

## Sandata Telephone Visit Verification (TVV) Toolkit

Santrax ID: \_\_\_\_\_

Client ID: \_\_\_\_\_

LANGUAGE	DIAL
English	844-604-7391 or 844-786-7495

## Sick Time Calling Instructions

When calling to record sick time make sure you have your Santrax ID, Client ID and follow prompts below.



- 1. Dial any of the toll-free numbers assigned to your agency.**

If you are experiencing difficulties with the first toll-free number, please use the second toll-free number.

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



- 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 (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 numbers of the Client ID (Case Number).**

Santrax will say: "Enter number of tasks."



- 7. Press the (1) key to indicate you are entering one task.**

Santrax will say: "Enter tasks ID."



8. **Press the Sick Time Task ID (15).**



9. **Enter the total hours of sick time.**

Note:

- Sick time must be entered in whole numbers only.
- When entering sick time hours, enter the number of hours followed by 2 zeros. For example, for 12 hours enter 1200.

Santrax will say: "Thank you, bye."



10. **Hang Up.**

Task ID

Task ID	Description	Special Instructions
15	Sick Time	Enter the number of hours followed by 2 zeros (12 hours = 1200)