

# Call Reference Guide

## Telephonic Visit Verification (TVV)

Company ID# 2-91496

TVV/FVV Toll-Free Numbers:

- 844-769-5920
- 855-792-3524

### Features:

Select Language  
Group Visit: No  
Service

Call In/Out Prompting  
Fixed Visit Verification: No


SANTRAX ID

CLIENT ID

### Calling In


When arriving at the client's home, make sure you have the following information:


- Your Santrax ID
- Your Client's ID


1.  **Dial either of the toll-free numbers assigned to iLIFE: 844-769-5920 or 855-792-3524**



If you are unable to get through to the first toll-free number, please try the second toll-free number. ***This call must be made from the client's landline.***



**The system will start out by prompting you to choose a language.**

 **Santrax will say:** For English, please press one (1). For Egyptian Arabic, please press two (2). For Burmese, please press three (3). For Chinese Mandarin, please press four (4). For French, please press five (5). For Hindi, please press six (6), For Hmong, please press seven (7), For Laotian, please press eight (8), For Nepali, please press nine (9), For Russian, please press ten (10), For Serbian, please press eleven (11), For Somali, please press twelve (12), For Spanish, please press thirteen (13), For Swahili, please press fourteen (14), For Vietnamese, please press fifteen (15)." Call prompts are heard in the selected languages.








2.  **Press the number that corresponds to the language you wish to hear.**  
The language you choose will be the language the rest of the call is heard in.

 **Santrax will say:** "Welcome, please enter your Santrax ID."

3.  **Press the numbers of your Santrax ID on the touch tone phone.**  
 **Santrax will say:** "Is this a group visit? Press (1) for Yes or (2) for No."

4.  **Press (2) for not a group visit.**  
 **Santrax will say:** "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.

5.  **Press the pound (#) key to continue.**  
 **Santrax will say:** "Please select (1) to call in or (2) to call out."
6.  **Press the (1) key to call in.\*\***  
 **Santrax will say:** "Received at (TIME). Thank you, bye."  
This prompt occurs if the phone number the call is coming from is only associated to one (1) client, otherwise Santrax will give the time then prompt for a client ID.  
 **Santrax will say:** "Please enter first client ID or hang up if done."
7.  **If applicable, enter the Client ID for the client receiving care.**
8.  **You are now able to hang up.**

**Please see reverse side of this guide for instructions on "Calling Out".**

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### Calling Out

When leaving the client's home, make sure you have the following information:

- Your Santrax ID
- The Service ID

9.  Follow previous steps 1 through 5 and then continue.

 **Santrax will say:** "Received at (TIME). Enter Service ID."


This prompt occurs if the phone number the call is coming from is only associated to one (1) client, otherwise Santrax will give the time then prompt for a client ID.


10.  Press the Service Code ID number you performed.

See below for iLIFE's service code list.

Service Code	Program	Code for Call
T1019	IRIS & Family Care	10
T1020	Family Care Only	25
S5125	IRIS & Family Care	15
S5216	IRIS & Family Care	20
COMBO	IRIS Only	30

Please Note: COMBO is only used in the IRIS program after the 2021 waiver update, and only if both types of services are being provided through the same provider agency.


 **Santrax will say:** "You entered (SERVICE). Please press (1) to accept, (2) to retry."


11.  Press the one (1) key to accept, or press the two (2) key to retry.


12.  You are now able to hang up.\*

\*Please note: IRIS and Family Care program workers do not need to complete the Tasks and Client Verification prompts.


### \*Alternatively:


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

 Press the (0) key to skip this question

 **Santrax will say:** "You entered (0) task(s). To record the client's voice please press (1) and hand the phone to the client, or press (2) if the client is unable to participate."

 Press the (2) key to skip this question.

 **Santrax will say:** "Thank you, bye"

 You are now able to hang up.

### Customer Service Information

#### IRIS

Phone: 888-800-5599

Email: IRIS.EVV@iLIFE.org

#### Family Care

Phone: 888-490-3966

Email: FC.EVV@iLIFE.org

#### iLIFE EVV Information & Training Material

<https://ilife.org/evv/evv-information-and-training/>