

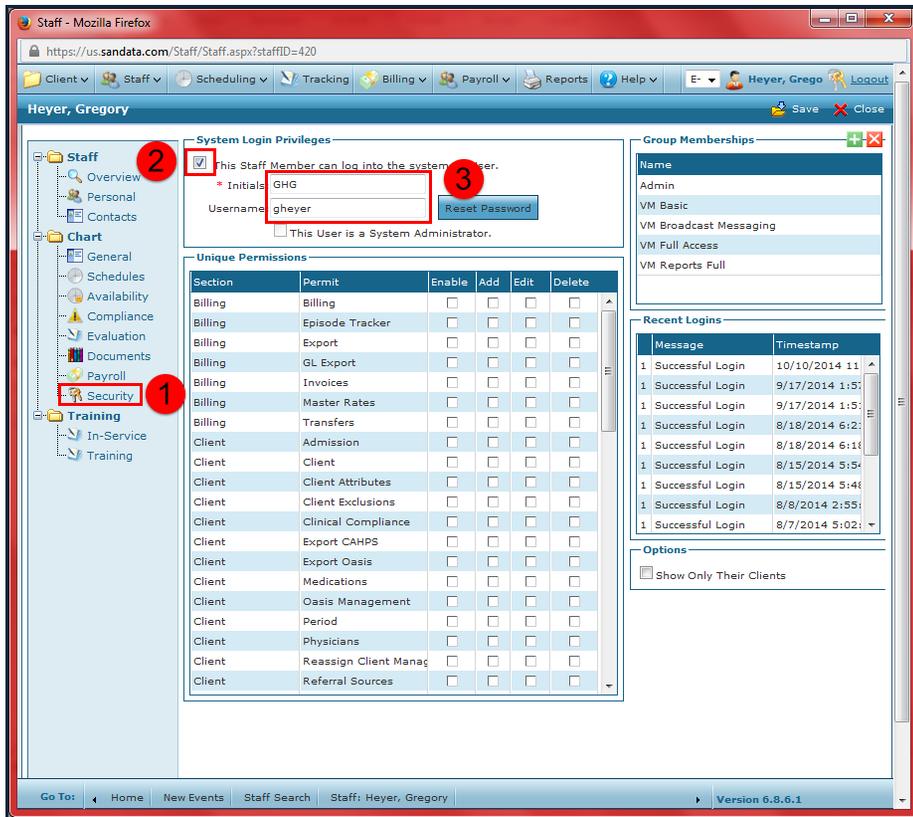
Registering Users

To authorize staff to use Mobile Visit Verification (MVV), the staff member must be registered as a user in Santrax® Agency Management.

1. Navigate to the Staff Security screen.
2. Check the "This staff member can log into the system as a user" checkbox.
3. Enter the Staff's initials, create a Username, and create a Password.

In Santrax Agency Management

In MVV



System Login Privileges

This Staff Member can log into the system as a user.

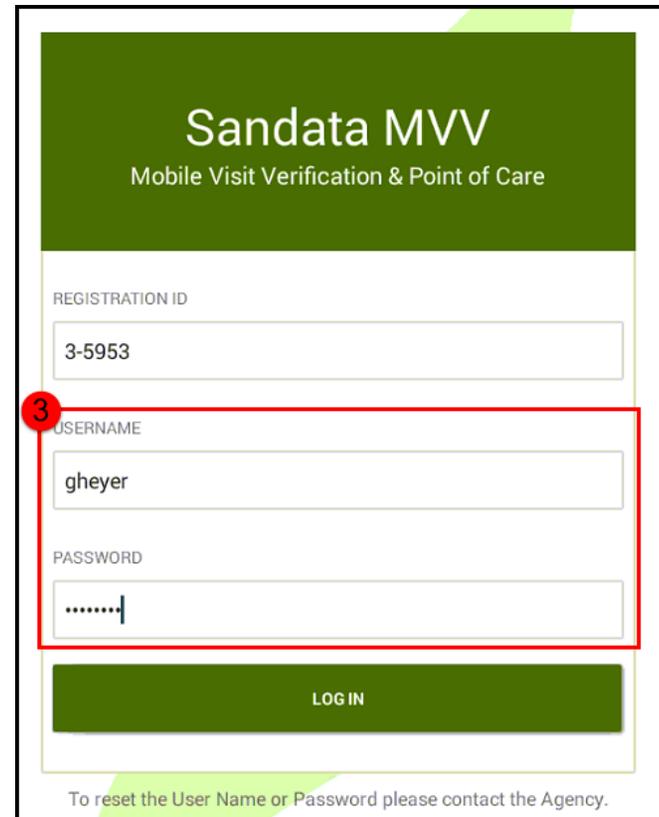
* Initials: GHG

Username: gheyser

This User is a System Administrator.

