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Get more right from the start

Connecticut Department of Mental Health and Addiction Services

Electronic Visit Verification (EVV) Provider Training Mobile and Telephone Visit Capture

Agenda

- Mobile Visit Verification (MVV) Process
- Telephonic Visit Verification (TVV)

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Visit Capture Options

▶ Caregivers can also start and end each visit using a free app downloaded onto their smartphone or tablet.

- GPS coordinates of the caregiver are captured when starting and ending a visit using the app

▶ Caregivers check-in and check-out for each individual visit using the client's home landline telephone or client's cell phone.

- Verify identity by entering their unique Santrax ID

▶ Instruction and Reference materials will be provided.
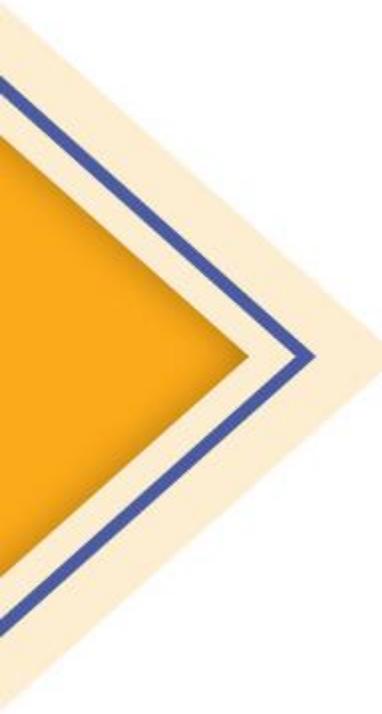
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Mobile Visit Verification (MVV)
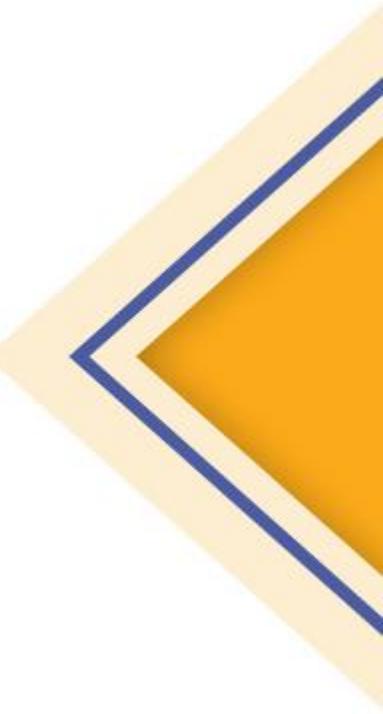
Mobile Visit Verification

- Introduction
- Download the App
- Logging in to MVV
- Scheduled Visits
- Unscheduled Visits

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Introduction

What is MVV?

▶ Mobile Visit Verification uses the Sandata Mobile Connect (SMC) App installed on a caregiver's smart phone and allows a caregiver to start and end a client visit without requiring the use of the client's telephone.

Introduction cont'd

Minimum Hardware Requirements
- ▶ Apple Devices
  - • Compatible With iPhone 6 or newer
  - • Requires iOS 9 version or later
  - • Ability to connect to the internet

- ▶ Android Devices
  - • Requires Operating System version 5.0 or later
  - • Ability to connect to the internet

Data Usage
- ▶ Provider field staff must be willing to use their own mobile data plans.
  - • Average visit uses 0.0001-0.0003gb of data.
  - • Equivalent of one minute of Facebook use.

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The Process

- The caregiver arrives at the client's home, opens the SMC App and begins the Visit

- SMC uses either Wi-Fi or Data to transmit information of the visit.

- SMC does NOT store any information on the employee's phone when it is connected to Wi-Fi or cell service.

- A visit can be started and/or ended by using the APP and/or the telephone method in combination.

- EVV is a web based system, nothing to install on your computer.

- Agency staff can view, edit and make changes to visits so they can be confirmed and ready for billing.

Downloading SMC: Android Devices

1. Tap the Google Play Store icon on your device.

2. Tap the search field at the top of the screen.
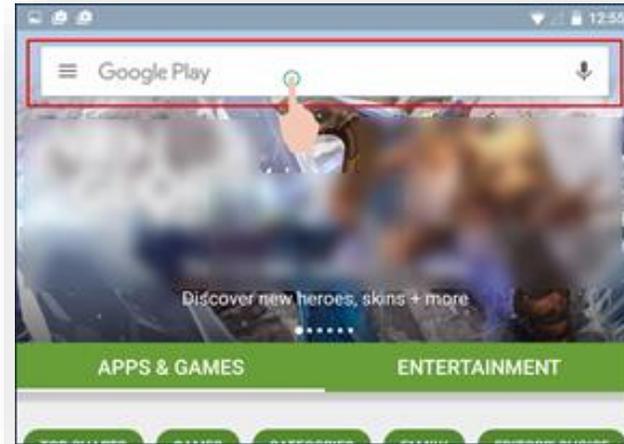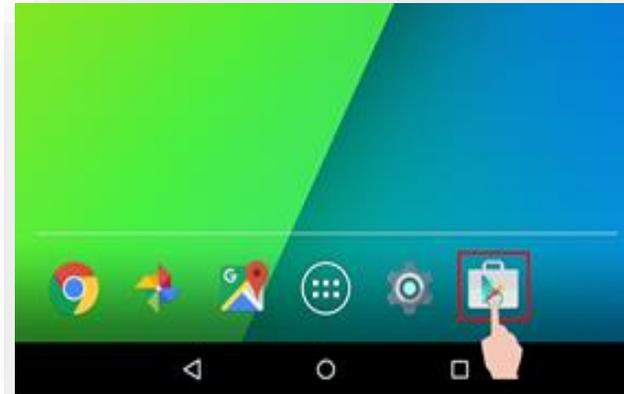
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Downloading SMC: Android Devices

3. Type "Sandata Mobile Connect" into the field and tap search.
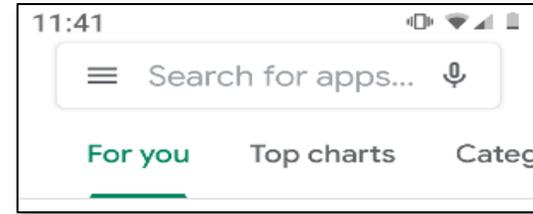
4. Tap the **Sandata Mobile Connect** title in search results.
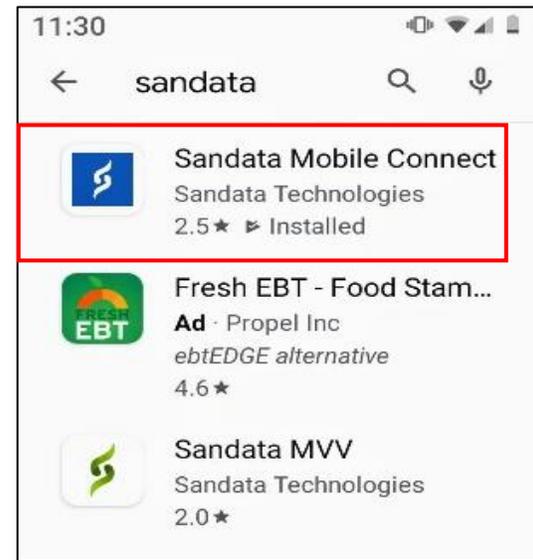
Downloading SMC: Android Devices

5. Tap **Install**.
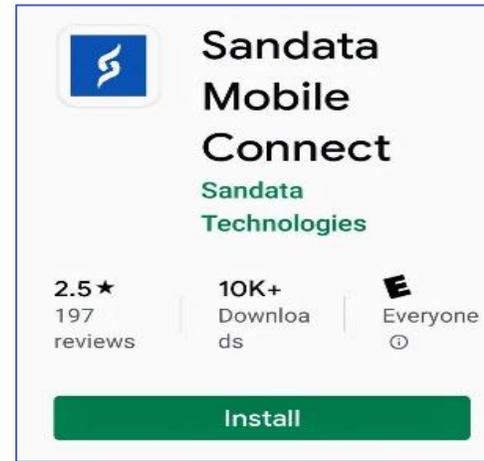
6. Tap **Open**. When prompted to use location while using the App, tap **Allow**.


