

Landline or TVV Instruction Sheet

When arriving at the Member/Employer's home you will need your Employee ID #. There is a space for you to write this number down on Pg. 4 of this instruction sheet. We suggest you keep this instruction sheet with your timecard until you're comfortable using the TVV device and calling in your hours to Sandata.

Calling Sandata to clock in and out does **NOT** replace your paper time sheet, but the hours must match, or it may delay your paycheck.

To Clock In:

NOTE: *You MUST use your Member/Employer's landline, as that is how the system determines the Employer you are working for.*

1. Dial one of the toll-free numbers for Lori Knapp Richland Inc. found on Pg. 4. 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 push the appropriate number. Once you push the number for the language you wish to use, all prompts for the remainder of the call will be heard in that language.

2. After choosing your preferred language, Sandata will say: "Welcome, please enter your Sandata ID"

Enter the Employee ID # e-mailed to you.

3. Next Sandata will 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 pound (#) key to continue.

5. Sandata will say: "Please select one (1) to call in or two (2) to call out."

Press the one (1) key to "Call In"

Sandata will say: "Received at (time)."

6. Hang up – call is complete. 😊

To Clock Out:

NOTE: *Again, you MUST use your Member/Employer's landline, as that is how the system determines the Employer you are working for.*

1. Follow steps 1-4 for calling in.

EVV Training

5. Sandata will say: "Please select one (1) to call in or two (2) to call out."

Press the two (2) key to "Call out."

Sandata will say: "Received at (time).

6. Sandata will then ask you to "Please enter Service ID."

Enter the Service ID # found on Pg. 4 of this instruction sheet.

Sandata will confirm: "You entered (Example: Supportive Home Care). Please press one (1) to accept, two (2) to retry."

If it is correct press 1, if it isn't press 2 to retry.

NOTE: We do **NOT** need to enter tasks, nor have the Member/Employer confirm tasks.

7. Hang up, your call is complete. 😊

REMEMBER: Calling Sandata to clock in and out does NOT replace your time sheet, but the times must match, or it may delay your paycheck.

Employee ID #: _____

Member/Employer ID #: = Member/Employer Landline

Member/Employer Service Codes:

T1019 or Service ID of 10
S5125 or Service ID of 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