

Provider Fixed Visit Verification (FVV) User Guide

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Introduction

Electronic Visit Verification (EVV) and the Fixed Visit Verification (FVV) Device

The Texas Department of Aging and Disability Services (DADS) has contracted with Sandata Technologies, LLC, (Sandata) to provide the EVV Santrax system to ensure individuals receive services as approved by DADS.

For EVV, attendants are required to make calls from the individual's landline home telephone to verify that services have been provided. However, not all individuals have a landline home telephone or want to let their attendants use their landline home telephone.

Sandata has developed an FVV Device for individuals that do not have a landline home telephone available for EVV calls. The FVV Device supports automatic visit verification without the use of the individual's home phone.

The Purpose of an FVV Device

An FVV Device will be used as an alternative method to attendants calling from an individual's home phone. The FVV Device will capture the date and time of the visit, as well as verify that the attendant provided services to the correct individual during that time. The FVV Device does this by generating a unique number each time the button on the device is pressed. This number represents a date and time value (the FVV value). After the visit is complete, the FVV values are entered into the EVV system by calling the Santrax system.

FVV Device Physical Description

The FVV Device is a small device that runs on batteries and can be placed in a location that is convenient to access. Examples of where the FVV Device can be placed include by the door, in a kitchen drawer or an easily accessible cabinet. The FVV Device can be taped in place so it will not move or get lost. DADS encourages providers to work with the individual to find a good location for the FVV Device.

The dimensions of the FVV Device are 2 5/8" x 1 1/2" x 3/4".



FVV Device Overview

The FVV Device will be assigned to a specific agency and individual, and will be placed in the individual's home.

The attendant will press the button on the FVV Device at the beginning and end of each visit; they will receive FVV values they will later enter into the Santrax system via a telephone call.

The call will include the following information:

- Attendant Santrax ID.
- Individual/Client ID.
- The FVV values generated by the device at the beginning and the end of each visit.

The FVV call information will be documented in the agency's Santrax system and be immediately available to the agency's Santrax administrative users.

The FVV Device will provide systematic visit verification information as mandated by DADS.

The FVV Device is not a listening device and cannot record conversations or activities in the individual's home.

Important Notice Regarding Confidential Information

Please be advised that certain data fields required by the EVV system may contain protected health information under the Health Insurance Portability and Accountability Act (HIPAA) or other personal information under the privacy laws of the state.

Employees and/or agencies who have access to such information need to take appropriate safeguards to ensure such information is not disclosed without the consent of the individual or otherwise in accordance with applicable law.

Use of Medicaid ID as Client ID

Individuals' Client IDs are used by attendants as part of the FVV Call Process.

DADS is aware that based on initial instruction, providers may have used individuals' Medicaid IDs as Santrax Client IDs.

Since the Client ID will need to be shared with attendants and used as part of the FVV Call Process, DADS has determined that the Medicaid ID should NOT be used as the Client ID for individuals that receive an FVV Device.

If you need to change Client IDs for your agency, please contact the toll-free Sandata Customer Care line at (855) 781-2079 for further instructions.

Requesting an FVV Device

Why Request an FVV Device

Request an FVV device if an individual receiving services has no landline home telephone, or prefers not to allow the attendant use of their landline home telephone.



Do not request FVV Devices:

- *for individuals that allow use of their landline home telephone.*
- *for individuals that receive less than one visit per week.*
- *if you have not yet completed training.*

Individuals using EVV without Telephones

Reminder: Individuals using EVV without landline home telephones or who prefer not to allow use of their telephones must have their Santrax phone number field filled as (999) 999-9999. For additional information, please see the EVV training materials available in the training section of the DADS EVV website.

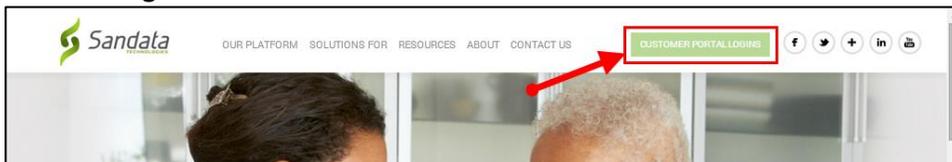
The FVV Request Process

1. Log in to Santrax®.

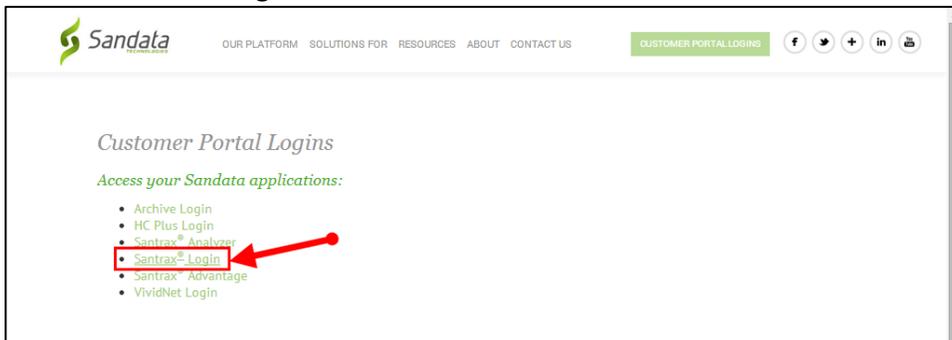
A. Go to www.Sandata.com



B. Click **Login**.



C. Click **Santrax® Login**.



D. Enter your *Agency*, *Username*, and *Password* information, then click **OK**.

The screenshot shows the Sandata Technologies login page. At the top center is the Sandata Technologies logo. Below it, the text "Sign in to your account" is displayed. There are three input fields: "Enter Agency", "Enter User", and "Enter Password". Below these fields is a green "Sign In" button. At the bottom of the page, there is a copyright notice: "Copyright © 2013 Sandata Technologies, LLC Operates under U.S. Patent Nos. 5,949,856, and 5,963,912 which are owned by Sandata Technologies, LLC. All rights reserved."