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Downloading SMC: iOS Devices

1. Tap the Apple App Store icon on your device.

2. Tap the **Search** icon (magnifying glass) at the bottom of the screen.
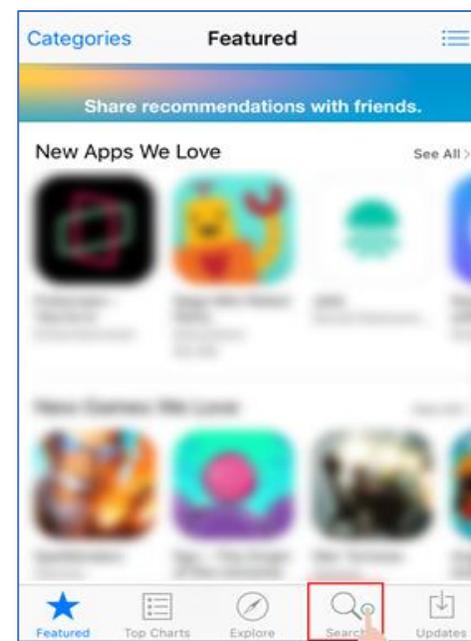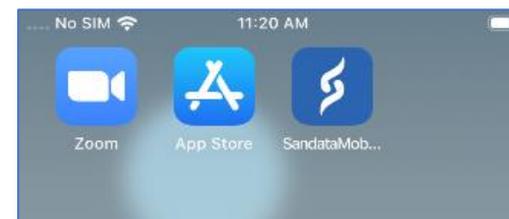
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Downloading MVV App: iOS Devices

3. Use the device keyboard to type "Sandata Mobile Connect" and tap **Search**.
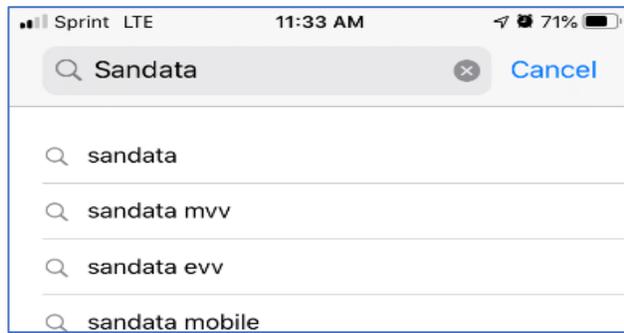
4. Tap **Get,** then **Install**.
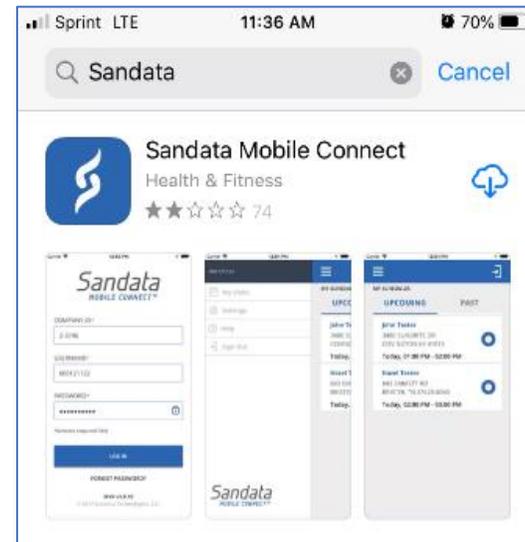
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Downloading SMC: iOS Devices

The first time you log in to the application, a pop-up will appear asking to allow access to your location. Tap **Allow While Using App**.
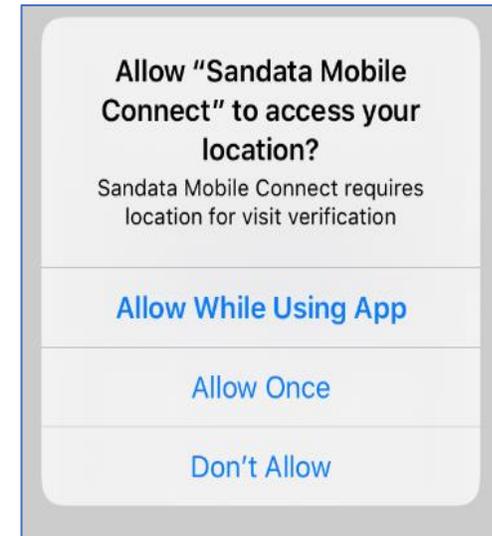
If a pop-up appears stating Sandata Mobile Connect would like to use Bluetooth, click **Don't Allow.**

Logging in to SMC

▸ SMC requires a connection to the internet or Wi-Fi connection to transfer data to the Sandata Agency Management system.

▸ SMC has the ability to run even while not connected to the internet (Disconnected Mode). Visit data is saved and transfers once the device connects to the internet.

	Note: While in Disconnected Mode, saved data will be lost if the device is powered off before the information is submitted online. Be sure not to power off the device prior to reconnecting to the internet.
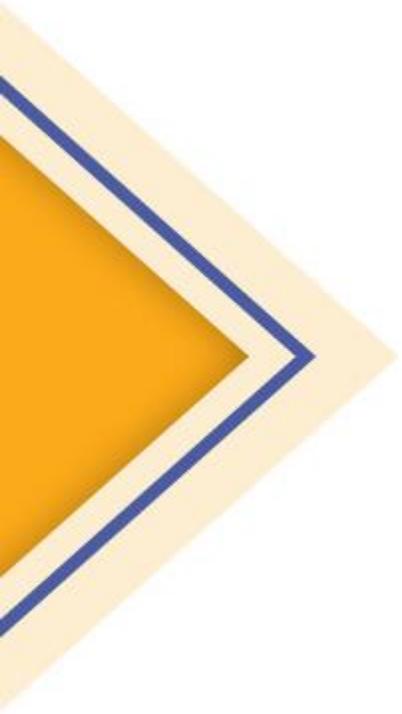
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SMC Initial Set Up
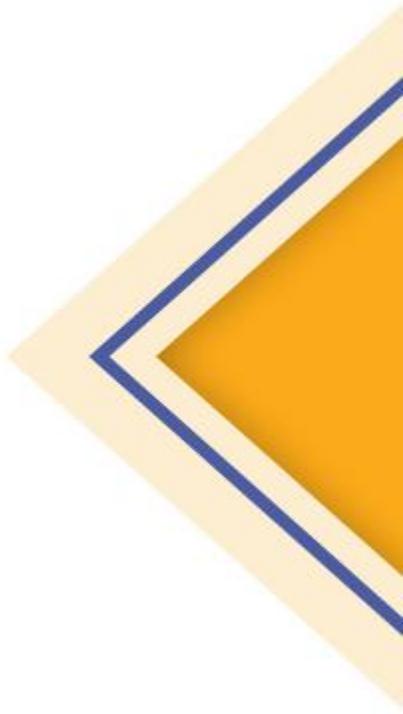
Set up and credentialing

SMC user credentials for caregivers are generated when the caregiver is created in Sandata Agency Management.

When an agency provider creates a caregiver, the following information must be specified in the employee profile in order for SMC to create the login credentials.

- First and Last name
- Social Security Number
- Check the **MOBILE App user** checkbox on the Security screen of the caregiver record
- User initials (any three character combination) on the Security screen
- Valid email address (as username) on the Security screen

Set up and credentialing

Best practice is to use an email address as the username so the caregiver can receive SMC temp password emails and self-serve to reset their passwords.

Temp Passwords appear on screen and are sent to the caregiver if the username is an email address.

