*