2. Click the **Order FVV** tab.

The screenshot shows a navigation menu with several tabs. The "Order FVV" tab is highlighted with a red box and a red arrow pointing to it. Other tabs include "Daily", "Date Range", "Reports", "Exports", "Start Dashboard", "New Visit Maintenance", "Fixed Visit Verification ('FVV')", "Data Entry", "GPS Map", "Data Mgmt", "Plan of Transfer", "Feature Management", "Security", "Broadcast Message Maintenance", "Santrax Documentation", and "Santrax Training Video". Below the menu, there are "Sort Options" and "PDF Format" / "ASCII Format" buttons.

3. Click the **Order** button.

The screenshot shows the "Review Orders" page in the Santrax Telephony system. The "Order" button is highlighted with a red box and a red arrow pointing to it. The page includes a search form with fields for "Last Name", "First Name", "Client ID", "Status" (set to "All"), "Serial Number", "DADS Number", and "Tracking Number". A "Search" button is located at the bottom of the form.

4. Complete the FVV Order Form

Sandata Fixed Visit Verification (FVV) Device Request Form

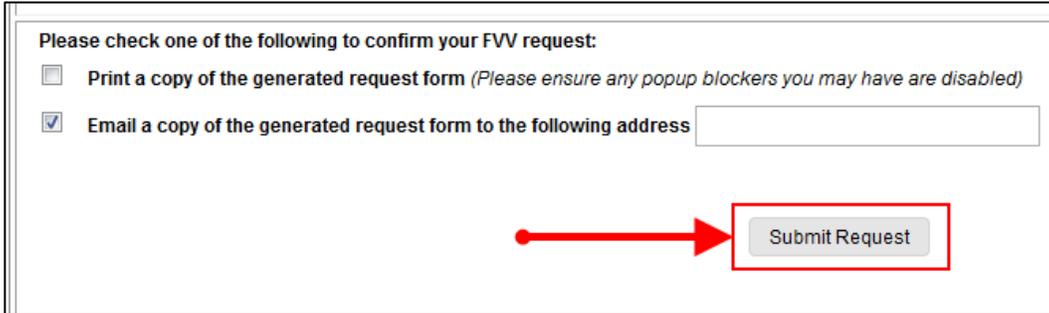
INSTRUCTIONS: This is an application for the use of a Fixed Visit Verification (FVV) device. In order to receive an FVV device, you are required to complete this form. Issuance of FVV devices are subject to the approval of the State of Texas Department of Aging and Disability Services (DADS). All forms must be submitted to Sandata Technologies, LLC (Contractor).

FVV devices should not be requested until training has been completed, and the individual is entered into Santrax. Please do not move forward in filling out this form unless these tasks have been completed.

