





Calling In: When arriving at the client's home, make sure you have 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.*













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

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

 Santrax will say: **“Received at (TIME). Thank you, bye.”**

4.  **Hang up.**

Calling Out: When leaving the client's home, make sure you have your Santrax ID.

1.  **Dial any of the toll-free numbers assigned to your agency.**
 The Santrax system 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.*
 Santrax will say: **“Please select “1” to call in or “2” to call out.”**
3.  **Press the two (2) key to "Call Out".**
 Santrax will say, **“Enter number of tasks”**
4.  **Press the total number of tasks performed for the client.**
 Santrax will say, **“Enter task ID”**
5.  **Press the Task Number you performed from 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.”**
6.  **Hang up.**

Task ID	Description	Task ID	Description
Section Name		Section Name	
100	Meals/Wash Dishes	120	Toileting Assistance
101	Clean Kitchen	121	Self-Admin of Medications
102	Bathroom Cleaning	122	Medically Related HC Task
103	Clean Living Area	124	Ostomy Hygiene
104	Make Bed/Change Linens	125	Catheter Hygiene
105	Laundry In-home	126	Bowel Program
106	Iron and Mend Clothing	127	Aseptic Dressings
107	Wash Windows/Blinds	128	Non-Injectable Medications
108	Empty Trash	129	Passive ROM
109	Shopping/Errands	130	Assist Transfer Device
110	Essential Correspond	131	Colostomy Care
111	Eating	132	Bowel/Bladder Routine
112	Medical Appointments	133	Turning and Positioning
113	Clean Floors	134	Medication
114	Tidy and Dust	135	Clean/Maintain Equipment
115	Laundry off site	136	Make Bed
116	Dietary	137	Wash Dishes
117	Dressing/Grooming	138	Essential Transportation
118	Bathing /Pers. Hygiene	139	Meal Prep / Eating
119	Mobility/Transfer	140	Basic Respite

What to do if there is a Problem:

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

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.
4. If you still cannot complete the call, contact your supervisor or CDS Employer, as applicable.

⚡ 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.



santrax[®]
ELECTRONIC VISIT VERIFICATION[™]

Call Reference Guide

Help at Home MO 8463

Write your Santrax ID number above for easy reference.

Dial:

1-844-556-9928

Or

1-844-762-8198