



# ELECTRONIC VISIT VERIFICATION (EVV)

*Individual Provider Training*

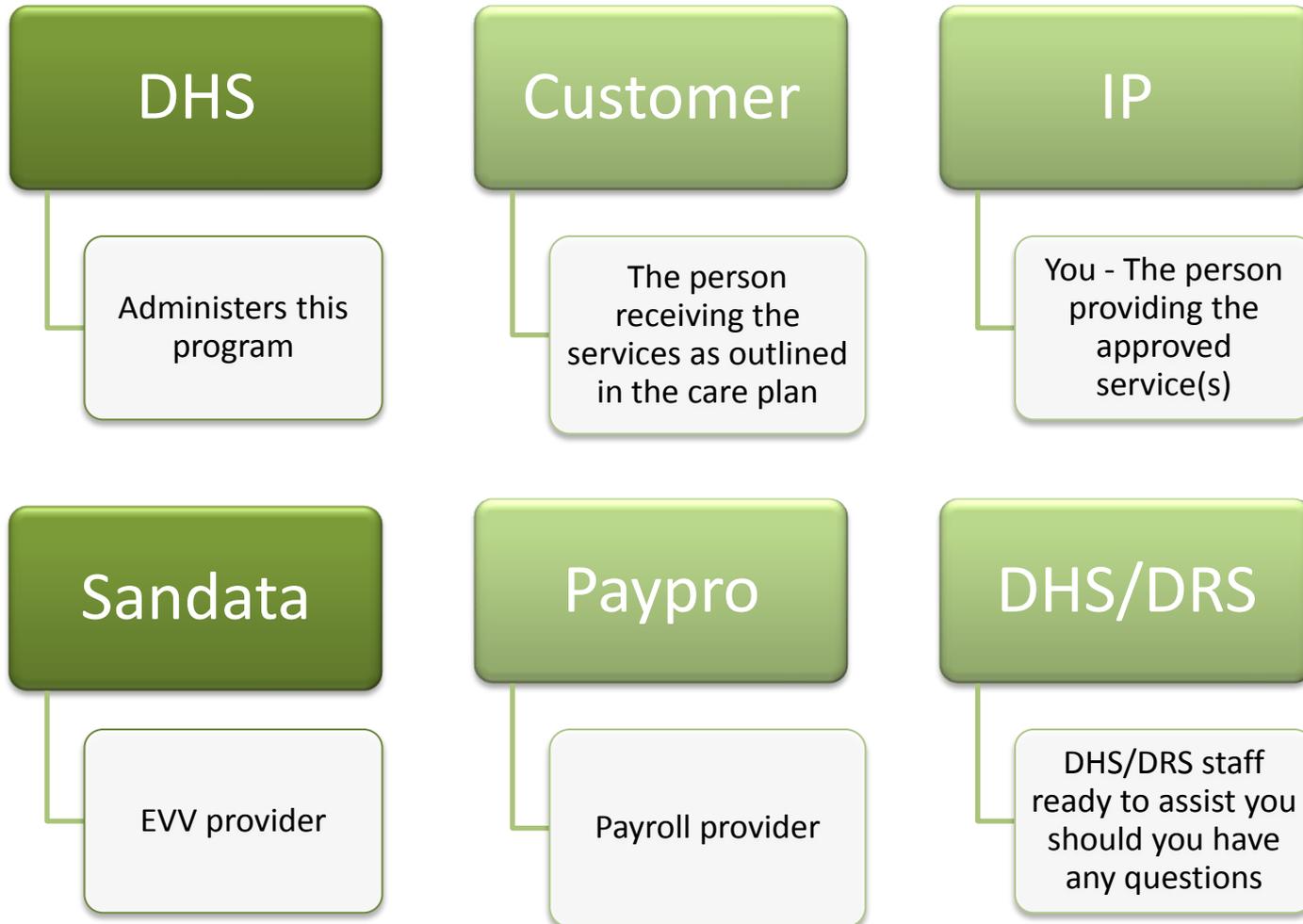
What is EVV?

How will I use EVV?