<p>1. Type of Request: <input checked="" type="radio"/> Initial <input type="radio"/> Replacement</p>	<p>2. Requestor: <input type="radio"/> Provider <input checked="" type="radio"/> CDSA</p>
<p>3. Individual Receiving Services: <input type="button" value="Select"/></p>	<p>4. Provider or Consumer Directed Service Agency (CDSA) Requesting FVV:</p>
<p>First Name: <input type="text" value="Papa"/></p> <p>Last Name: <input type="text" value="Bear"/></p> <p>DADS ID Number: <input type="text" value="919293949"/></p> <p>Contract Number: <input type="text" value="07051991"/></p>	<p>Provider/CDSA: <input type="text" value="Texas EVV Pilot CDSA Training"/></p> <p>Contact First Name: <input type="text" value="Greg"/></p> <p>Contact Last Name: <input type="text" value="Peters"/></p> <p>Email Address: <input type="text" value="gpeters@dadsagency.com"/></p> <p>Phone Number: <input type="text" value="(555) 555-1232"/></p> <p>Sandata ID: <input type="text" value="STX 2201"/> Region <input type="text" value="3"/></p>
<p>5. Address for FVV Initial Delivery:</p> <p><small>For the Consumer Directed Services (CDS) option this will always be the address of the CDS employer identified in Section 3. For Provider Agencies, this is the physical address of your agency, along with a contact person's first/last name (can be the same name entered in Section 4).</small></p> <p>Provider Agency: <input type="text"/></p> <p>First Name: <input type="text" value="Papa"/></p> <p>Last Name: <input type="text" value="Bear"/></p> <p>Address: <input type="text" value="555 EVV Street"/></p> <p>Apt/Suite: <input type="text"/></p> <p>City: <input type="text" value="Waco"/> State: <input type="text" value="TX"/></p> <p>Zipcode: <input type="text" value="76701"/></p>	<p>6. Address Where the FVV Will be Installed:</p> <p><small>For the CDS option this will always be the address of the CDS individual identified in Section 3. For Provider Agencies, this will be the name and address of the individual identified in Section 3.</small></p> <p>First Name: <input type="text" value="Papa"/></p> <p>Last Name: <input type="text" value="Bear"/></p> <p>Address: <input type="text" value="555 EVV Street"/></p> <p>Apt/Suite: <input type="text"/></p> <p>City: <input type="text" value="Waco"/> State: <input type="text" value="TX"/></p> <p>Zipcode: <input type="text" value="76701"/></p> <p style="text-align: center;"><input type="button" value="Copy Address from Section 5"/></p>
<p>7. Planned Method of Delivery to Individual's Home (Providers Only):</p> <p>(e.g., delivered by agency staff)</p> <p><input type="text"/></p>	
<p>8. Reason for FVV Request: <input checked="" type="radio"/> No Home Telephone <input type="radio"/> Use of Home Telephone Not Allowed</p>	
<p>9. Service Group: <input type="text" value="7"/></p>	
<p>10. Service Code(s): <input type="text" value="17D"/></p>	
<p>11. Does the Individual Receive Services on at Least a Weekly Basis: <input checked="" type="radio"/> Yes <input type="radio"/> No</p>	
<p>IF THIS IS A REQUEST FOR A REPLACEMENT DEVICE, PLEASE FILL OUT ITEMS 12 AND 13</p> <p><small>(Please Note All Non-Operating Devices Must be Returned to Contractor.)</small></p>	
<p>12. Reason for Replacement: <input type="text"/></p>	
<p>13. Has the Individual Received a Replacement Device Before? <input type="radio"/> Yes <input checked="" type="radio"/> No If yes, how many times: <input type="text"/></p>	
<p>14. Acknowledgement:</p> <p>Requestor Name</p> <p>First Name: <input type="text" value="Greg"/></p> <p>Last Name: <input type="text" value="Peters"/></p> <p><input checked="" type="checkbox"/> By checking this box, I hereby verify that the information provided is accurate and certify that I am authorized to submit this request.</p> <p>Please check one of the following to confirm your FVV request:</p> <p><input type="checkbox"/> Print a copy of the generated request form <small>(Please ensure any popup blockers you may have are disabled)</small></p> <p><input checked="" type="checkbox"/> Email a copy of the generated request form to the following address <input type="text" value="gpeters@dadsagency.com"/></p>	

5. Click **Submit Request**.

Choose a confirmation method before submitting your request. You can choose one or both options. When choosing to have the generated request form emailed to you, be sure to enter your email address in the text field provided.

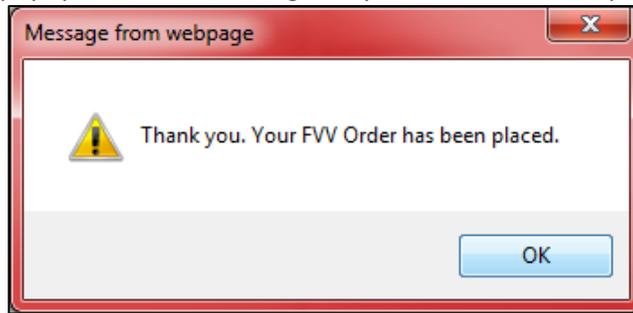


Please check one of the following to confirm your FVV request:

- Print a copy of the generated request form *(Please ensure any popup blockers you may have are disabled)*
- Email a copy of the generated request form to the following address

Submit Request

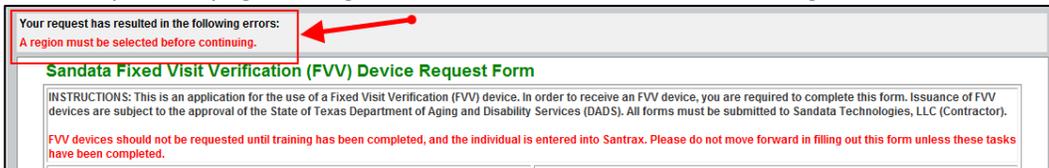
You will get a popup window informing that your order has been placed.



NOTE:

If you do not complete all the required form fields correctly, your form will not be submitted and you will be asked to correct the errors on the form before re-submitting.

For Example, if you forget to select a Region, you will get the following error at the top of the page: "A region must be selected before continuing."



The FVV Starter Kit

What is in the FVV Starter Kit?

Once a request has been approved, within five business days, the FVV Starter Kit will be mailed to the provider. The FVV Starter Kit will include everything needed to get started with the FVV Device.

Contents of the FVV Starter Kit for Providers

The FVV Device.

Double-sided tape for installation.

A copy of the approved FVV request.

Individual FVV Device Introduction Letter.

The FVV Call Reference Guide, which instructs the attendant on how to make FVV calls.

A pre-paid return envelope.

Notification Responsibilities

The provider must ensure that the individual receives their FVV Device introductory letter.



To: Individuals using Electronic Visit Verification (EVV) with No Landline Home Telephone Available for EVV Calls
Subject: Fixed Visit Verification Device Introduction Letter

The Texas Department of Aging and Disability Services (DADS) has begun using EVV in your area for various community-based services. DADS has contracted with Sandata to manage EVV. EVV helps DADS make sure you are receiving your services.