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Set up and credentialing

When these values are captured and the caregiver record is saved and a temporary SMC password is created and sent to the email address entered.
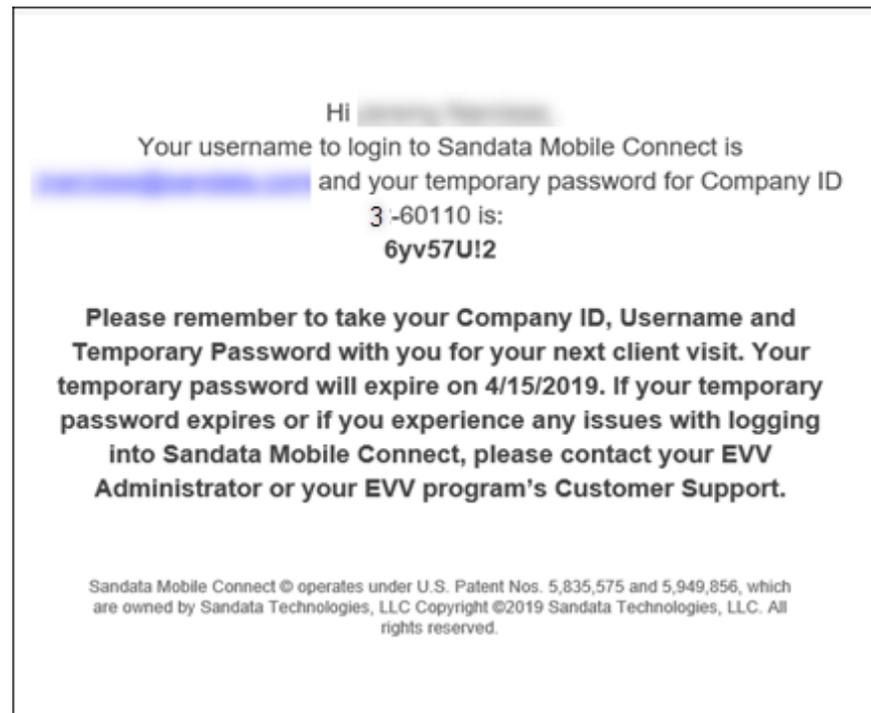
Set up and credentialing: Initial set up

When the employee logs in to SMC for the first time, he or she will need to enter the following data elements:

- **Company ID**: 3-Sandata account# (always the number 3 plus a dash and the agency provider's assigned Sandata account #)

- **Username**: caregiver's email address

- **Password**: the temporary password emailed to the caregiver's email address entered when creating the caregiver.
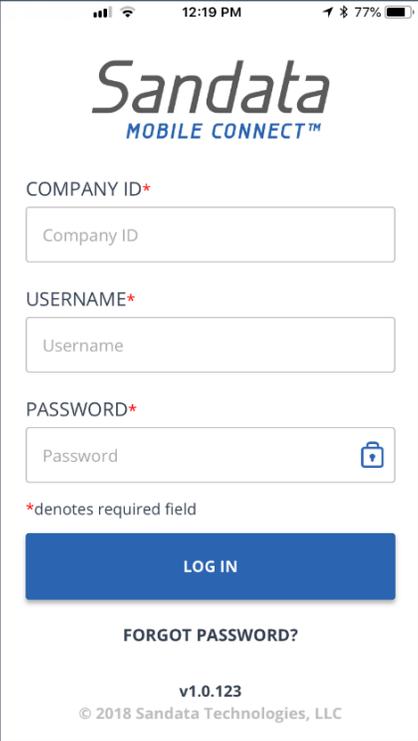
Tapping the lock icon in the PASSWORD field displays the password. Displaying the password can help with initial log-in and temporary password entry.

Set up and credentialing: Initial set up

Upon logging in to SMC for the first time, the caregiver is asked to select and define answers to a set of security questions.

After answering the required security questions, the next screen prompts the employee to create a new password.

SECURITY SETUP

Please fill out the following security questions for your account

Please select a security question

Select Security Question

Please enter your answer

Answer

Please select a security question

Select Security Question

Please enter your answer

Answer

Please select a security question

Select Security Question

Please enter your answer

Answer

NEXT

SECURITY SETUP

Please fill out the following security

Please select a security question

What is the name of your best childhood friend?

In what city did your mother and father meet?

What is the name of your favorite movie?

What is the name of your favorite sports team?

What was the name of the hospital where you were born?

What is the last name of your third grade teacher?

In what city was your first job?

What was the name of the company you had your first job?

What is your favorite food?

What was the make of your first car?

Cancel   OK

# Set up and credentialing: Initial set up

Enter the New Password

Confirm Password

Click **SUBMIT** after entering the new password.

The Login screen displays. The caregiver can now use the new password to login.

TIP

Passwords are case sensitive. They must be at least twelve characters long, have at least one upper case, one lower case letter, one numeric character and one "special" character (i.e. @#$%^).


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Set up and credentialing: Initial set up

After successfully logging in with the new password, the next screen prompts the employee to select a language preference from a drop-down list on the screen.

Available languages are based on program configuration.
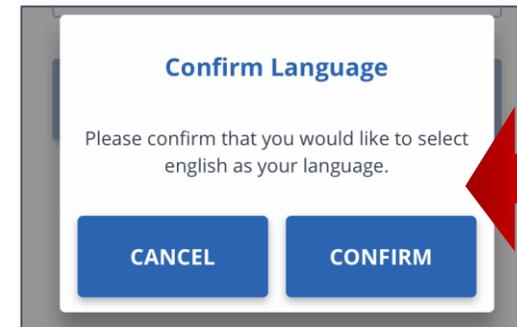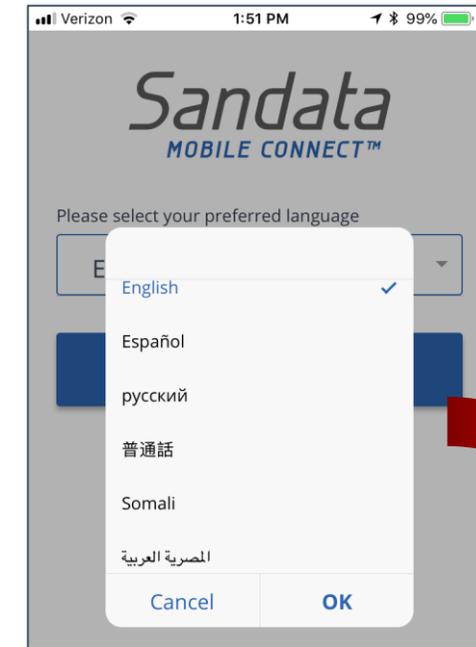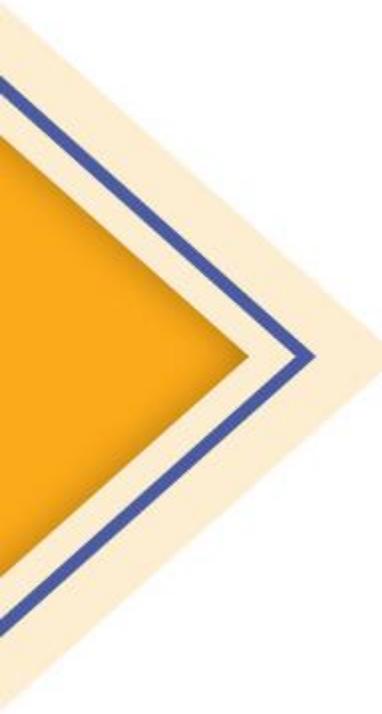
Logging In and Starting a Visit
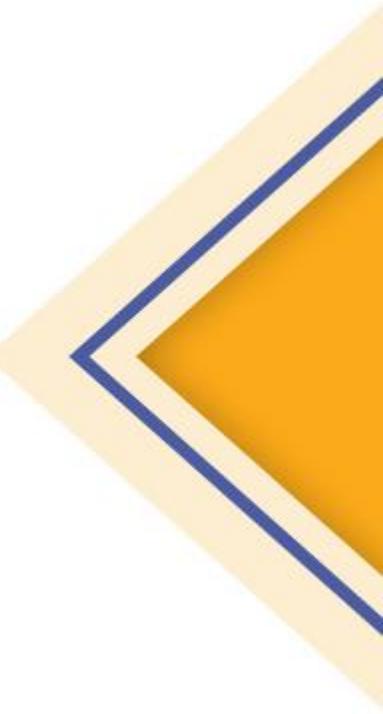
Navigating the home screen

The user can also tap the menu icon in the upper-left corner of the screen to access:

- **My Visits** – view upcoming and past visits (based on configuration)
- **Clients** – to perform a client search
- **Settings** – to change language preference and password. All other options on the settings screen are disabled
- **Help** – to open the SMC help guide
- **Sign Out** – to exit SMC (The user can also tap the Sign Out icon ⇥ in the upper-right corner of the screen to log out of SMC)

