

Useful Tips:

To ensure successful speaker verification, follow these useful tips:

- ⚡ Speak Normally
 - Don't change the normal rhythm or volume of your voice.
- ⚡ Speak Clearly
 - Don't whisper or chew during the Santrax call.
- ⚡ Use Your Phone's Handset
 - Avoid using speakerphone, 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, you must say your ID number one digit at a time, into the phone after the tone.



Call Reference Guide

Write your Santrax ID number above for easy reference.

Dial:
1-855-347-1770
or
1-855-573-0726

Calling Instructions

Calling Santrax: When arriving at, or leaving the customer's home, make sure you have the following information:

Calling IN:

- Your Santrax ID.

Calling OUT:

- 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: **“To verify your identity, please repeat: At Santrax, my voice is my password.”**

NOTE: *If you have not been enrolled in Speaker Verification, Santrax will skip this prompt. If this is the case, skip step 3, and then continue with the next prompt.*

-  **Say “At Santrax, my voice is my password”**
The Santrax system may ask you to repeat the phrase several times before verifying your identity.

Calling Instructions

 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.*

-  **Press the pound (#) key to continue.**

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

-  **Press the one (1) key to “Call In”.**
Or

 **Press the two (2) key to “Call Out”.**

 Santrax will say: **“Received at (TIME). Enter number of tasks.”**

NOTE: *If you are placing the in call, **HANG UP NOW.** Tasks are only entered on the out call.*

Calling Instructions

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

 Santrax will say, **“Enter task ID”**

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

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”.**

 Santrax will say: **“You entered one task.”**

-  **Hang up.**

Task Reference Chart

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