EVV is a telephone and computer-based system that documents the precise time worked by your attendant. Your attendant is required to use the EVV system. Because you do not have a landline home telephone or you do not want your attendant to use your landline home telephone, your provider has asked DADS to provide a different way for your attendant to use the EVV system. This letter is to let you know DADS has approved providing a Fixed Visit Verification (FVV) Device to address this request.

In order for your attendant to use the EVV system without using your landline home telephone, he or she will be required to use an FVV Device. The FVV Device will allow your attendant to document the time he or she begins and ends work.

The FVV Device is a small device that runs on batteries and can be placed in a location that is convenient for you. Examples of where the FVV Device can be placed include by your door, in a kitchen drawer or an easily accessed cabinet. The FVV Device can be taped in place so it will not move or get lost. DADS encourages you to work with your provider to find a good place to put the FVV Device in your home. The FVV Device is used only to document the time he or she begins and ends work. The device does not listen to or record what you say or do in your home.

The FVV Device should not be removed from your home at any time. If your FVV Device is lost or stolen, please call your provider.

Once the device is in place, you will not have to do anything else with it. Your attendant should never ask you to press the button on the device or fix the device. If they do, you should call your provider.

If you have questions about EVV, the FVV Device or this letter, please call your provider, DADS Strategic Operations and Grants Section at 512-438-5440 or send an e-mail to CPC@dads.state.tx.us.

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F. 516.484.6084

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F. 757.223.1457

Florida
405 North Reo Street, Suite 100
Tampa, FL 33609
T. 800.850.0018
F. 813.282.8907

www.sandata.com

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What To Do When The FVV Device Is Not Working Or Misplaced

If the FVV Device no longer works, e.g., the FVV Device does not display the six-digit number or does not change the six-digit number after waiting one minute from the last time it was pressed, and then it needs to be replaced.

Important Note:

Employees will need to manually record time and providers will need to document time in the system using "Visit Maintenance" until the new FVV Device is delivered.

If the FVV Device is not working, the attendants should return the device to the provider.

The provider will then mail the FVV Device to Sandata using the prepaid envelope and submit the FVV Device Request Form for a replacement.

If the FVV Device is misplaced, the agency should submit a new request form.

FVV Device Reminders

The FVV Device is registered to a specific individual and cannot be transferred to, or used for, other individuals.

Distributing an FVV Device to an individual other than the one that the device is registered to will result in incorrect data in the provider and DADS databases.

Providers should not redistribute FVV Devices to other individuals. Devices no longer in use need to be returned to Sandata by using the pre-paid envelope provided.

DADS staff will monitor to ensure that the device remains in the individual's home.

The attendant must wait at least 15 minutes after the visit to call into Santrax with their FVV Values.

The attendant must call into Santrax with their FVV Values within seven days of the visit time.

FVV Device Installation

FVV Device Distribution

Sandata will ship the approved FVV Device Starter Kit to the provider.

Upon receiving this Starter Kit, there are a few things the provider will need to do:

Conduct training with the attendants providing services using the FVV Device. The training materials include:

The FVV Device Users Guide (available at <http://www.dads.state.tx.us/evv/>)

Training Materials (available at <http://www.dads.state.tx.us/evv/>).

The FVV Call Reference Guide (Included in Starter Kit).

Instruct your staff to provide the individual receiving services with the Individual FVV Device Letter, and to use the Attendant FVV Device Letter when explaining and installing the FVV Device in the individual's home.

Encourage them to use the double-sided adhesive tape provided to install the FVV Device in the location the individual chooses.

Begin using the FVV Device to verify visits immediately after installation.

File the Approved FVV Request Form in your records.

Attendant FVV Device Installation

Providers are responsible for assisting the individual with the installation of the device in the home, in a location the individual chooses. Please provide the individual the information below:

The Individual FVV Device Letter provided by your agency. See the sample script for use in discussing the device with the individual.

DADS has approved an FVV Device to be put in the individual's home because the individual does not have a phone available or prefers not to allow use of the phone for visit verification.

The attendant will use the FVV Device to document when they arrive and leave for each visit.

Work with the individual to decide where to put the FVV Device by doing the following:

Remind the individual that it is his/her choice where the FVV Device is placed in the home.

Recommend it be attached using the tape provided so that it does not get lost. Do not use tape if they refuse.

Assist the individual with installing the device. Inform your agency when installation has been completed and where the FVV Device is located.

Individual FVV Reminders

Remind the individual of the following:

The FVV Device is only for EVV calls.

The FVV Device must not leave the home. If the individual chooses a different location for the device, they should contact their provider to move it. If the device is lost, stolen, or removed from the home, the individual should contact their provider immediately.

If the individual has questions about the FVV Device, they should contact their provider or call the toll-free Sandata customer care line at (855) 781-2079.

Staff FVV Reminders

Staff reminders:

The attendant must begin using the FVV Device as soon as it is installed.

The attendant should reference the FVV Call Reference Guide if there are any questions.

If the device is not working, the provider should call the toll-free Sandata Customer Care line at (855) 781-2079.

FVV Calling Instructions

Preparing To Use The FVV Device

When the FVV Starter Kit is received, all attendants who will be using the FVV Device will need to be trained.

Copies of the Santrax FVV Call Reference Guide should be distributed to all attendants using an FVV Device.

The FVV Call Reference Guide outlines the use of the FVV Device and the Santrax call in process.