Johns@mailinator.com

	My Visits
	Clients
	Settings
	GPS Map
	Help
	Sign Out

Enter C
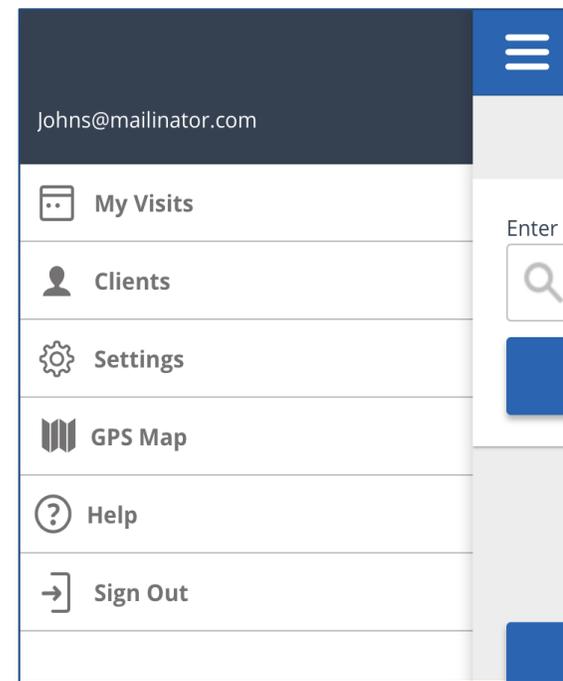
Starting a visit

A caregiver will start a visit by tapping on a schedule on the *UPCOMING* visits screen.
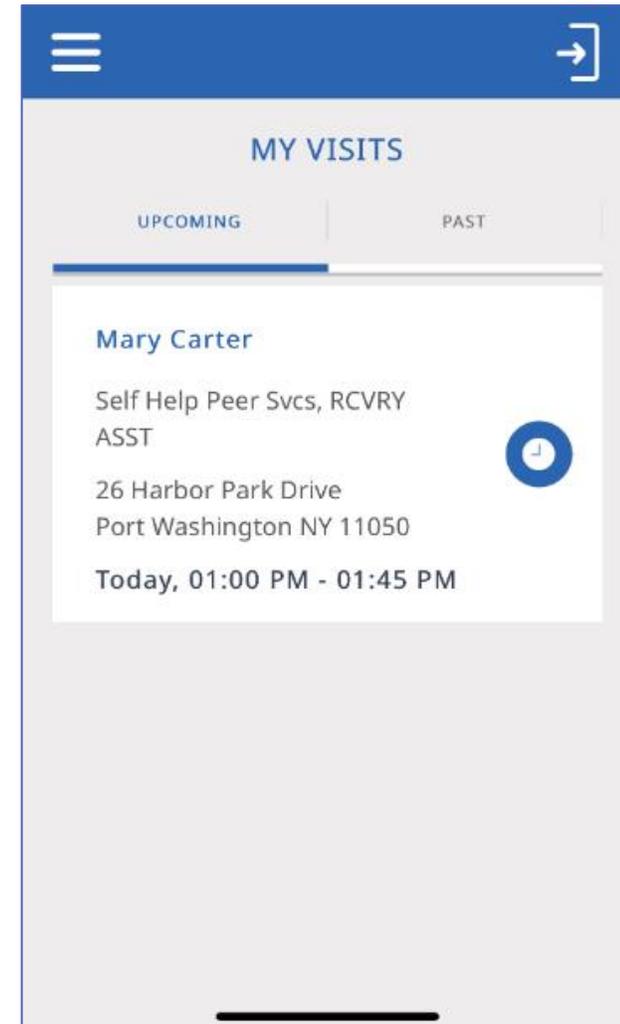
Starting a visit

Once a schedule is selected, the caregiver will tap **CONTINUE**.
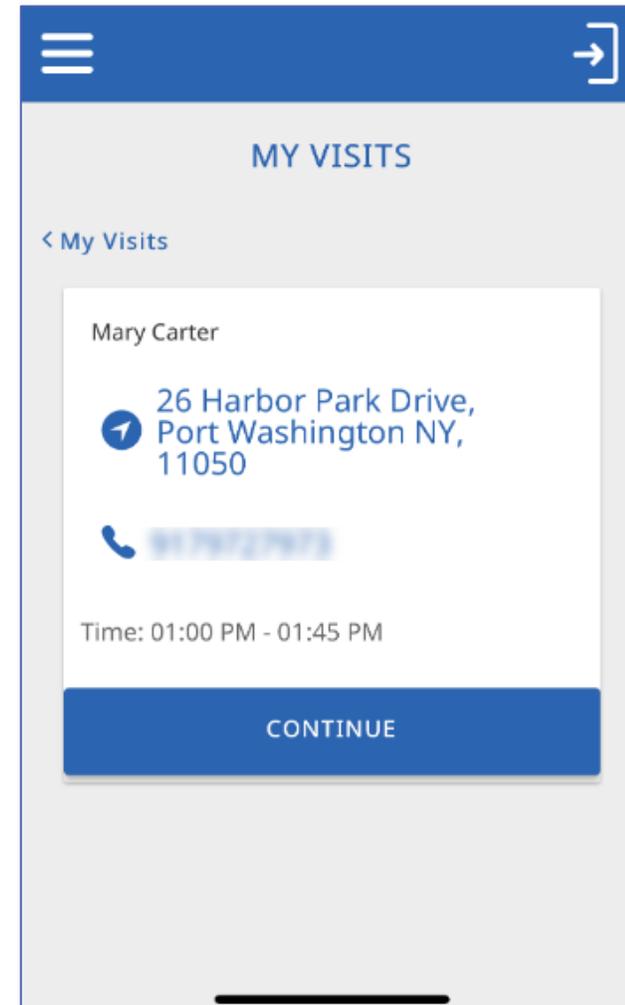
Starting a visit

The caregiver taps **YES** to the Start Visit pop-up.

Visit has started and In Progress screen is displayed.

Caregiver can log out of SMC

MY VISITS

< My Visits

Mary Carter

26 Harbor Park Drive,

START VISIT

Service: Self Help Peer Svcs, RCVRY ASST
Clock-In: 12:51 PM

Are you sure you want to start the visit?

NO   YES

VISIT IN PROGRESS

Monday, April 12, 2021
MARY CARTER
Clock-In: 12:52 PM
Service(s): Self Help Peer Svcs, RCVRY ASST