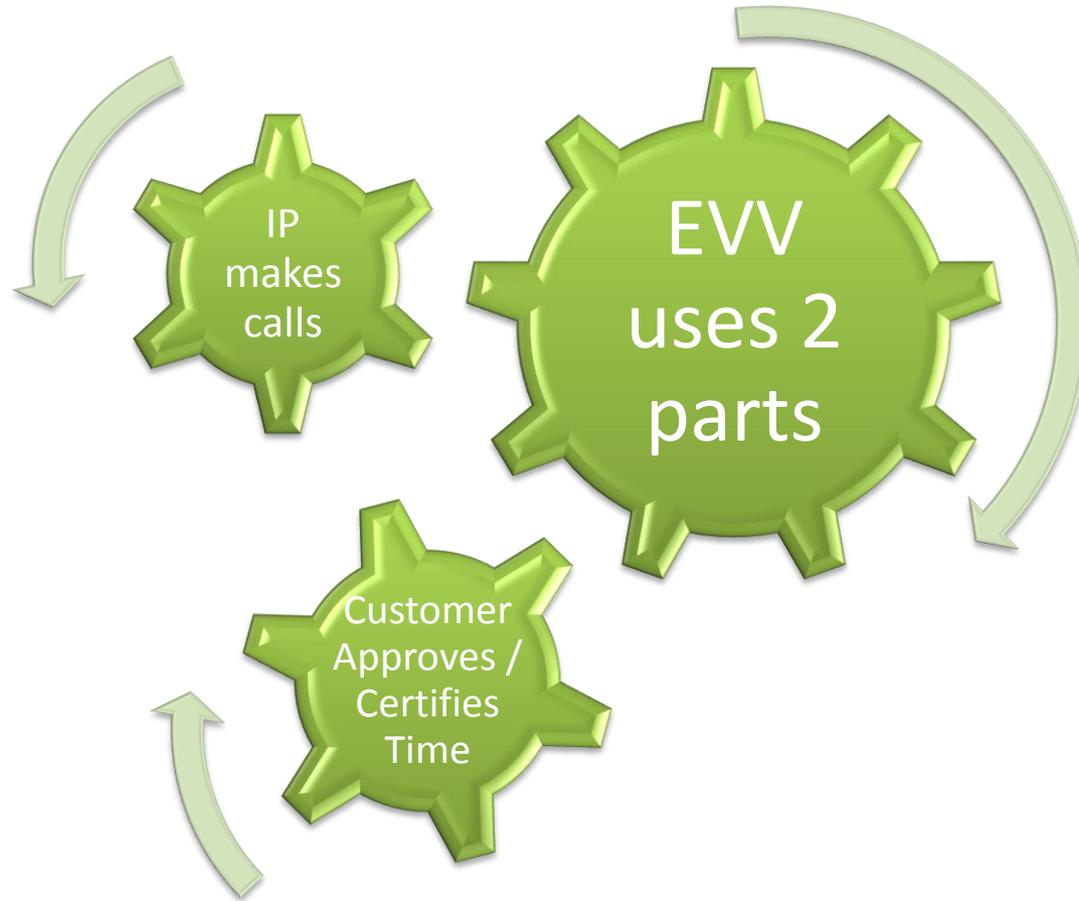
How will **the customer** use EVV?

Frequently Asked Questions

How to get help if I need it



# What is EVV?



# Santrax and the Individual Provider



## 1. SANTRAX ID

## 2. SPEAKER VERIFICATION



## Check In

- ◆ Upon arrival, call the Santrax toll free number
- ◆ The system will prompt you to enter your Santrax ID
- ◆ The system will prompt you to repeat the phrase “At Santrax, my voice is my password” **\*\* If you have already recorded your voice print\*\***
- ◆ Press the # key to continue
- ◆ The system will prompt you to press 1 if it is a call in time
- ◆ Stay on the line until the system says “received at” and a time
- ◆ Hang Up ... start time is captured in the system





## Check Out

- ◆ Call the Santrax toll free number
- ◆ The system will prompt you to enter your Santrax ID
- ◆ The system will prompt you to repeat the phrase: “At Santrax, my voice is my password” **\*\* If you have already recorded your voice print\*\***
- ◆ Press the # key to continue
- ◆ The system will prompt you to press 2 for a call out time
- ◆ You will then need to enter the two digit task code for that visit
- ◆ Stay on the line until the system says “Thank You. Bye”
- ◆ Hang Up ... the end time is captured in the system



# Fixed Visit Verification (FVV) Device





## Check In and Check Out

- ◆ Upon arrival, you will press and release a button on the FVV device to receive your 6 digit number for the start time.
  - ◆ Before leaving, you will press and release a button on the FVV device to receive your 6 digit number for the end time.
- 
- ◆ 15 minutes after the visit, you may Call the Santrax toll free number
  - ◆ The system will prompt you to enter their Santrax ID
  - ◆ The system will prompt you to repeat the phrase “At Santrax, my voice is my password” **\*\* If your provider has already recorded their voice print\*\***
  - ◆ The system will prompt you to press the \* key for an FVV visit