FVV Calling Instructions

Upon Arrival:

When you arrive at the individual's home, press and release either button on the FVV Device and write down the 1st six-digit visit verification number displayed on the FVV Device's screen. Note the date and time the button was pushed.

Upon Departure:

At the end of the visit, press and release either button on the FVV Device and write down the 2nd six-digit visit verification number displayed on the FVV Device's screen. Note the date and time the button was pushed.

NOTE: If you need to see the number again you may press and release the button one more time to display the reading.

Do not hold the button down, always press and release.

FVV calls can be made from any available telephone with the exception of the individual's landline telephone.

Before calling into Santrax, make sure you have the following information:

Your Santrax ID

The individual's ID (Client ID in Santrax)

1st visit verification number, date and time of arrival.

(obtained at the beginning of the visit)

2nd visit verification number, date and time of departure.

(obtained at the end of the visit) Once you have this information and the visit is complete, you are ready to call into Santrax!



Wait at least 15 minutes after you receive the second Visit Verification number at the end of your visit to call into Santrax.

Call into Santrax within seven days of the visit time.

Making a Santrax FVV Call

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

The Santrax system will say: **"Welcome, please enter your Santrax ID."**

If you are experiencing difficulties with the primary toll-free number, please utilize the secondary toll-free number.

2. Press the numbers of your Santrax ID on the touch tone phone

You also have the option to speak your Santrax ID slowly and clearly one digit at a time.

When entered, Santrax will say: **"Received at (TIME). Press the star (*) key to enter visit verification numbers or pound (#) to continue."**

This is your FVV value prompt.

3. Press the star (*) key.

Santrax will say: **"Please enter first Client ID."**

4. Enter the Client ID.

Santrax will say: **"Please enter your first visit verification number or press the pound (#) key to continue."**

5. Enter the first visit verification number.

This is the first six-digit number you obtained from the FVV Device when you arrived at the individual's home and will represent your time in call.

When the visit verification number is entered Santrax will confirm it by saying: **"The first visit verification value is (DATE/TIME). If this is incorrect, press 1 to retry or press the pound (#) key to continue."**

NOTE: Listen to verify that the date and time provided coordinate with the date and time the button on the device was pushed. If they don't match, an incorrect visit verification number may have been entered. Press 1 to re-enter the number.

If re-entering the number does not create a match, contact your supervisor

Do not attempt to call into the system again for this call.

6. Press the # key to continue.

Santrax will say: **"Please enter your second visit verification number or press pound (#) to continue."**

7. Enter the second visit verification number.

This is the six-digit number you obtained from the FVV Device at the end of the visit. It will represent your time out call.

When the visit verification number is entered Santrax will confirm it by saying: **"The second visit verification value is (DATE/TIME)". If this is incorrect, press 1 to retry or press the pound (#) key to continue.**

NOTE: Listen to verify that the date and time provided coordinate with the date and time the button on the device was pushed. If they don't match an incorrect visit verification number may have been entered. Press 1 to re-enter the number.

If re-entering the number does not create a match, contact your supervisor.

8. Hang up after Santrax confirms the second visit verification number.

Troubleshooting FVV Call-Invalid Client ID

In the FVV call process, after pressing the star (*) key to indicate an FVV call, the attendant will be prompted to enter the Client's ID.

"Please enter first Client ID."

If the Client ID is entered incorrectly, the attendant will hear the following prompt:

"No FVV registered, please re-enter the Client ID or press the pound key to continue."

The attendant should re-enter the correct Client ID, and will be prompted to continue the FVV call.

If the Client ID is not accepted after repeated attempts, the attendant should hang up, contact their agency for the correct Client ID and try the call again.

Troubleshooting FVV Call-Incorrect FVV Values

In the FVV call process, after entering the Client ID correctly, the attendant will be prompted to enter the first FVV number:

"Enter the first visit verification number."

This is the first number you obtained from the FVV Device when you arrived at the individual's home and will represent your time in.

If the FVV number is entered incorrectly, the attendant will hear the following prompt:

"Invalid visit verification number, please try again."

The attendant should re-enter the correct FVV number, and will be prompted to continue the FVV call.

If the attendant does not successfully enter the correct FVV Number, they should hang up and contact their agency to correct the visit using Visit Maintenance.

Troubleshooting FVV Call-No FVV Values Input

In the FVV call process, after entering the Client ID correctly, the attendant will be prompted to enter the first FVV number:

"Enter the first visit verification number."

This is the first number you obtained from the FVV Device when you arrived at the individual's home and will represent your time in.

If the attendant does not enter both FVV numbers, they will hear the following prompt:

"You have not entered any visit verification numbers, press 1 to return or press the # key to continue."

The attendant should enter the FVV numbers if known, and they will be prompted to continue the FVV call.

If the attendant does not know or has not successfully entered the FVV Numbers, they should hang up, and contact their agency to correct the visit using Visit Maintenance.

FVV Calls in Santrax Visit Maintenance

Benefits of FVV

The FVV Device is used to capture in and out times of the attendant when a landline home telephone is not available for use.

When used correctly, visit maintenance should not be required to document FVV visits.

To limit time and effort for visit maintenance providers should ensure all staff follow the FVV process.

FVV: What to expect in Santrax Visit Maintenance

During the FVV call process, errors can occur. These errors are corrected using Visit Maintenance.

