

Fixed Visit Verification Device (FVV) Instruction Sheet

When arriving at Member/Employer home: Before beginning your visit press and release either of the buttons on the FVV device and write down the 6-digit visit verification number displayed on the device's screen, as you will need this number later to make your required automated call. The number from your FVV device represents the date and time you clock in and out.

We suggest you keep this instruction sheet with your time sheet until you are comfortable using the FVV device and calling in your hours to Sandata. Your new FVV time sheet gives you space to write the 6-digit visit verification numbers for the beginning and ending of each shift.

Before leaving your Member/Employer home: At the end of your visit, press and release either of the buttons on the FVV device again and write down the 6-digit visit verification number displayed on the device's screen.

NOTE: If you did not have enough time to write the number down you may press and release the button one more time to display the reading. If you get a different number, that is ok, use the new number.

NEXT: You MUST call your codes in to the toll-free numbers on Pg. 4 for your visits to be recorded! You must wait 15 minutes AFTER you hit the button on your FVV device for your clock out code to call your shift in to the Sandata number provided on Pg. 4 of this document. You do not need to wait at the Member/Employer's home to make the call. The call should be made the same day as the shift you are working but can be made up to 7 days from the start of each visit.

Calling Sandata

To successfully complete your required call, you will need: your Employee ID #, and the (2) 6-digit numbers you wrote down at the beginning and end of your visit.

1. **Dial one of the toll-free numbers for Lori Knapp Richland Inc. provided on pg. 4 of these instructions.** If you experience difficulties with the first toll free number, please dial the second toll free number.

The Sandata system will say: "For English, please press one (1); Egyptian Arabic (2); Burmese (3); Chinese Mandarin (4); French (5); Hindi (6); Hmong (7); Laotian (8); Nepali (9); Russian (10); Serbian (11); Somali (12) Spanish (13); Swahili (14) Vietnamese (15) (These prompts are heard in their respective languages)

NOTE: You do not have to wait for all the prompts to select your preferred language. Once you push the number for the language you wish to use, all prompts will be heard in that language.

2. After choosing your preferred language Sandata will say: "Welcome, please enter your Santrax ID #" **Enter your Employee ID #.**

3. Sandata will then say: "Is this a group visit? Press one (1) for Yes and two (2) for No. **Press two (2) for not a group visit.**

4. Sandata will say: "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." **Press the star (*) key enter visit verification numbers.**

5. Sandata will say: "Please enter Member/
Employer's ID #." **Enter the Member/Employer's ID #.**

If the Member/Employer's ID # is entered incorrectly, the Sandata system will say: "No FVV registered, please reenter the

Member/Employer's ID # or press the pound (#) key to continue. "

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6. Once the Member/Employer's ID # is entered correctly, Sandata will say: "Please enter your first visit verification number or press the pound (#) key to continue." **Enter the first visit verification number.** This is the first six-digit number you received from the FVV Device when you arrived/clocked in at the Member/Employer's home and will be the time you began your shift. When the visit verification number is entered correctly Sandata 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.**"

* Listen to check that the date and time provided are the same as you enter on your time sheet. If they do not match, an incorrect visit verification number has been entered. Press 1 to re-enter the number.

7. Press the pound (#) key to continue. Sandata 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 2nd six-digit number you got from the FVV Device when you left/clocked out at the Member/Employer's home and will represent the time you clocked out. When the visit verification number is entered correctly Sandata 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."

8. Sandata will then ask you to "Please enter Service ID # **Enter the Service ID # found on Pg. 4 of this instruction sheet.** Enter the Service ID #. Sandata will confirm: "You entered (Example: Supportive Home Care). Please press one (1) to accept, two (2) to retry."

9. **Hang up,** your call is complete.

LKi Choice EVV Training

Employee ID #: _____

Member/Employer ID #: _____

Member/Employer Service Codes:

T1019 or Service ID of 10
S5125 or Service ID of 15 ← enter the
#15
S5126 or Service ID of 20

Toll Free Lori Knapp Richland EVV phone #:

1-844-792-7260

2nd Toll Free Lori Knapp Richland EVV phone #:

1-855-806-1056