COMPLETE VISIT

Tasks   VISIT NOTE

Add Tasks

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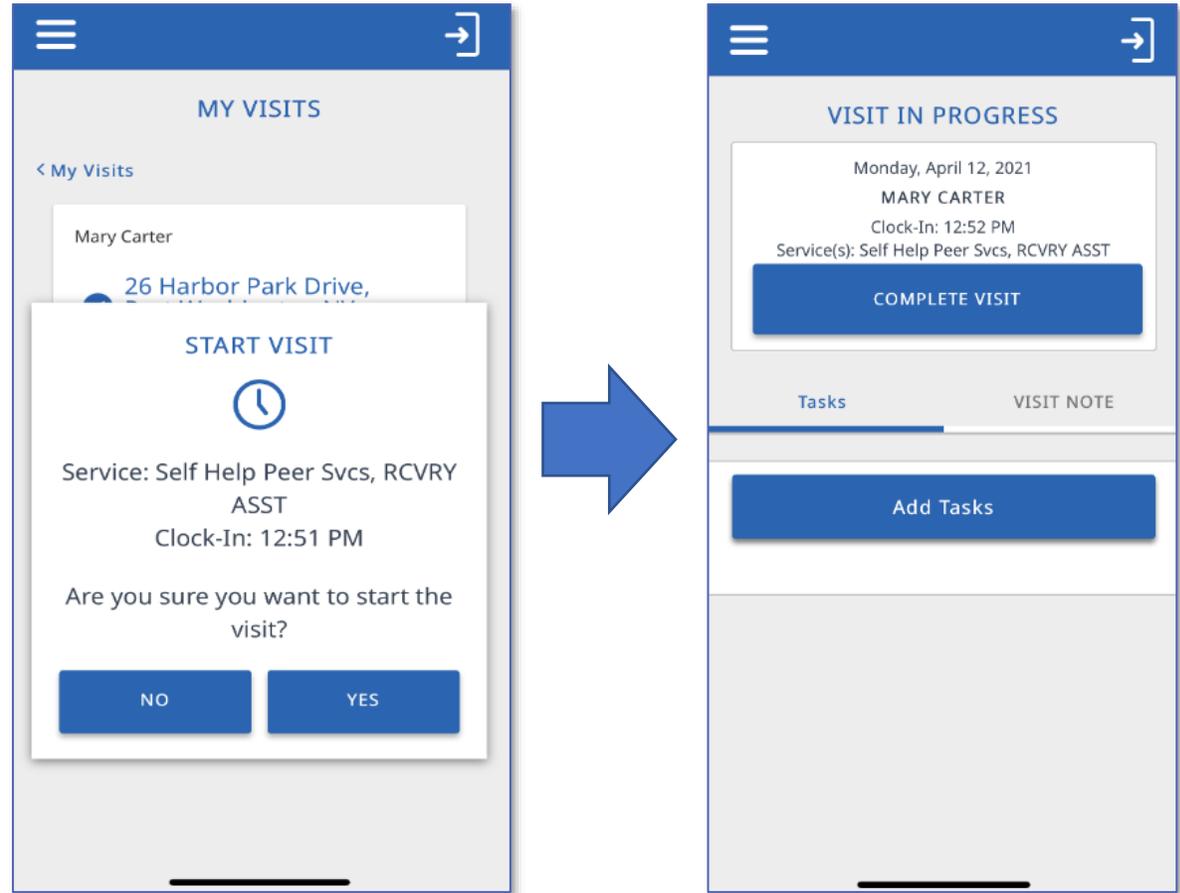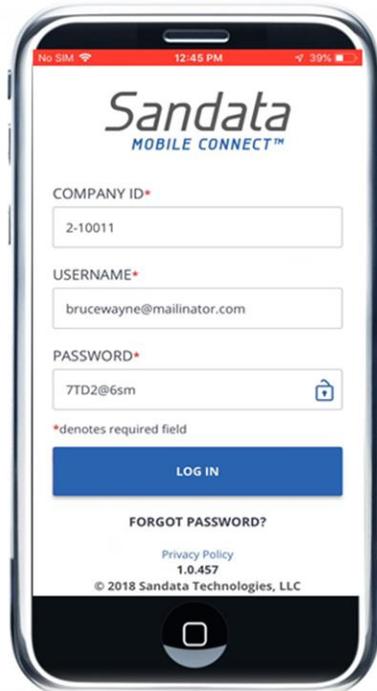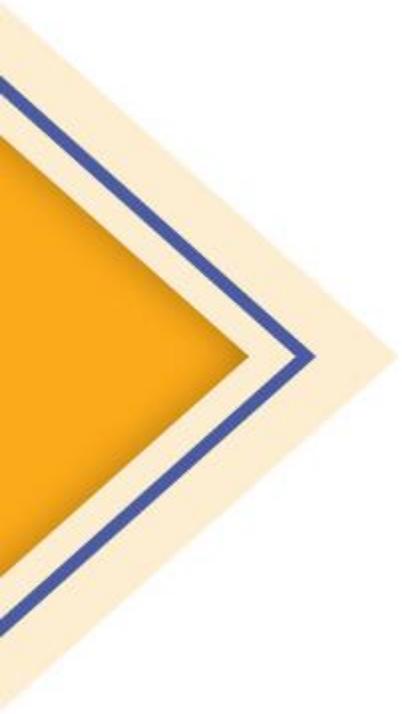
Starting a Visit
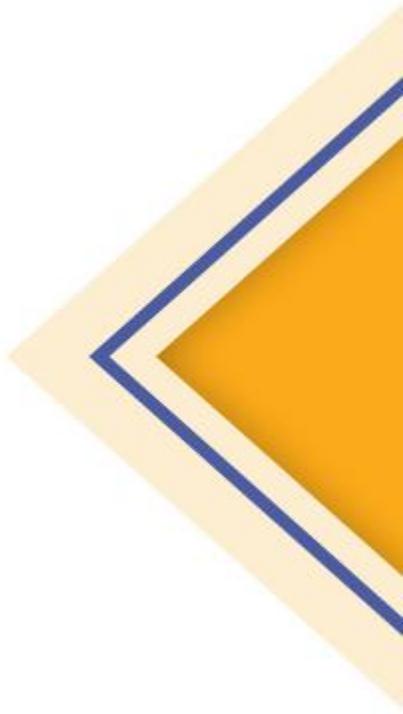
Completing a Visit

Completing a visit

Log in to SMC. The Home screen shows the visit is in progress.

Tap **RESUME VISIT** to proceed to complete the visit.

MY VISITS

Visit in Progress

Tuesday, April 13, 2021

Mary Carter

Schedule Time
Today, 09:00 AM - 09:30 AM
Visit Time
09:09 AM - --:--
Service(s):
RCVRY ASST

RESUME VISIT

UPCOMING   PAST

No visits available to display

Sandata
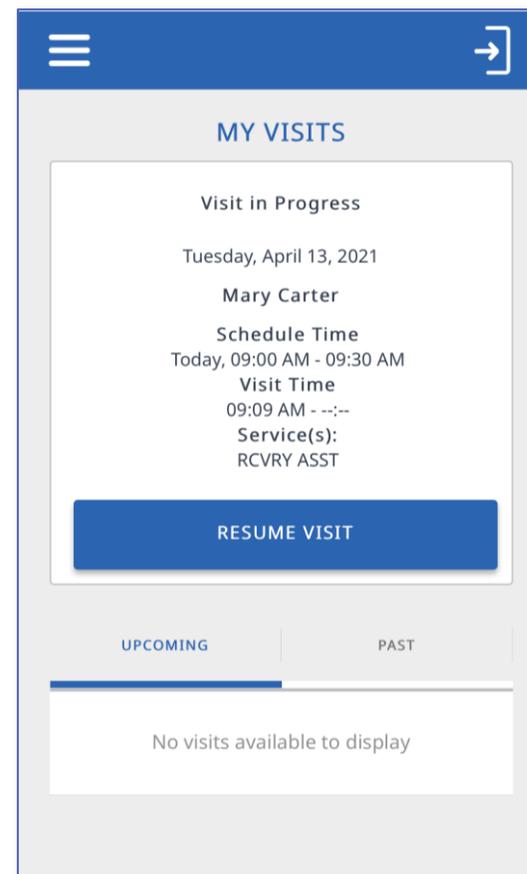
Completing a visit

Tap **Add Tasks.** The Task selection screen displays.
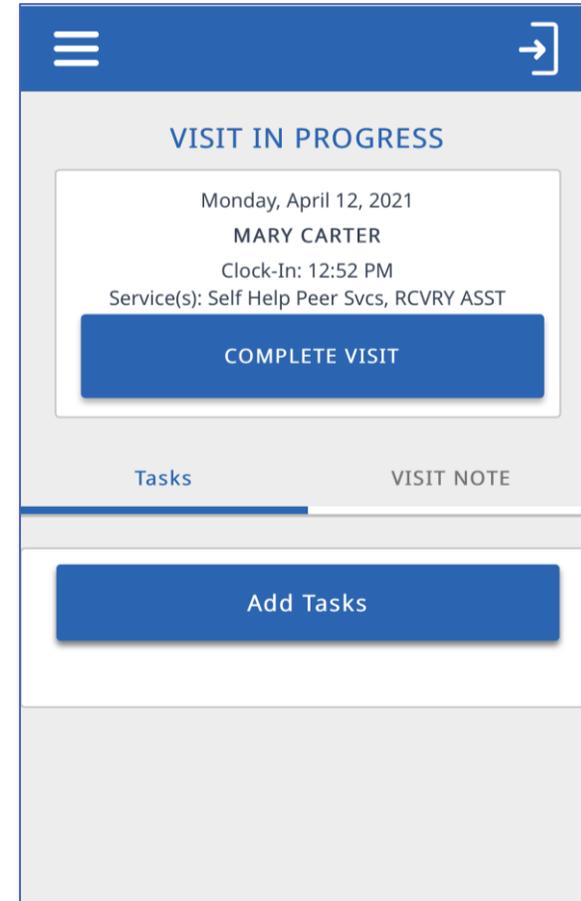
Completing a visit

Tap the checkbox next to each task performed for the client.

For each task selected, specify if it was completed or refused.

▶ ** If needed, a note can be entered by tapping the *Visit Note* tab. This is not required to complete a visit.

Tap **COMPLETE VISIT**.

