

Sandata Call Reference Guide (Single Customer) Toolkit

Provider Account Number: _____

Santrax ID: _____

Client ID: _____

Language	Dial
English	1-855-347-1770 OR 1-855-573-0726

Call In Instructions

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



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.



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."



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."



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

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



Hang Up.

Sandata Call Reference Guide (Single Customer) Toolkit

Provider Account Number: _____

Santrax ID: _____

Client ID: _____

Language	Dial
English	1-855-347-1770
	OR
	1-855-573-0726

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.



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.



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."

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."

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



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

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



Santrax will say, "Enter task ID."

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."



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