Unique Permissions

Section	Permit	Enable	Add	Edit	Delete
Billing	Billing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing	Episode Tracker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing	Export	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing	GL Export	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing	Invoices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing	Master Rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing	Transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Admission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Client Attributes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Client Exclusions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Clinical Compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Export CAHPS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Export Oasis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Oasis Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Period	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Physicians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Reassign Client Manag	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client	Referral Sources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Sandata MVV
Mobile Visit Verification & Point of Care

REGISTRATION ID

3-5953

USERNAME

gheyser

PASSWORD

.....

LOGIN

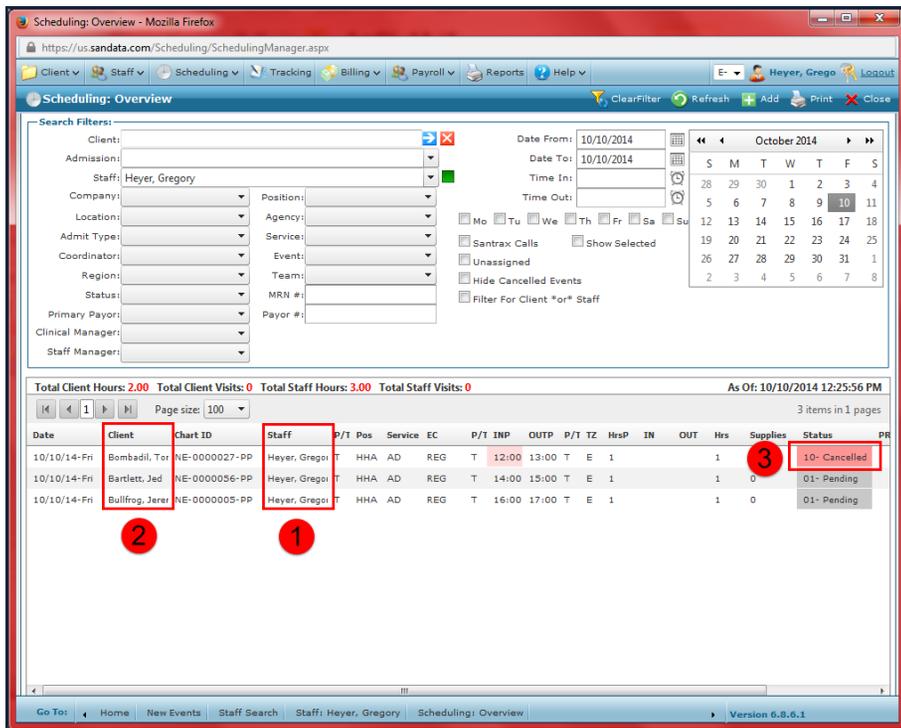
To reset the User Name or Password please contact the Agency.

The Visits & Patients Tabs

1. The Staff's schedules are displayed in the Visits tab.
2. Clients associated with those schedules are displayed in the Patients tab.
3. Cancelled schedules are displayed with a strikethrough and cannot be selected.

In Santrax Agency Management

In MVV



Scheduling: Overview

Search Filters:

Client: [Empty] Date From: 10/10/2014 Date To: 10/10/2014

Staff: Heyer, Gregory

Company: [Empty] Position: [Empty]

Location: [Empty] Agency: [Empty]

Admit Type: [Empty] Service: [Empty]

Coordinator: [Empty] Event: [Empty]

Region: [Empty] Team: [Empty]

Status: [Empty] MRN #: [Empty]