Completing a visit

The *Visit Summary* screen displays.

Tap **CONFIRM**.

The visit is complete and the caregiver can sign out of SMC.

Completing a Visit

Call Reference Guide

▶ Each agency is assigned a unique account number and given an agency specific Call Reference Guide (CRG).

▶ Sandata provides your agency with two multi-language phone number to ensure continuous service.

▶ English and Spanish at the start with additional languages to follow.

▶ Upon completion of training, a Call Reference Guide and related account materials are sent via email as part of the Welcome Kit.

santrax
ELECTRONIC VISIT VERIFICATION

Call Reference Guide

«COMPANY_NAME»

Agency Account Number: STX«ACCOUNT»

_____
Write your Santrax ID number above for easy reference.

Dial:
1-«Primary_Phone»
Or
1-«Secondary_Phone»

Features:
Fixed Visit Verification (FVV)   Tasks
No
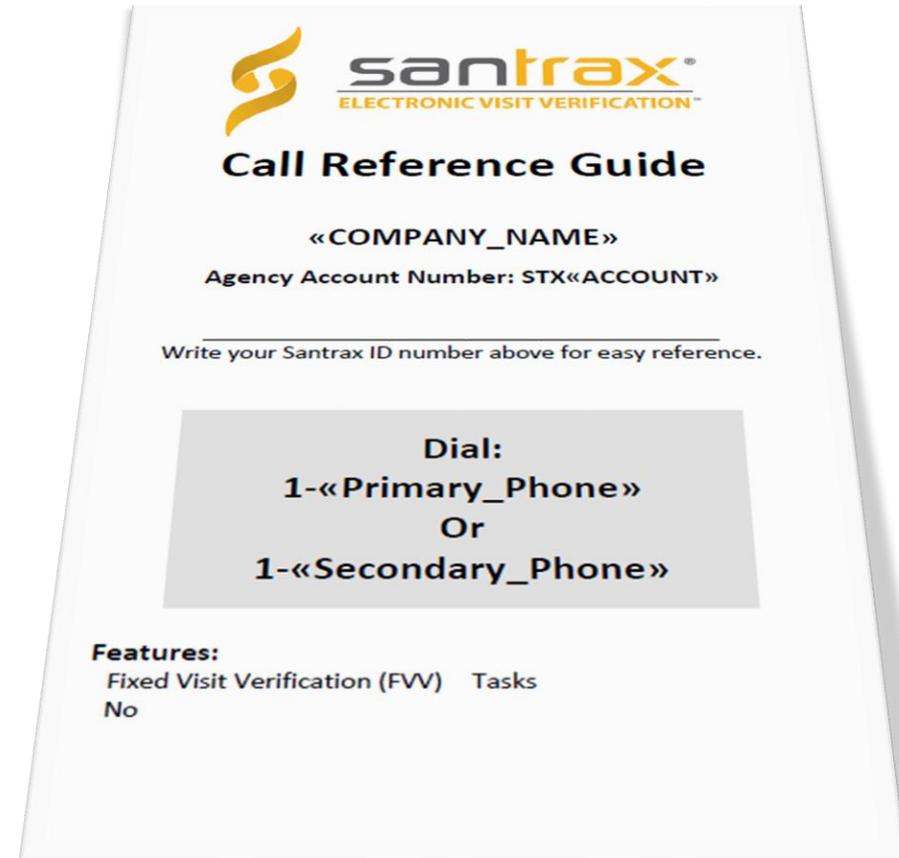
Call Reference Guide

Calling Instructions   **STX«ACCOUNT»**

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

Remember: When speaking to Santrax on any toll-free line, speak in English, slowly and clearly one digit at a time (1075 = one, zero, seven, five).

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

   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.

   You also have the option to speak your Santrax ID in English, slowly and clearly one digit at a time.

   When entered, Santrax will say: **"Received at (TIME). 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.

3. Press the pound (#) key.

4. Hang up.

Calling Instructions   **STX«ACCOUNT»**

Calling Out: When leaving the client's home, make sure you have the following information:
- Your Santrax ID.
- A list of tasks performed during the visit.

Remember: When speaking to Santrax on any toll-free line, speak in English, slowly and clearly one digit at a time (1075 = one, zero, seven, five).

5. Follow steps 1-3, and then continue.

   Santrax will say, **"Enter number of tasks"**

6. Press the total number of tasks performed for the client.

   Santrax will say, **"Enter task ID"**

7. Press the Task Number you performed.
   NOTES:
   - *Refer to your agency's task list.*
   - *If you performed more than one task, wait for the system to confirm the task and then enter the next task number until you have entered all tasks performed during the visit.*
   - *If you are performing a task with a reading, Santrax will pause after receiving the Task ID. During the pause, press the appropriate reading for this task using the amount of digits indicated on the task list.*
   - *If you made a mistake entering Tasks, press "00", the system will confirm by saying: "Starting Over, Enter number of tasks". Enter all task ID's again.*

   Santrax will say: **"You entered (NUMBER) task(s). Thank you, bye."**

8. Hang up.

Call Process: Telephony

Call Process: Telephony
In Call

1. Upon arriving at the client's home, the caregiver calls the Santrax toll-free phone number.

2. The caregiver enters their Santrax ID using the phone's keypad.

3. Santrax confirms the call time and prompts to press the * key for a Fixed Verification Visit or press # to continue.

4. The caregiver presses #

5. The caregiver presses 1 to indicate a call-in and hangs up.

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Call Process: Telephony Out Call

1. Before leaving the client's home, the caregiver calls the Santrax toll-free phone number.

2. The caregiver enters their Santrax ID using the phone's keypad.

3. Santrax confirms the call time and prompts to press the * key for a Fixed Verification Visit or press # to continue.

4. The caregiver presses # and continues.

5. The caregiver presses 2 to indicate a call-out.

Call Process: Telephony
Out Call cont'd

6. Santrax prompts the caregiver to enter the number of tasks performed. The total number should be entered.

7. The caregiver then enters each Task ID.

8. Santrax repeats the Task description.

9. Each Task ID is entered until complete.

Task List

Task ID	Description	Task ID	Description
	PCA Tasks		
1	Bathing/personal care/grooming	15	Diet monitoring/meal preparation /education
2	Dressing/undressing	16	Feeding
3	Oral Care	17	Medication reminder/cueing
4	Toileting/bowel and bladder care	18	Laundry
5	Turning, positioning, and transferring	19	Light housework
6	Assist with ambulation/mobility/transfer	21	Outdoor work (i.e., water plants, fill bird feeder)
7	Monitor skin Condition	22	Make bed
8	Skin care/observation	23	Grocery shop/errands
9	Skin care/treatment	25	Personal business (bill paying, communications)
10	Catheter care (excluding catheter insertion or removal)	26	Socialization/Hobbies
11	Ostomy care	27	Accompany to medical appointment
12	Tracheotomy care	28	Accompany to other location
13	Assist tube feeding	29	Snacks/Light Meals
14	Passive and Active Range Of Motion Exercises		
	Recovery Tasks		
30	Bathing/personal care/grooming	38	Medication reminder/cueing
31	Dressing/undressing	39	Instruction, teaching, cueing
32	Oral Care	40	Supportive assistance, supervision
33	Toileting/bowel and bladder care	41	Interpersonal, social skills
34	Turning, positioning and transferring	42	Educational planning
35	Assist with ambulation/mobility/transfer	43	Emergency and safety skills
36	Diet monitoring/meal preparation education	44	Money management
37	Feeding		
	Homemaker Tasks		
50	Medication reminder/cueing	54	Make bed
51	Laundry	55	Grocery shop/ errands
52	Housekeeping	57	Personal business (bill paying, communications)
53	Outdoor work (i.e., water plants, fill bird feeder)	58	Meal preparation and planning
	Chore Tasks		
60	Heavy cleaning	62	Routine chores
61	Yardwork		