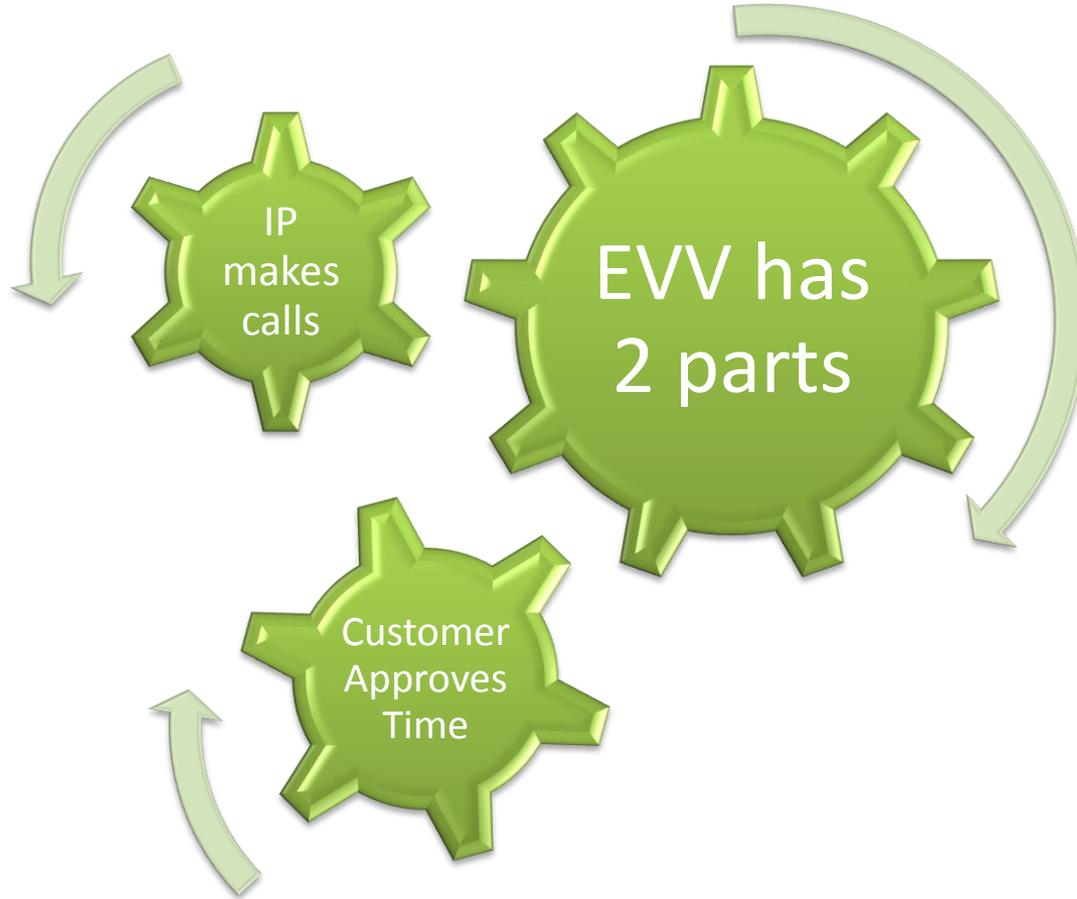


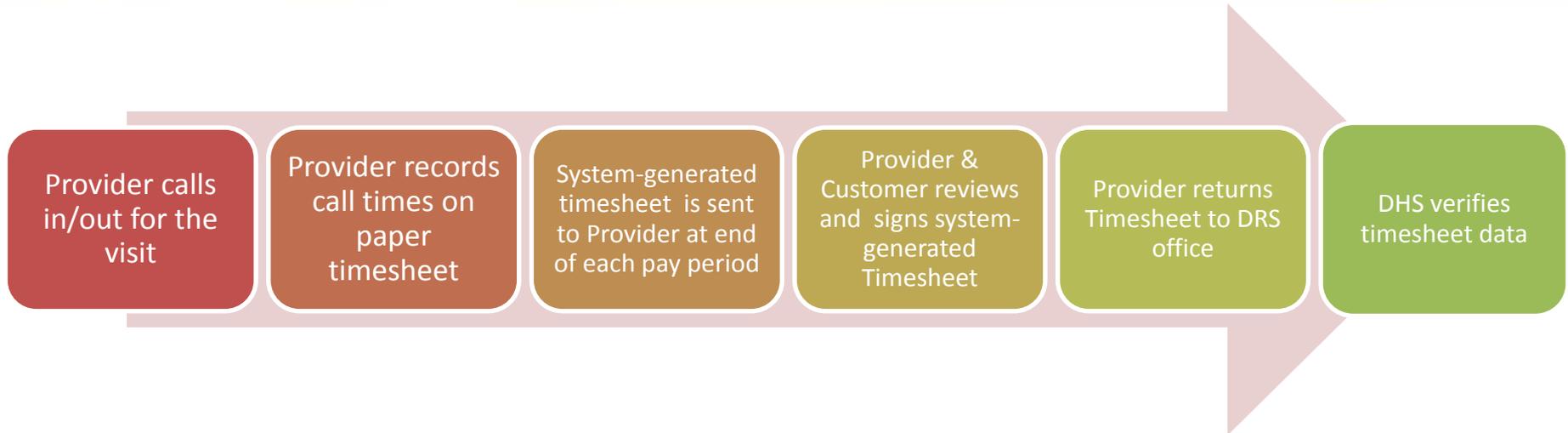
## Check In and Check Out...continued

- ◆ The system will prompt you for the customer ID
- ◆ The system will prompt you to enter the first 6 digit reference number
- ◆ The system will prompt you to enter the second 6 digit reference number
- ◆ You will then need to enter the task for the type of service performed during the visit
- ◆ The system will prompt you to enter the next customer ID
- ◆ You should enter the next customer ID if calling in FVV values for multiple customers or hang up if done.



# Approving Time



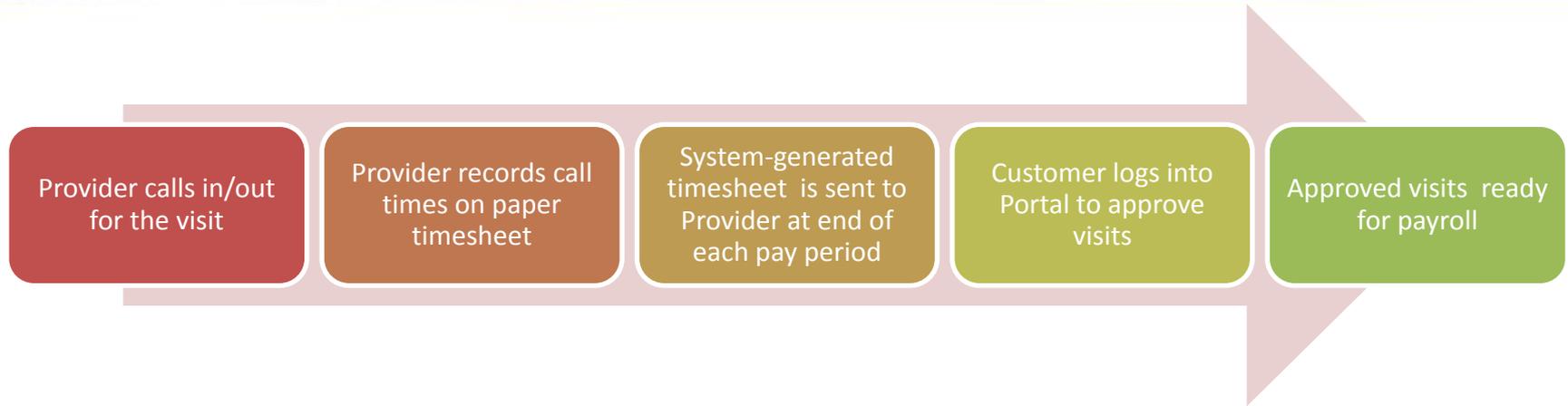


- ◆ You must call-in/call-out using the EVV telephony system
- ◆ You should record the exact time of the call in/out, as indicated by the EVV telephony system, on a hand-written timesheet
- ◆ At the end of the pay period, a system-generated timesheet will be printed and mailed and/or emailed to you
- ◆ You and the Customer should review, correct, and sign the system-generated timesheet and return it to the DRS office by the Due Date

# Time Approval Paper Process...continued

- ◆ If a system-generated timesheet does not arrive before the Due Date...
  - Call the DRS office to see if a system-generated timesheet can be printed, emailed, sent to you/picked up by you
  - If so, you should bring the system-generated timesheet to the Customer, and you and the Customer should review, correct, and sign the system-generated timesheet and return it to the DRS office by the Due Date.
  