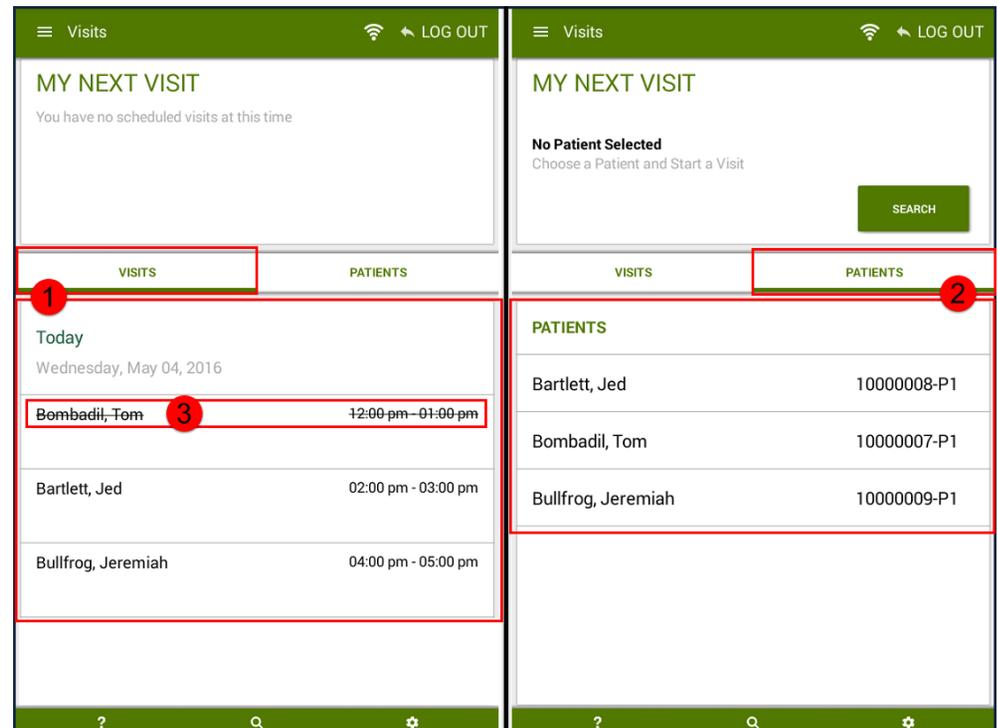
Primary Payor: [Empty] Payor #: [Empty]

Clinical Manager: [Empty]

Staff Manager: [Empty]

Total Client Hours: 2.00 Total Client Visits: 0 Total Staff Hours: 3.00 Total Staff Visits: 0 As Of: 10/10/2014 12:25:56 PM

Date	Client	Chart ID	Staff	P/T	Pos	Service	EC	P/T	INP	OUTP	P/T	TZ	HrsP	IN	OUT	Hrs	Supplies	Status
10/10/14-Fri	Bombadil, Tom	NE-0000027-PP	Heyer, Gregory	T	HHA	AD	REG	T	12:00	13:00	T	E	1			1	0	10- Cancelled
10/10/14-Fri	Bartlett, Jed	NE-0000036-PP	Heyer, Gregory	T	HHA	AD	REG	T	14:00	15:00	T	E	1			1	0	01- Pending
10/10/14-Fri	Bullfrog, Jeremi	NE-0000005-PP	Heyer, Gregory	T	HHA	AD	REG	T	16:00	17:00	T	E	1			1	0	01- Pending