Task List cont'd

Task ID	Description	Task ID	Description
CLSS Tasks			
70	Diet monitoring/meal preparation education	74	Educational planning
71	Medication reminder/cueing	75	Emergency and safety skills
72	Instruction, teaching, cueing	76	Money management
73	Interpersonal, social skills	77	Safety/Monitoring
ILST Tasks			
80	Diet monitoring/meal preparation education	83	Educational planning
81	Interpersonal, social skills	84	Emergency and safety skills
82	Instruction, teaching, cueing	85	Money management
Companion Tasks			
88	Light Meal Prep	93	Accompany to medical appointment
89	Medication Reminder	94	Accompany to other location
90	Safety/monitoring	95	Shopping/errands
91	Socialization/ Hobbies	96	Assist with phone calls
92	Accompany on walks		
Mental Health Counseling Tasks		**Health Assessment**	
97	Mental health assessment and treatment	99	Client has had a change in status
Support, Planning Coach Support Broker Tasks			
98	Service plan developing and hiring PCAs		
Home Health			
130	Bathing/personal care/grooming	140	Dressing/ Undressing
131	Oral Care	141	Toileting/ Bowel and Bladder Care
132	Turning, positioning and transferring	142	Assisting with Ambulation/Mobility
133	Skin Observation	143	Skin Care/ Treatment
134	Catheter care	144	Ostomy Care
135	Passive and Active Range Of Motion Exercises	145	Meal preparation
136	Feeding	146	Medication reminder/cueing
137	Laundry	147	Light housework
138	Safety/Fall Precautions	148	Oxygen Precautions
139	Special Precautions - contact, airborne, bloodborne	149	Monitor intake and output
Pre-Vocational Service			
150	Educational time	153	Volunteer work
151	Career exploration	154	Workplace safety & mobility training
152	Appropriate hygiene & social skills for work		
Supported Employment			
156	Work preparation and/or evaluation	158	Perform work hours
157	Transportation	159	Adaptations

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Task List cont'd

Task ID	Description	Task ID	Description
Autism Waiver			
160	Supervise and train at work site	167	Support in home/community for personal goals
161	Instruction/Training areas of need	168	Provide when unable to care for self
162	Implement strategies on Service Plan	169	Relief for those normally providing care
163	Training or practice in basic life skills	170	Assess /evaluate behavioral/clinical needs
164	Instruction/train to live/work in community	171	Develop behavioral plan
165	Assist in daily activity/daily living needs	172	Train individual/family/providers to implement plan
166	Cueing and supervisory of activities	173	Evaluate effectiveness of behavioral plan
Mental Health Wavier			
201	Bathing/personal care/grooming	214	Grocery Shopping/Errands
202	Dressing/undressing	215	Laundry
203	Oral Care	216	Maintain benefits/entitlements
204	Diet monitoring/meal preparation education	217	Misc. Personal business
205	Medication reminder/cueing	218	Rejecting Substance Abuse
206	Interpersonal, social Skills	219	Schedule healthcare appointments
207	Emergency and safety skills	220	Socialization/Hobbies
208	Money management	221	Housekeeping Max Assist
209	Accompany to healthcare appointment	222	Housekeeping Mod Assist
210	Assist with public transportation	223	Housekeeping Min Assist
211	Exercise	224	Housekeeping Standby Assist
212	Facilitate/encourage Coping skills	225	Housekeeping Independent
213	Facilitate Natural Supports		

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Call Process - Helpful Hints

Pulse or Rotary Phone?
(Not touch-tone phone)

Speak the Santrax ID and tasks
(English toll-free numbers only).

Busy Signal?

*Use the other toll free number.*

No answer? ID not recognized?

Make sure you dialed the right number.
Call again.

If there are still problems, the caregiver should
call their agency.

Consecutive Services
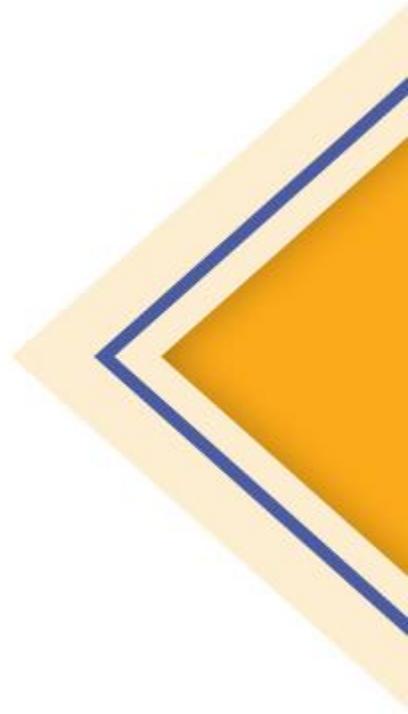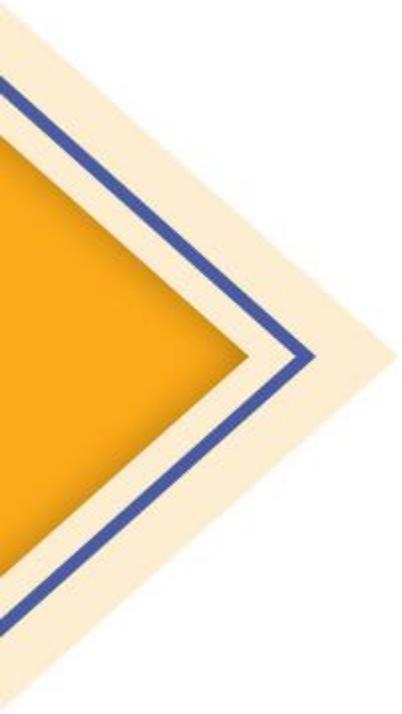
Consecutive Services Enhancement Overview

▶ There is now a consecutive call enhancement (2 calls)

- Services must be provided by the same caregiver to the same client
- Schedules must exist prior to the start of the first service

▶ Requires and records two (2) calls

- Arrival (check-in)
- Departure (Check-out)

▶ No calls necessary at change in service

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Consecutive Services Enhancement Overview

▶ If scheduled duration equals actual visit duration:

- The check-in/check-out times for all visits between first and last visit are assumed as completed

- All visits auto-confirm and visit times automatically populate as per the scheduled times

Note: An agency can choose not to use the 2-call process and continue to use the Shared calls (3 call process)

Consecutive Services Enhancement Overview

▶ Tasks captured at check-out applied to all visits performed

Date	Coord	Client	Service	Staff	Pos	Sch Start	Sch End	TZ	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs	Auth	Tasks
08/08/18-We	STX	AUGUST, JOSEPH	1021Z	Beehler, Jenice	RN	11:45	12:00		0.25	11:45	12:00	0.25	0.25	0.25		6
08/08/18-We	STX	AUGUST, JOSEPH	1214Z	Beehler, Jenice	RN	12:00	12:15		0.25	12:00	12:15	0.25	0.25	0.25		6
08/08/18-We	STX	AUGUST, JOSEPH	1536P	Beehler, Jenice	RN	12:15	12:30		0.25	12:15	12:31	0.27	0.25	0.25		6

Schedule Detail Delete

General   Documents:0   Call Log:2   **Tasks:6**

Tasks

ID	Description	Reading	Manual	Critical
0010	Grocery shop			
0012	Assist with treatments			
0021	Assist with Dressing			
0030	Change linen			
0040	Feeding/Eating			
0060	09 Other activities			

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Consecutive Services Enhancement Overview

▶ Visual indicator (underline of assumed times) to quickly know which calls are 'assumed'

Date	Coord	Client	1210Z ice 1021Z	Staff	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs
07/22/18-Su				HHA	23:11	23:26	0.25	23:11	23:26	0.25	0.25	0.25
07/22/18-Su				HMK	23:26	23:41	0.25	23:26	23:42	0.27	0.25	0.25

23:11	23:26
23:26	23:42

- An informational exception description of 'Assumed Call' can be seen on the Santrax Maintenance screen

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Consecutive Services Enhancement Overview

▶ This process is not to be used for visits with check-in/check-out times greater than ≥ 24hrs apart. For example:

- Live-in services
  - Call-in/Call-out has not changed
- Consecutive schedules – 3 call process (live-in & hourly)
  - Day 1: 9:00 am – 9:00 am
  - Day 2: 9:00 am – 11 am

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How it works...