- ◆ If the DRS office cannot be reached, or a system-generated timesheet cannot be sent to you, emailed or picked up by you in time...
  - You and the Customer should sign the hand-written timesheet and deliver it to the DRS office by the Due Date.
  - If times on the hand-written timesheet do not closely match the times indicated by the EVV system when you called in/out, your paycheck may be delayed.

# Time Approval Electronic Process



- ◆ You must call-in/call-out using the EVV telephony system
- ◆ You should record the exact time of the call in/out, as indicated by the EVV telephony system, on a hand-written timesheet
- ◆ At the end of the pay period, a system-generated timesheet will be printed and mailed and/or emailed to you
- ◆ Customers with internet access should use the EVV Customer Portal website to review, correct, and approve visits for that pay period by the Due Date on your Payroll Schedule
- ◆ Approved visits will be ready for payroll processing



## Website:

<https://www.youvegotpaid.net>

## Highlights:

- ◆ Electronic pay stub via a secure email message
- ◆ Print or save pay stubs from online portal
- ◆ Anytime access to account online
- ◆ View account information

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### Returning Member - Please Login

Please Login with the information you have previously provided.

[Help](#)



**Log In**

Email Address:

Password:

**Log In**

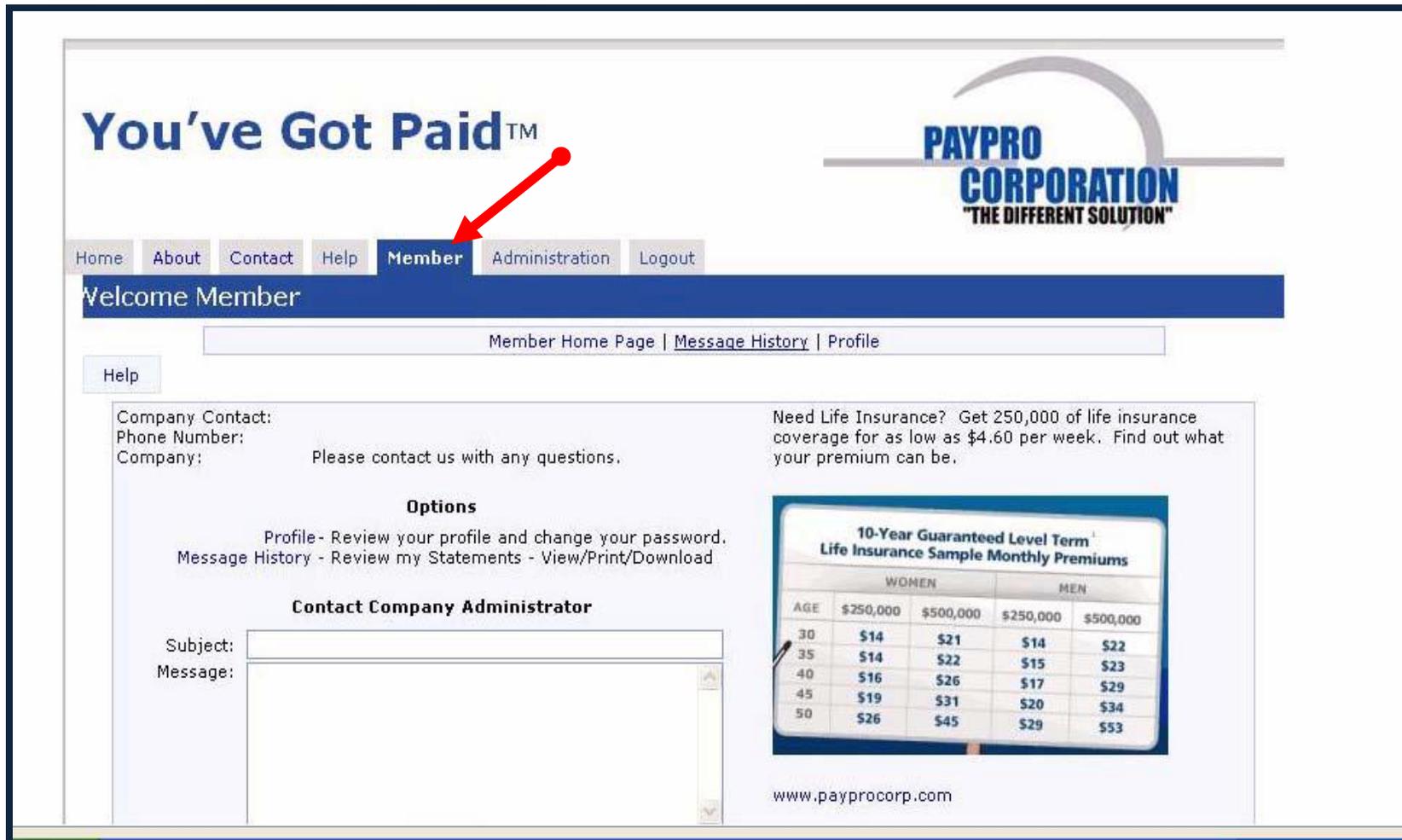
If you have registered with us before, please login to your account. This system is by invitation only. In order to use this system, you would of been sent an email with a registration link to the site.

