

Sandata Call Reference Guide (Multi Customer) Toolkit

Provider Account Number: _____

Santrax ID: _____

Client ID: _____

Language	Dial
English	1-844-604-7391 OR 1-844-786-7495

Call In Instructions

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



- 1. Dial any of the toll-free numbers located on the front page of this guide.**

Santrax will say: "Welcome, please enter your Santrax ID." If you are experiencing difficulties with the first toll-free number, please use the second toll-free number.



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

Santrax will say: "You entered (SANTRAX ID). Press (1) for Yes, (2) for No."



- 3. Press (1) to confirm your Santrax ID or press (2) to retry.**

Santrax will say: "Please select "1" to call in or "2" to call out."



- 4. Press the one (1) key to "Call In".**

Santrax will say: "Received at (TIME). Thank you, bye."



- 5. Hang Up.**

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Santrax ID: _____

Client ID: _____

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Call Out Instructions

Calling Out: When leaving the client's home, make sure you have the following information: Your Santrax ID. and your Client's ID.



- 1. Dial any of the toll-free numbers located on the front page of this guide.**

Santrax will say: "Welcome, please enter your Santrax ID." If you are experiencing difficulties with the first toll-free number, please use the second toll-free number.



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

Santrax will say: "You entered (SANTRAX ID). Press (1) for Yes, (2) for No."



- 3. Press (1) to confirm your Santrax ID or press (2) to retry.**

Santrax will say: "Please select "1" to call in or "2" to call out."



- 4. Press the one (2) key to "Call Out".**

Santrax will say: "Received at (TIME). Enter number of tasks."



- 5. Press the pound (##) key twice to enter the client ID.**

Santrax will say: "Please enter first client ID, or hang up if done."



- 6. Press the Client's ID (Case Number)**

Santrax will say: "Enter number of tasks."



- 7. Press one (1) to indicate you will be entering one task.**

Santrax will say, "Enter task ID."



- 8. Press the Task Number you performed.**

Santrax will say: (TASK DESCRIPTION(S)) You entered (NUMBER) task(s). Thank you, bye.”

NOTES:

- Refer to your Task Reference Chart below.
- If you made a mistake entering the task, press “00”, the system will confirm by saying: “Starting Over, Enter number of tasks.”



9. Hang up.

Useful Tips:

- Use Your Phone's Handset
 - Avoid using cordless or wireless phones.
- Avoid Noisy Environments
 - Eliminate all background noise by staying away from TV, radios or other sources of noise.

What to do if there is a Problem:

These are some possible problems you may experience when using the telephone.

- Busy Signal
- No Answer
 1. Check the number to make sure you have the right phone number.
 2. Try calling again.
 3. Try calling the second toll-free number provided of the front page of this guide.
 4. If you still cannot complete the call, please call the DHS EVV Help Line at 1 888 713 5139.
- If the system says: “**Sorry, Invalid Number.**”

See if the phone has a **T-P** (Tone-to-pulse) switch; make sure the switch is on **T**. If there is no switch, please call the DHS EVV Help Line at 1-888-713-5139.

Task IDs

Task ID	Description
11	CNA
12	LPN
13	Personal Assistant
14	RN