Visits

MY NEXT VISIT

You have no scheduled visits at this time

No Patient Selected

Choose a Patient and Start a Visit

SEARCH

1 VISITS **2** PATIENTS

Today

Wednesday, May 04, 2016

3 Bombadil, Tom 12:00 pm - 01:00 pm

Bartlett, Jed 02:00 pm - 03:00 pm

Bullfrog, Jeremiah 04:00 pm - 05:00 pm

2 PATIENTS

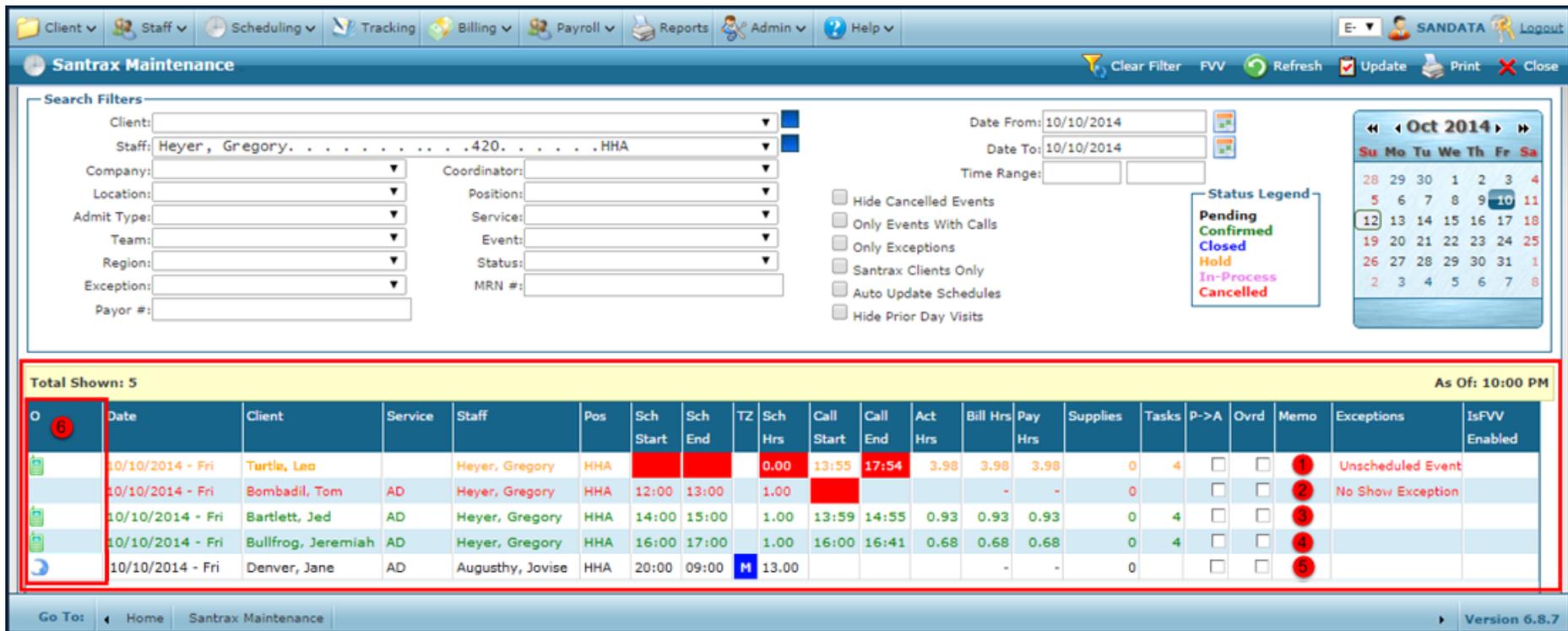
Bartlett, Jed 10000008-P1

Bombadil, Tom 10000007-P1

Bullfrog, Jeremiah 10000009-P1

Visit Maintenance

1. Unplanned Visits in MVV will appear in Santrax Maintenance as an Unscheduled Event exception.
2. Visits in MVV that appear with a strikethrough are canceled visits in Santrax Agency Management.
3. Visits entered successfully in MVV will appear without Exception in Santrax Agency Management.
4. Visits that start or end too early or late will appear in Santrax Maintenance as they were entered by the MVV user (Staff member). The Pay Hours field will show the actual visit duration and may or may not be an exception depending on your agency's Pay Hour rounding rules.
5. Overnight Visits in MVV will appear in Santrax Maintenance with a Moon Icon.
6. Each device can be tracked using GPS. Since the device should remain in the client's home, if the device is removed from the home when the visit starts or ends, the visit will be flagged as a GPS Distance exception and show a Red GPS icon (📶). Visits without a GPS Exception will show a Green GPS icon.

