

EVV Training

Company Name for EVV:

Lori Knapp Richland Inc. – Agency # **STX91679**

Employee ID #: _____

Member/Employer ID #: _____

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

Landline or TVV Group Visit Instruction Sheet

When arriving at the Member/Employer's home you will need the Employee ID # e-mailed to you by Santrax. 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 time card until you're comfortable using the TVV device and calling in your hours to Sandata/Santrax.

Calling Sandata/Santrax to clock in and out does NOT replace your paper time sheet, but the times must match or it may delay your pay check.

To Clock In:

1. Dial one of the toll free numbers for Lori Knapp Richland Inc. 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 of 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/Santrax will say: "Welcome, please enter your Santrax ID"

Enter the Employee ID # Santrax e-mailed to you.

3. Next Sandata/Santrax will say: "Is this a group visit? Press one (1) for Yes or two (2) for No.

NOTE: A group visit should be used when working with more than one consumer at a time.

Press one (1) for a group visit.

4. Sandata/Santrax will then say: "Press (1) to start a new group visit, (2) to continue your group visit, (3) to join a group visit, or (4) to exit the group visit menu."

Press (1) for a group visit.

5. Sandata/Santrax will say: "You will start a new group visit with visit code (____)." *Write this number down for later use.*

6. Sandata/Santrax 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."

7. Sandata/Santrax will say: "Please select one (1) to call in or two (2) to call out." Press the one (1) key to "Call In"

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

8. Hang up – call is complete.

To Clock Out:

1. Follow steps 1 -3 of calling in.

4. Sandata/Santrax will then say: "Press (1) to start a new group visit, (2) to continue your group visit, (3) to join a group visit, or (4) to exit the group visit menu." Press (2) to continue your group visit.

5. Sandata/Santrax will then say: "Please enter the group visit code." Enter the group visit code you wrote down when you clocked in.

6. Sandata/Santrax will say: "You will continue group visit with visit code (____). Press (1) to add a client to the group visit, (2) to complete a visit for a client, (3) to hear the group visit code, (4) to abandon this whole group visit or hang up if you would like to end this call." Press (2).

NOTE: If you made a mistake and need to discard all data you have previously entered for ALL visits in this group, press (4) to abandon the whole group visit.

7. Sandata/Santrax 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.

8. Sandata/Santrax will say: "Please select one (1) to call in, or two (2) to call out." Press the two (2) key to "Call out."

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

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

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

10. Hang up, your call is complete.

REMEMBER: Calling Sandata/Santrax to punch in and out does NOT replace your time sheet, but the times must match or it may delay your pay check.