

## EOHHS EVV Program

### FIXED VISIT VERIFICATION (FVV) DEVICE FOR RECIPIENTS WHO DO NOT HAVE A PHONE

The Fixed Visit Verification (FVV) device is to be used for recipients who do not have a home phone (land line) or cell phone that can be used for home health service providers to call-in and call-out at the beginning and end of each home health visit. An FVV device (pictured below) will be registered and provided to a specific recipient to allow the home health agency to record a date and time for each home health visit.

#### WARNING

**The FVV device is registered to a specific recipient and cannot be transferred to, or used for other recipients.**

**Distributing a FVV device to a recipient other than the one the device is registered to will result in incorrect data in the provider's database.**

**Tampering with the FVV device or removing the FVV device from the recipient's home will deactivate the FVV device. The home health agency must contact Sandata Customer Service immediately in the event the recipient is moving and/or no longer is being provided services.**

#### FVV device Distribution and Installation:

The recipient's home health agency is responsible for installing the FVV device at the recipient's home during the recipient's next home health visit. Double-sided adhesive tape will be provided by Sandata for installation of the device. The home health staff should work with the recipient in determining the location of the FVV device, in accordance with these installation instructions:

- Install the FVV device near the front door, preferably on the wall inside the entry way, on the right hand side.
- Secure the FVV device to the wall with the double-sided tape provided. Ensure that the FVV device is securely attached and will not fall off the wall or become loose.
- Obtain the recipient's signature on the FVV Acknowledgement Form. The home health agency shall mail the signed acknowledgement forms to EOHHS at the following address:

**c/o HP Enterprise Services  
301 Metro Center Blvd.  
Attention: Margaret Farrish  
Warwick, RI 02886**



**Upon installation of the device, the home health staff should call in to Santrax following the steps listed on the next page. When prompted for tasks, enter 99 (FVV device Installation). Use of this task serves as confirmation that the FVV device was installed at the recipient's location by the home health staff that performed the call.**

## Home Health Staff Visit Process:

- Upon visit arrival, press the FVV device 'on' button and manually record the six (6) digit reading, for example, 123678. This reading corresponds to a specific date and time based on the specific device's registration that was entered into the system. It is suggested that the nurse or home health aide also make note of the date and time of arrival. This reading will be used for the call in information during the post visit call.
- Upon visit departure, press the FVV device 'on' button and manually record the six (6) digit reading, for example, 123678. This reading corresponds to a specific date and time based on the specific device's registration that was entered into the system. It is suggested that the nurse or home health aide also make note of the date and time of departure. This reading will be used for the call out information during the post visit call.
- Manually record the recipient's ID number to use during the post visit call.
- Manually record home health visit tasks to use in the post visit call.

**A Santrax Payor Management (SPM) system call must be made by the home health staff after the home health visit to make the visit billable. Staff will enter both their call in and call out information for the visit during a single call. Staff should place this call immediately following the actual visit or as soon as a telephone line is available using the following instructions:**

1. **Call one of the home health agency's standard 800 numbers.** The FVV device call process is supported in both English and Spanish using the home health agency's specific 800 numbers.
  2. **When prompted, enter Staff Santrax ID number.** (The Staff Santrax ID number is the last 5 digits of the field staff's social security number).
  3. Follow the prompts to **complete Speaker Verification.**
  4. Santrax will say: "*Press the star (\*) key to enter Visit Verification numbers or pound (#) key to continue*". **The staff should press \*.**
  5. **Staff will be prompted to enter the Client/Recipient ID number.** The FVV device values cannot be input unless a valid Client/Recipient ID number is used and a FVV device is registered to that recipient. The Client/Recipient ID required for this step can be obtained at any time by running the Client Addresses report in SPM and looking at the Santrax ID column. The home health agency should share this information with their staff as part of their training to use the FVV device.
  6. Santrax will say: "*Please enter your first visit verification number or press the pound (#) key to continue.*" **The home health staff should enter the six digit number obtained from the FVV device when they arrived at the client's location.** Santrax will confirm the number entered by saying: "The first visit verification value is (DATE/TIME)". If this is correct, press # to continue. If the date and time given by Santrax is not correct, press 1 to re-enter the first visit verification value. The staff will be allowed up to three (3) chances to reenter the reading if it wasn't entered correctly.
  7. Santrax will say: "*Please enter your second visit verification number or press the pound (#) key to continue.*" **The home health staff should enter the visit verification number recorded when they completed services.** Santrax will confirm the visit verification number entered by saying: "The second visit verification value is (DATE/TIME)". If this is correct, press # to continue. If the date and time given by Santrax is not correct press 1 to re-enter the second visit verification value. The staff will be allowed up to three (3) chances to reenter the reading if it wasn't entered correctly.
- † During and after the call, a number of checks are implemented to ensure that the FVV reading entered is reasonable. (If the call and reading values do not pass these checks, a Santrax exception will be recorded in the SPM system.)
- † If the FVV device values are not valid, the nurse or home health aide should notify their Director of Nursing of the actual call-in (arrival date and time) and call-out (date and time of departure) information to ensure that the visit can be properly verified.- 8. The home health staff will be prompted to enter the number of tasks. In response, **the home health staff should enter the total number of tasks performed.**
- 9. The system will prompt the home health staff to **enter the task ID for each of the tasks performed** until the total number of tasks performed entered in step 8 is reached.

\*\*If this is the first call after installation, the home health staff must enter the FVV device Installation (Task #99).

- 10. **Hang up** to complete the call.

**Sample Santrax Call In Reference Guides for FVV in both English and Spanish are located at [www.sandatari.com](http://www.sandatari.com).**