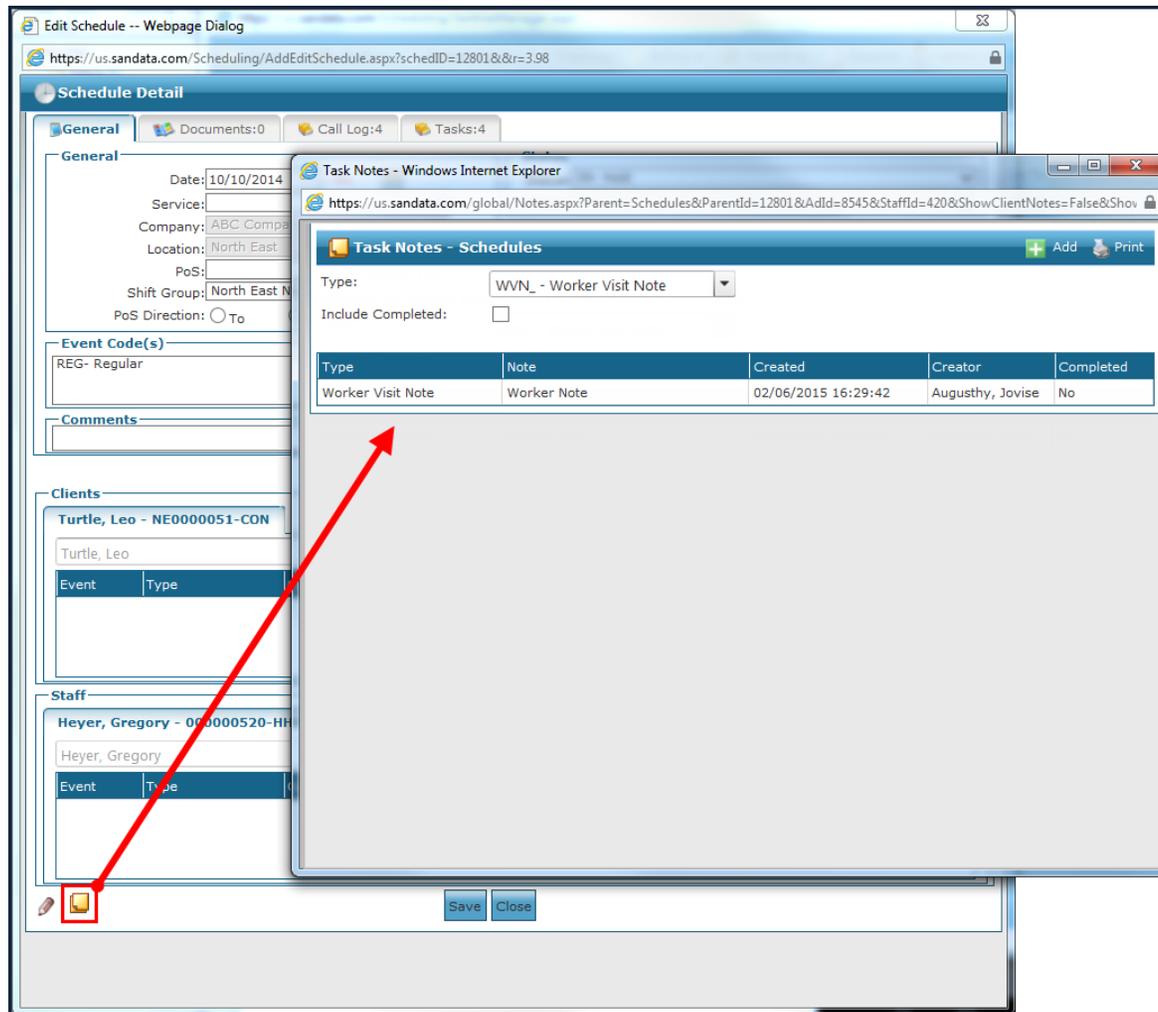


The screenshot displays the Santrax Maintenance application interface. At the top, there is a navigation menu with options like Client, Staff, Scheduling, Tracking, Billing, Payroll, Reports, Admin, and Help. Below this is the 'Santrax Maintenance' header with buttons for Clear Filter, FVV, Refresh, Update, Print, and Close. The main area is divided into search filters on the left, a date range selector on the right, and a status legend. The search filters include Client, Staff (Heyer, Gregory), Company, Location, Admit Type, Team, Region, Exception, Payor #, Coordinator, Position, Service, Event, and MRN #. The date range is set to 10/10/2014. The status legend shows Pending (green), Confirmed (blue), Closed (red), Hold (yellow), In-Process (purple), and Cancelled (orange). A calendar for October 2014 is visible on the right. Below the filters is a table with 5 rows of visit data. The first row is highlighted with a red box and a circled '6' in the 'O' column. The table columns include O, Date, Client, Service, Staff, Pos, Sch Start, Sch End, TZ, Sch Hrs, Call Start, Call End, Act Hrs, Bill Hrs, Pay Hrs, Supplies, Tasks, P->A, Ovr, Memo, Exceptions, and IsFVV Enabled.