The Santrax Visit Maintenance module allows for editing visit information by designated users. This is covered in detail in the Santrax user manual via the DADS EVV site at <http://www.dads.state.tx.us/evv/training.html>

NOTE: It is important to review Visit Maintenance on a daily basis. If corrections need to be made, Sandata recommends waiting until the following day.

FVV: What to Expect in Santrax Visit Maintenance

When a Santrax call is received in which an FVV value has been entered, an FVV Call icon is displayed in the view column in Santrax Visit Maintenance. This icon appears as a green box with a light green button icon inside. Additionally, the blue FVV icon is present to the left of all individuals that have an FVV device registered to them.



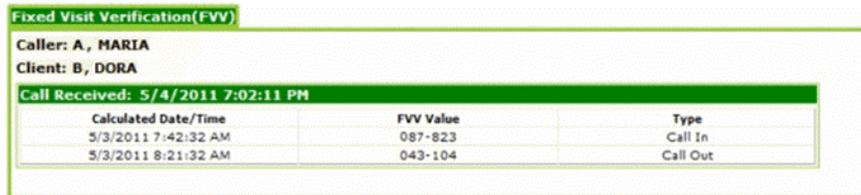
If an FVV Call icon is clicked, a description of the call will appear in a pop up. It includes:

The first and second visit verification numbers (FVV Values).

The call in time and call out time.

The Caller and Client/Individual associated with the call.

Any interim calls (calls that occurred between the call in and the final call out).



Visit Maintenance Process

If FVV Device visits have missing information or there are errors in the information, the provider will need to fill in the missing information or make corrections using Visit Maintenance. This is the same process that is used for missing or incorrect information in landline home telephone calls.

Examples of missing or errors in information include:

Client ID is entered incorrectly.

Employee ID is entered incorrectly.

Multiple FVV calls

Client ID and Employee ID are both entered incorrectly.

FVV Device In or Out values are entered incorrectly.

How to Conduct Visit Maintenance with FVV

Review Visit Maintenance on a daily basis to view and correct any exceptions. Sandata recommends waiting until the following day to make corrections to ensure complete information is in the EVV system.

FVV Call-Invalid Employee ID

When a call is placed to Santrax, the attendant will hear the following prompt:

"Welcome, please enter your Santrax ID."

If the Santrax ID is entered incorrectly the attendant will hear the standard response as if the Santrax ID had been entered correctly:

"Received at (TIME). Press the star (*) key to enter Visit Verification numbers or pound (#) to continue."

Furthermore, this call will be flagged in red as an unknown employee exception in Visit Maintenance.

If the attendant continues with the correct Client ID for the individual being serviced and correct FVV values, the FVV icon will display in Visit Maintenance.

Visit Maintenance- Invalid Employee ID

In the example below, a call was made to enter FVV values but the attendant entered an incorrect Santrax ID. Once this unknown attendant is identified and corrected, this visit will then match up with the original scheduled visit line and Memo Code 02 for Invalid ID-PCA Verified should be selected.

SPV	Client	Employee	FVV	Date	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Pay Hrs	
	CALD JOE	000-71-9560		Tue 05/31				05:00	07:01	02:01	02:00	<input type="checkbox"/>

FVV Call-Invalid Client ID

In the FVV call process, after pressing the star (*) key to indicate an FVV call, the attendant will be prompted to enter the Client's ID.

"Please enter first Client ID."

If the Client ID is entered incorrectly, the attendant will hear the following prompt:

"No FVV registered, please re-enter the Client ID or press the pound key to continue."

The attendant should re-enter the correct Client ID, and will be prompted to continue the FVV call.

If the Client ID is not accepted after repeated attempts, the attendant should hang up, contact their agency for the correct Client ID and try the call again.

Visit Maintenance- Unknown/Invalid Client

Below is an example of an incorrect Client ID FVV call in Visit Maintenance. The attempted call will appear as an unknown client exception with no FVV icon displayed. If the attendant followed the proper procedure for correcting the invalid Client ID, by calling the provider for the correct client ID and retrying the call, a secondary visit with correct information will appear in Visit Maintenance.

If the attendant did not follow proper procedure, the provider should work with the attendant to determine the reason for the unknown client and resolve by updating the Client ID and adjusting pay hours accordingly. Use the appropriate memo code (s) to document the reason for the correction. Providers should note actual hours worked in the free text field, for example 08:09AM – 08:34AM.

When the Client ID is entered incorrectly, or not at all the time of the call (not the time of the visit) appears in Call Start.

SPV	Client	Employee	FVV	Date	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Pay Hrs	Memo	M/C
	(S16)494-4409	Mouse, Mickey		Mon 06/20				09:52					
SPV	Client	Employee	FVV	Date	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Pay Hrs	Memo	M/C

Visit Maintenance- Unknown Client and Employee

In the example below, both the client and employee are unknown. The provider should determine which attendant placed the call and work with the attendant to determine the reason for the unknown client/employee and resolve accordingly, and then correct the unknown client/employee and adjust pay hours. Use the appropriate memo code (s) to document the reason for the correction.

The number displayed in the *Client* field is the number from which the call was placed. This number may or may not be associated with the attendant.