▶ Check-in on first schedule to begin services

▶ Check-out on last schedule and add all tasks performed during all visits to conclude services

▶ If the total duration of the visits performed equals the duration of the visits scheduled

- Assumes that all visits completed as scheduled

- All visits auto-confirm

- Missing visit times auto-populate according to the proposed scheduled times

Date	Staff ▲	Pos	Service	EC	INP	OUTP	TZ	HrsP	IN	OUT	Bill Hrs	Pay Hrs	Auth	Status
07/22/18-Sun		HHA	1210Z	DEF	23:15	23:45	E	0.5	23:26	23:56	0.50	0.50		02-Confirmed
07/22/18-Sun		HHA	1021Z	DEF	23:45	01:00	E	1.25	23:56	01:11	1.25	1.25		02-Confirmed
07/23/18-Mon		HHA	S9123	DEF	01:00	02:00	E	1	01:11	02:10	1.00	1.00		02-Confirmed

How it works...

▶ Assumed Calls are underlined on the

- Visit Maintenance and Schedule Details screens

How it works...

▶ Call Log tab on Schedule Details screen includes new Assumed Calls column indicating the assumed call(s) for the schedule

How it works...

▶ A visit exception can still occur

- Pay Hours Less/Actual Hours More exceptions
- Either exception will always be present on the last visit
- System calculates the assumed times based on the Call-in time and the duration of each visit

Date	Coord	Client	Service	Staff	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs
07/23/18-Mo			1021Z		01:10	01:40	0.50	00:55	01:25	0.50	0.50	0.50
07/23/18-Mo			1210Z		01:40	02:12	0.53	01:25	02:12	0.78	0.53	0.53

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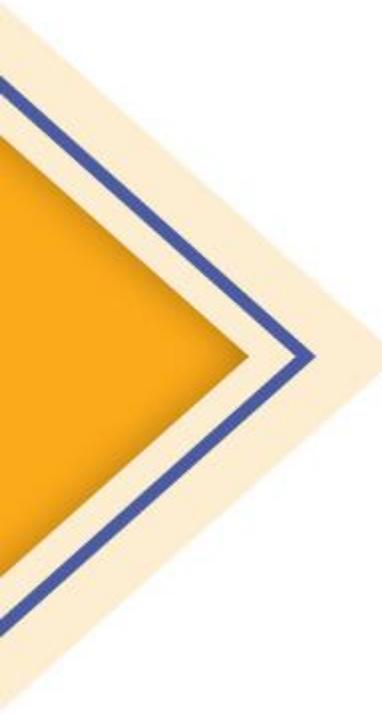
Consecutive Service
Bill and Pay hours exceptions

Bill and Pay Hours Exceptions

When Bill/Pay hours do not match the scheduled hours for a visit, the exception reason is either:

- ▶ payroll hours less than scheduled hours; or
- ▶ actual hours more than scheduled hours.

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Bill and Pay Hours - Fixing the Exception

If the calculated Bill/Pay hours are correct and you want to confirm the visit for those hours:

1. Check the **Ovrd** (Override) box.

2. Click **Save** in the upper-right corner of the screen

3. Select the appropriate reason code.

In the example below, the caregiver worked more hours than scheduled

Before

Date	Coord	Client	Service	Staff	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs
07/23/18-Mo			1021Z		01:10	01:40	0.50	00:55	01:25	0.50	0.50	0.50
07/23/18-Mo			1210Z		01:40	02:12	0.53	01:25	02:12	0.78	0.53	0.53

After

Date	Coord	Client	Service	Staff	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs	Auth	Tasks	P->A	Ovrd
07/23/18-Mo			1210Z		01:40	02:12	0.53	01:25	02:12	0.53	**0.53**	**0.53**			☑	☑

Same Household–
Two clients in the same home

When caregivers service two clients in the same home (e.g., husband and wife), the call process requires the addition of the client ID since both clients have the same phone number.

Upon arrival:

1.   Caregiver calls Santrax, enters their Santrax ID,

2.   When prompted to enter number of tasks, press ## to hear the client ID prompt.

3.   Caregiver enters the 1st client's Santrax ID , then enters zero when prompted for tasks; enters the 2nd client's Santrax ID, then enters zero when prompted for tasks. *(* The client Santrax ID is found on the Client Addresses report)*

Prior to Departure:

1.   Caregiver repeats the call process above except instead of entering zero tasks for each client, they would enter the task info for each since this is the out call.

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What You Have Learned

▸Understanding the types of Electronic Visit Verification:
  - Mobile Visit Verification (MVV)
  - Landline telephone or client's cell

▸Instruction for the call process for consecutive services

▸Using Sandata Mobile Connect (SMC)

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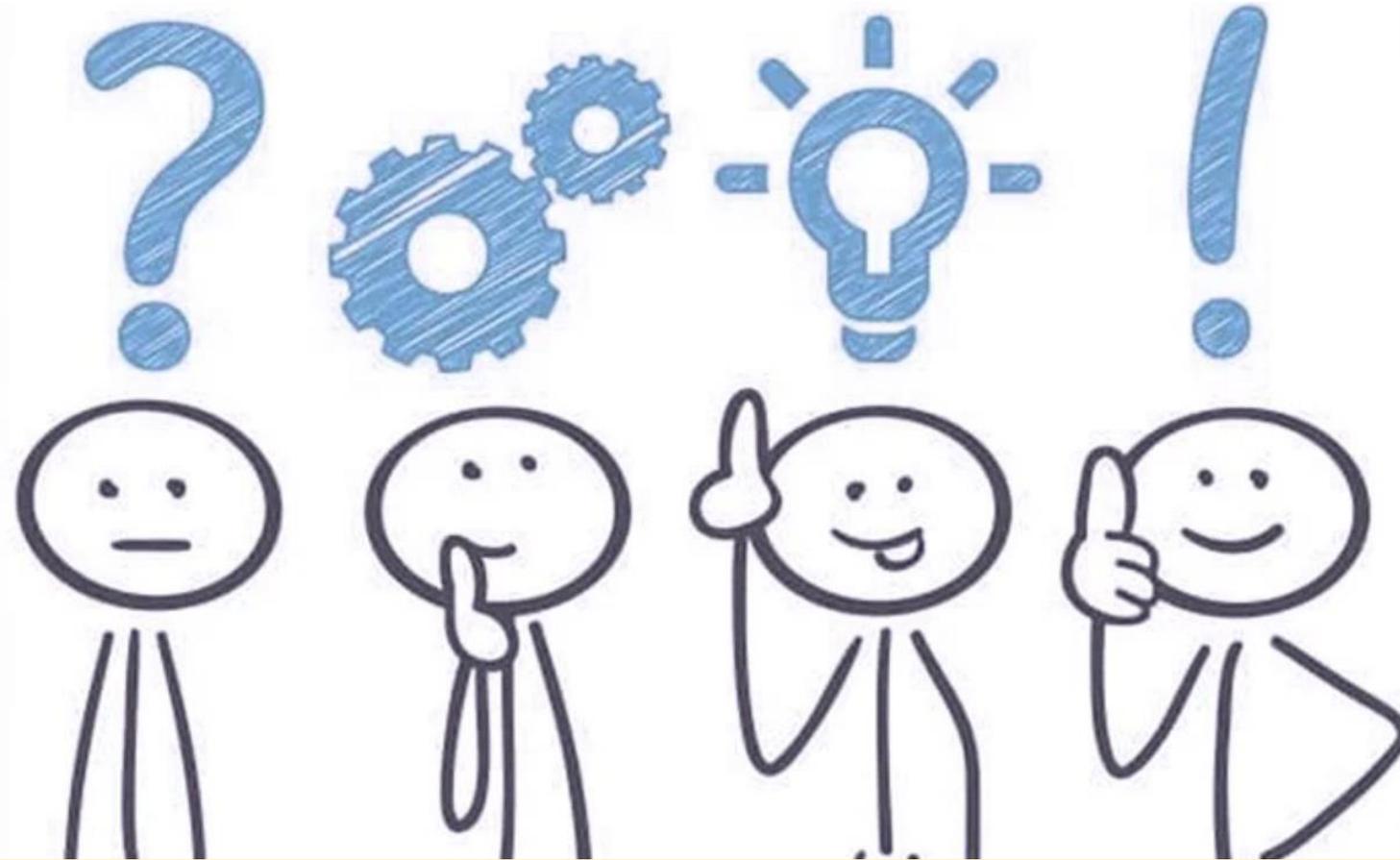
Questions...

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How to Stay Connected

We look forward to working with you.
Please do not hesitate to reach out with questions, comments or suggestions as we move forward.

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