O	Date	Client	Service	Staff	Pos	Sch Start	Sch End	TZ	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs	Supplies	Tasks	P->A	Ovr	Memo	Exceptions	IsFVV Enabled
📶	10/10/2014 - Fri	Turtle, Leo		Heyer, Gregory	HHA				0.00	13:55	17:54	3.98	3.98	3.98	0	4			1	Unscheduled Event	
	10/10/2014 - Fri	Bombadil, Tom	AD	Heyer, Gregory	HHA	12:00	13:00		1.00				-	-	0				2	No Show Exception	
📶	10/10/2014 - Fri	Bartlett, Jed	AD	Heyer, Gregory	HHA	14:00	15:00		1.00	13:59	14:55	0.93	0.93	0.93	0	4			3		
📶	10/10/2014 - Fri	Bullfrog, Jeremiah	AD	Heyer, Gregory	HHA	16:00	17:00		1.00	16:00	16:41	0.68	0.68	0.68	0	4			4		
🌙	10/10/2014 - Fri	Denver, Jane	AD	Augusthy, Jovise	HHA	20:00	09:00	M	13.00				-	-	0				5		

Worker Notes

Worker Notes that are entered in MVV are saved in the Task Notes – Schedules screen. From the Schedule Detail Screen, click the "Sticky Note" icon to open the Task Notes – Schedules screen.



FAQ

Q. How do I generate claims for MVV visits?

A. For MVV visits, once the visits are sent to Santrax Agency Management and Confirmed, the visits can be exported and billed using the same procedure used for visits using telephony.

Q. What if the Attendant clocks in or out too many times?

A. Each visit in MVV automatically pairs the start and end times to the schedule as entered by the MVV User (Staff member). If an extra visit is started, it must end before another visit can start. Any extra visits will need to be reconciled in Santrax Maintenance.

Q. What if a visit shows with an Unknown Client or Unknown Staff exception?

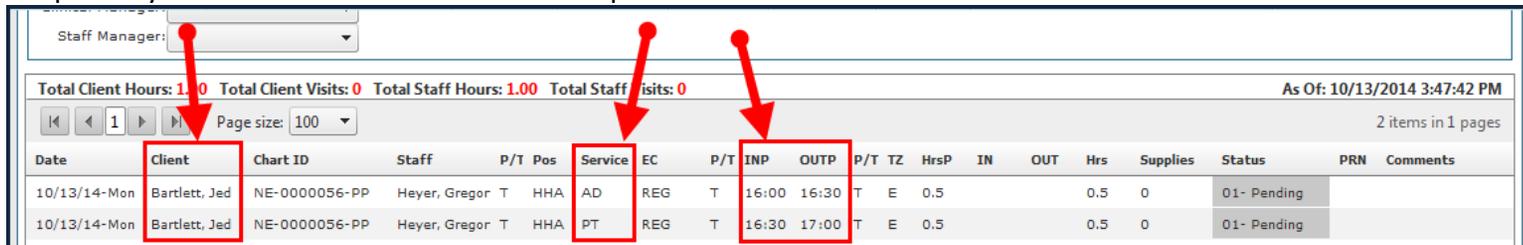
A. MVV visits will never have an Unknown Client or Unknown Staff exception. In Santrax Maintenance, for MVV visits, the MVV User (Staff member) logged in is always shown in the Staff field and the client selected is always shown in the Client field.

Q. What if a Staff member forgets to use the MVV app and calls in using the telephone?

- A. If the staff member starts the visit with a telephony call, the staff member has two options:
1. The staff member can immediately (within 5 minutes) start the visit in MVV and conduct the rest of the visit as normal. Santrax Maintenance will retain the extra visit start time for informational purposes, but will show the correct times on the visit line.
 2. The Staff member can conduct the rest of the visit and then at the end of the visit, start the visit in MVV and immediately (within 5 minutes) end the visit in MVV. Santrax Maintenance will retain the extra visit end time for information purposes, but will show the correct times on the visit line.
 3. The Staff member can call out using the telephone at the end of the visit (not using the device). Santrax maintenance will accept both Telephony calls.

Q. Can MVV do Split Shift visits?

A. Split Shifts (visits that require more than one service that must be billed separately) can be completed in MVV as long as each service is scheduled separately and those schedules do not overlap.



Date	Client	Chart ID	Staff	P/T	Pos	Service	EC	P/T	INP	OUTP	P/T	TZ	HrsP	IN	OUT	Hrs	Supplies	Status	PRN	Comments
10/13/14-Mon	Bartlett, Jed	NE-0000056-PP	Heyer, Gregor	T	HHA	AD	REG	T	16:00	16:30	T	E	0.5		0.5	0		01- Pending		
10/13/14-Mon	Bartlett, Jed	NE-0000056-PP	Heyer, Gregor	T	HHA	PT	REG	T	16:30	17:00	T	E	0.5		0.5	0		01- Pending		