

Introduction:

Fixed Visit Verification (FVV) acts as a proof of work system. It allows the user to check in and check out from the client's home (like a time clock) without the use of the client's home telephone. This is done through the use of an FVV Device.

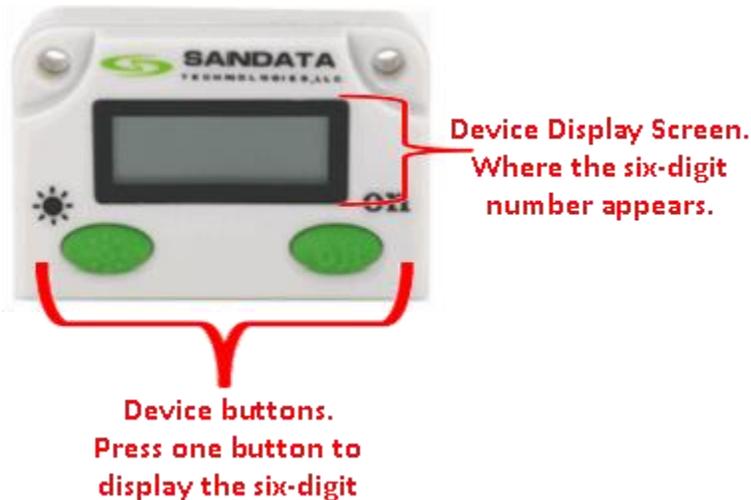
Common Phrases Related to FVV Usage:

Visit Verification Number - This is the six-digit number that is displayed on the FVV Device's screen when either FVV button is pushed.

Visit Verification Value – This is the actual date and time the FVV button was pushed.

The FVV Device:

- Is assigned to a specific agency and client.
- Is placed in the client's home.
- Is not a recording device.
- Is used by the attendant to check in and check out (see "Calling Instructions" on the FVV Call Reference Guide).



Important Information:

- Wait at least 15 minutes after the FVV Device button is pushed before making a call into Santrax for that visit.
- Both of the six-digit visit verification numbers obtained from the FVV Device will be entered during one Santrax call.
- If you think you have made a mistake entering the six-digit visit verification numbers during the Santrax call, contact your supervisor. Do not attempt to call again for this visit.
- When servicing two clients in the same household (a mutual case), each client will be assigned their own FVV Device. This means that the field staff will need to check in and check out for each client separately (two devices, two sets of visit verification numbers and two calls into Santrax).