When the Client ID is entered incorrectly, or not at all, the time of the call (not the time of the visit) appears in Call Start

SPV	Client	Employee	FVV	Date	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Pay Hrs	Memo
	(516)484-4400	000-02-1111		Mon 06/20				09:56				
SPV	Client	Employee	FVV	Date	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Pay Hrs	Memo

Visit Maintenance- Multiple FVV Calls

If FVV values were entered for the same visit on different calls, Santrax will apply visit matching rules to automatically associate the FVV values with the correct visit, and no visit maintenance is required. If the matching rules do not determine a match, you will need to resolve any missing or unmatched call information in Visit Maintenance.

****Note:** Attendants should try to avoid this making more than one call to enter the FVV values

FVV Call-Incorrect FVV Values

In the FVV call process, after entering the Client ID correctly, the attendant will be prompted to enter the first FVV number: **"Enter the first visit verification number."**

This is the first number obtained from the FVV Device when the attendant arrived at the individual's home and will represent the time in.

if the FVV number is entered incorrectly, the attendant will hear the following prompt: **"Invalid visit verification number, please try again."**

The attendant should re-enter the correct FVV number, and they will be prompted to continue the FVV call.

If the attendant does not successfully enter the correct FVV Number, they should hang up and contact their agency to correct the visit using Visit Maintenance.

Visit Maintenance- Missing Call Out

When a call was made to enter FVV values but the attendant entered the second FVV value incorrectly, the Call End time is not recognized as valid and now the actual pay hours must be manually entered. Memo Code 06 for Attendant failed to call in/out, individual verified attendant worked hours as entered should be selected. Providers should note actual hours worked in the free text field, for example 10:09AM -10:34AM.

SPV	Client	Employee	FVV	Date	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Pay Hrs	Memo	N/C	C
Client FVV	Texas, Lovely			Mon 06/20				07:07						

FVV Call -No FVV Values Input

In the FVV call process, after entering the Client ID correctly, the attendant will be prompted to enter the first FVV number: **"Enter the first visit verification number."**

This is the first number obtained from the FVV Device when the attendant arrived at the individual’s home and will represent their time in.

If the attendant does not enter both FVV numbers, they will hear the following prompt: **"You have not entered any visit verification numbers, press 1 to return or press the # key to continue."**

The attendant should enter the FVV numbers if known, and they will be prompted to continue the FVV call.

If the attendant does not know or has not successfully entered the FVV numbers, they should hang up and contact their agency to correct the visit using Visit Maintenance.

Visit Maintenance-No FVV Values Input

When a call was made to enter FVV values but the attendant did not enter any values, the Call Start time will be clearly flagged in pink to indicate the call did not originate from the individual’s home phone and there will be no FVV symbol on the visit line. This exception is referred to as an Unmatched Client Phone/ID.

The agency should work with the attendant to determine the reason for the missing FVV values and resolve in Visit Maintenance by adjusting pay hours accordingly. Use the appropriate memo code(s) to document the reason for the correction. Providers should note actual hours worked in the free text field, for example 10:05AM – 10:55AM.

When the FVV values are not entered at the time of the call, the time of the call (not the time of the visit) appears in the Call Start.

SPV	Client	Employee	FVV	Date	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Pay Hrs	Memo	N/C	C	Task	Ex
Fry, Ted	Markus, Tombre			Mon 06/20	10:00	10:50	00:50	09:01								

Missing FVV Device Data - Correcting Pay Hours: 3 Ways

There are three ways to adjust the Pay hours in Visit Maintenance.

If the Pay hours should equal the scheduled hours, click the check box next to the Pay column.

If the Pay hours are different than the scheduled hours, click once on the Pay Hrs box and type the desired hours. * (If less than 10 hours, enter a zero first).

To accept the Pay hours shown, simply double click the pay box.

Remember to add a Memo Code to give the reason for the correction.

*Manually corrected hours will appear **bolded**.

Running FVV Reports

FVV Related Reports

Here are the new reports related to FVV and a description of the content for each report:

FVV Assignment Report: Displays the client, the FVV Device serial numbers and the date and time they were registered.

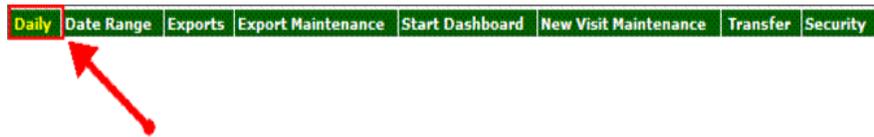
FVV Call Listing Report: Displays client and employee information for all calls made using FVV values.

FVV Registrations Report: Displays the serial number, client information, registration date and deactivation date for a date range.

Running the FVV Assignment Report

1. Step 1

To view the FVV Assignment Report, select **Daily** from the green menu bar at the top of the page.

