

## FVV Call Process

<b>Call</b>	
<b>1</b>	Dial the toll free number.
	Santrax will prompt you to select a language. Each prompt will be heard in its respective language, followed by a selection number. (i.e. For English press 1; for Spanish, press 2, etc.)
<b>2</b>	Press the number that corresponds to the desired language.
	Santrax will say: "Welcome, please enter your Santrax ID."
<b>3</b>	Press the number of your Santrax ID on your touch tone phone.
	Sandata/Santrax will say: "Received at (time). If this is a Fixed Visit Verification (FVV) using the FVV device, press the star (*) key to enter the visit verification numbers. Otherwise, press the pound (#) key to continue."
<b>4</b>	Press the star (*) key.
	Santrax will say: "Please enter first Client ID." Client ID = Member/Employer ID #.
<b>5</b>	Enter the Member/Employer ID #.
	Santrax will say: "Please enter your first visit verification number or press the pound (#) key to continue."
<b>6</b>	Enter the 6-digit value noted at the start of this visit.
	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."
<b>7</b>	Press the (#) key.
	Sandata/Santrax will say: "Please enter your second visit verification number or press the pound (#) key to continue."
<b>8</b>	Enter the 6-digit value noted at the end of this visit.
	"The second visit verification number is (Date/Time). If this is incorrect, press 1 to retry or press the pound (#) key to continue."
<b>9</b>	Press the (#) key.
	Santrax will say: "Enter the Service ID #."
<b>10</b>	Press the Service ID performed.
	Santrax will say: "You entered (Service). Please press 1 to accept, 2 to retry."
<b>11</b>	Please press 1 to accept, 2 to retry.
	Santrax will say: "Enter total number of tasks."
<b>12</b>	Press (0) as we are not required to enter tasks.
<b>13</b>	Hang up, your call is complete