If this computer is shared with other users, Please ensure you "Logout" from the main menu when you are completed.



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Company Contact:  
Phone Number:  
Company: Please contact us with any questions.

**Options**  
Profile - Review your profile and change your password.  
Message History - Review my Statements - View/Print/Download

**Contact Company Administrator**

Subject:   
Message:

Need Life Insurance? Get 250,000 of life insurance coverage for as low as \$4.60 per week. Find out what your premium can be.

AGE	WOMEN		MEN	
	\$250,000	\$500,000	\$250,000	\$500,000
30	\$14	\$21	\$14	\$22
35	\$14	\$22	\$15	\$23
40	\$16	\$26	\$17	\$29
45	\$19	\$31	\$20	\$34
50	\$26	\$45	\$29	\$53

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Company Contact:  
Phone Number:  
Company:

Please contact us with any questions.

Options

Profile - Review your profile and change your password.  
Message History - Review my Statements - View/Print/Download

Contact Company Administrator

Subject:

Message:

Need Life Insurance? Get 250,000 of life insurance coverage for as low as \$4.60 per week. Find out what your premium can be.

10-Year Guaranteed Level Term<sup>1</sup>  
Life Insurance Sample Monthly Premiums

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Help

Select	View	Print	Subject	Check Date
<input type="checkbox"/>	<a href="#">View</a>	<a href="#">Print</a>	9/15/2011 Payment Info	09/15/11
<input type="checkbox"/>	<a href="#">View</a>	<a href="#">Print</a>	9/8/2011 Payment Info	09/08/11
<input type="checkbox"/>	<a href="#">View</a>	<a href="#">Print</a>	9/1/2011 Payment Info	09/01/11
<input type="checkbox"/>	<a href="#">View</a>	<a href="#">Print</a>	8/25/2011 Payment Info	08/25/11
<input type="checkbox"/>	<a href="#">View</a>	<a href="#">Print</a>	8/18/2011 Payment Info	08/18/11
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<input type="checkbox"/>	<a href="#">View</a>	<a href="#">Print</a>	8/4/2011 Payment Info	08/04/11
<input type="checkbox"/>	<a href="#">View</a>	<a href="#">Print</a>	7/28/2011 Payment Info	07/28/11
<input type="checkbox"/>	<a href="#">View</a>	<a href="#">Print</a>	7/21/2011 Payment Info	07/21/11

**Q:** What happens if I forget to call in or out? What do I do?

**A:** The visit will need to be adjusted on the Timesheet or in the customer portal by the Customer. *\*\* This process may change and DHS reviews the initial go-live data.*

**Q:** What if the phone is not available when I need to check in or out?

**A:** The customer is aware that they need to make the phone available to you for checking in and check out unless there is a real emergency. You should call as soon as the phone is available.

**Q:** Do I need to enter my Santrax ID and use my voice as my password every time I check in or out?

**A:** Yes. The you will need to do both items when checking in or out from the toll-free number to record their visit.

**Q:** Do I need a computer to call in/call out?

**A:** No. You will need a phone or a fixed visits verification device.





- ✓ EVV stands for Electronic Visit Verification
- ✓ You will start using EVV as of 1/1/14
- ✓ EVV has 2 main parts – the telephone (Santrax) and the computer (Customer Portal)
- ✓ You must call in and call out for every visit using Santrax
- ✓ The Customer must approve the visit by signing the Timesheet and submitting to DHS or use the Customer Portal
- ✓ Your pay stub information is available at your fingertips through Paypro's website: "You've Got Paid"
- ✓ If you need help, the help desk is there to help you with any questions you may have



# THANK YOU FOR YOUR TIME!

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