

Calling Instructions

STX 91513

Calling In: When arriving at the client's home, make sure you have the following information:

- Your Santrax ID.
- Your Client's ID.

1. Dial any of the toll-free numbers assigned to your agency.

If you are experiencing 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 Egyptian Arabic, please press two (2). For Burmese, please press three (3). For Chinese Mandarin, please press four (4). For French, please press five (5). For Hindi, please press six (6), For Hmong, please press seven (7), For Laotian, please press eight (8), For Nepali, please press nine (9), For Russian, please press ten (10), For Serbian, please press eleven (11), For Somali, please press twelve (12), For Spanish, please press thirteen (13), For Swahili, please press fourteen (14), For Vietnamese, please press fifteen (15).”**

These prompts are heard in their respective languages.

2. Press the number that corresponds to the language you wish to hear.

All prompts for the remainder of the call will be heard in that language.

 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.

 Santrax will say: **“If this is a Fixed Visit Verification visit using the FVV device, press the star (*) key to enter the visit verification numbers. Otherwise, press the pound (#) key to continue.”**

If this is an FVV Call, press the star (*) key and refer to the FVV Call Reference Guide for detailed instruction for the FVV call process. If this is not an FVV call, press pound (#) and continue.

5. Press the pound (#) key to continue.

 Santrax will say: **“Please select (1) to call in or (2) to call out.”**

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6. Press the (1) key to “Call In”.

 Santrax will say: **“Received at (TIME).”**

7. Hang up.

Calling Out: When leaving the client's home, make sure you have the following information:

- Your Santrax ID.
- The Service ID.
- The Client is available to verify the visit.

8. Follow steps 1 thru 5 and then continue.

 Santrax will say: **“Please select (1) to call in or (2) to call out.”**

9. Press the (2) key to “Call Out.”

 Santrax will say: **“Received at (TIME). Enter Service ID.”**

10. Press the Service ID Number you performed.

Refer to your agency's service list.

 Santrax will say: **“You entered (SERVICE). Please press (1) to accept, (2) to retry.”**

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

 Santrax will say: **“Enter number of tasks.”**

12. Press the total number of tasks performed for the client.

 Santrax will say: **“Enter task ID.”**

13. Press the Task Number you performed.

NOTES:

- Refer to your agency'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 are performing a task with a reading, Santrax will pause after receiving the Task ID. During the pause, press the appropriate reading for this task using the amount of digits indicated 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: **You entered (NUMBER) task(s). To record the client's voice please press (1) and hand the phone to the client, or press (2) if the client is unable to participate.**"

14.  Press '1' to record the client's voice.

OR

 Press '2' if the client is unable to participate.

15.  Hand the phone to the client and the client will be asked to state their name and today's date.

 Santrax will say: "**Please say your first and last name and today's date.**"

16.  The client should say their first, last name and today's date.

 Santrax will say: "**In call received at (TIME). Out call received at (TIME). Total visit length (NUMBER) minutes. Press one (1) to confirm, two (2) to deny, three (3) to replay.**"

17.  The client should press the appropriate option.

 Santrax will say: "**The service performed was (SERVICE). Press one (1) to confirm, two (2) to deny, three (3) to replay.**"

18.  The client should press the appropriate option.

 Santrax will say: "**Thank you, bye**"

19.  Hang up.



Call Reference Guide:

CONSUMER DIRECT FOR WISCONSIN,

Agency Account Number: STX91513

Write your Santrax ID number above for easy reference.

Dial:
1-844-772-8379
Or
1-855-794-6909

Features:

Select Language

Group Visit - No

Service

Client Verification - Recording

Client Verification - Service

Call In/Out Prompting

Fixed Visit Verification - No

Task

Client Verification – Visit