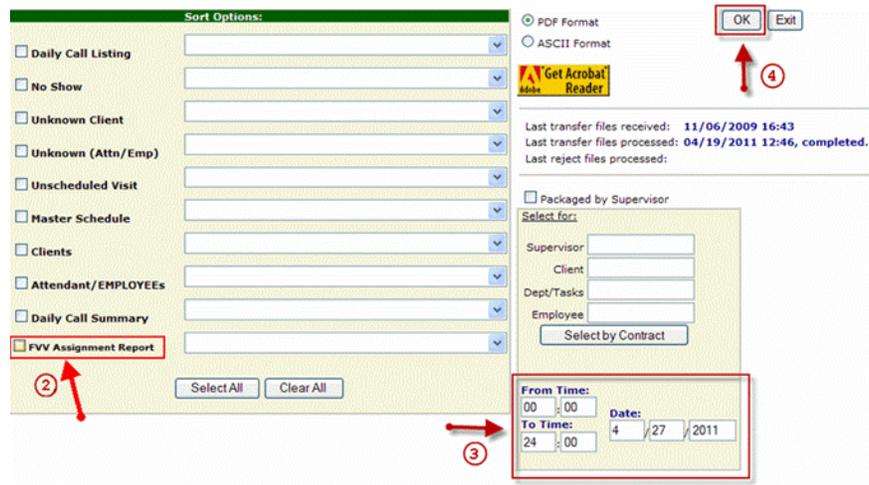


2. Steps 2,3 and 4

Step 2: Check the box next to the FVV Assignment Report.

Step 3: Choose the time and date range for the report.

Step 4: Then select **OK** to view the report.



Running the FVV Call Listing Report

1. Step 1

To view the FVV Call Listing Report select **Date Range** from the green menu bar at the top of the page.

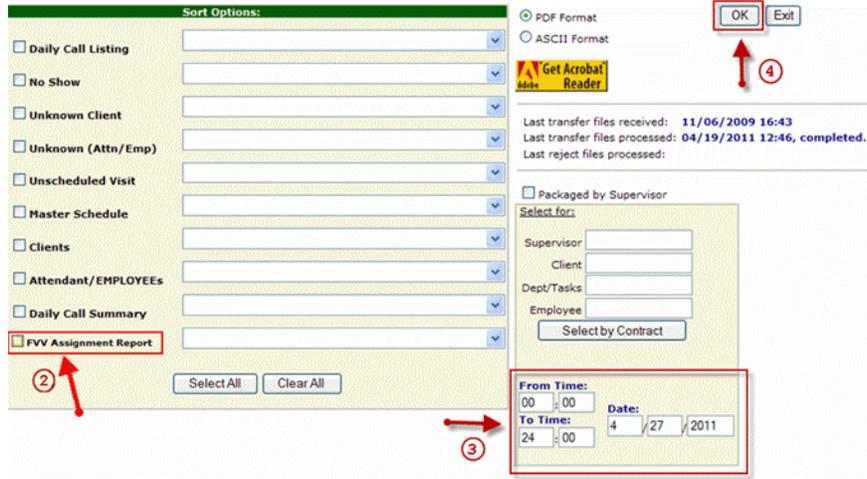


2. Steps 2,3 and 4

Step 2: Select the check box next to FVV Call Listing Report

Step 3: Select the time and date range.

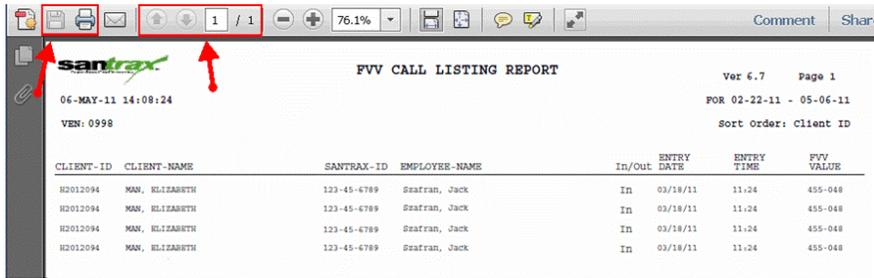
Step 4: Select OK to view the FVV Call Listing Report.



Viewing the FVV Call Listing Report

The report will appear in PDF format, which can be printed or saved to your computer.

Select the arrows to scroll through the pages.



Running the FVV Registrations Report

1. Step 1

To view the FVV Registrations Report select **Date Range** from the green menu bar at the top of the page.

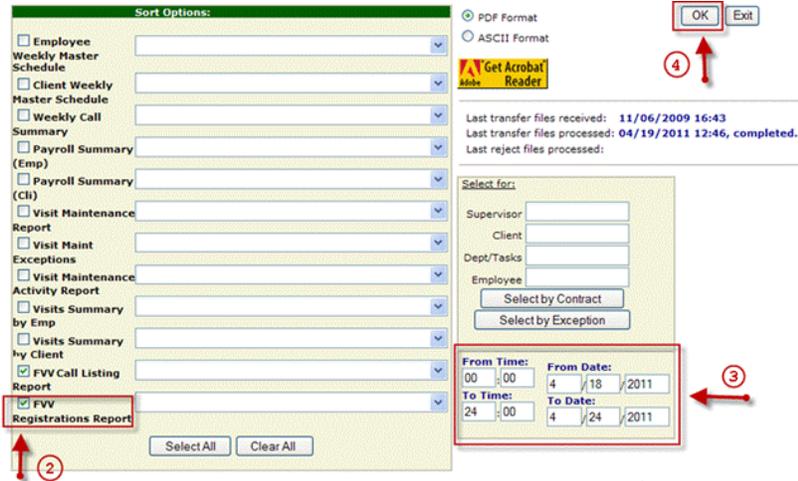


2. Steps 2,3 and 4

Step 2: Select the check box next to FVV Registrations Report.

Step 3: Select the time and date range.

Step 4: Select OK to view the FVV Registrations Report.



Viewing the FVV Registrations Report

The report will appear in PDF format, which can be printed or saved to your computer.

Select the arrows to scroll through the pages.

