

PERSONAL CARE TASKS

- 01 Bathing/personal care/grooming
- 02 Dressing/undressing
- 03 Oral care
- 04 Toileting/bowel and bladder care
- 05 Turning, positioning, & transferring
- 06 Assist with ambulation & mobility
- 07 Monitor skin condition
- 08 Skin Care / Observation
- 09 Skin Care / Treatment
- 10 Catheter Care (excluding insertion or removal)
- 11 Ostomy Care
- 13 Assist tube feeding
- 14 Passive and Active ROM exercises
- 15 Diet monitoring / Meal preparation
- 16 Feeding
- 17 Medication Reminder
- 18 Laundry
- 19 Light Housework
- 20 Heavy Cleaning
- 21 Yard Work
- 23 Grocery Shopping

- 24 Errands
- 25 Personal Business (Paying Bills)
- 26 Socialization
- 27 Accompany to medical appointments
- 28 Accompany to other locations

HOMEMAKER TASKS

- 50 Medication Reminder / Cueing
- 51 Laundry
- 52 Housekeeping
- 53 Outdoor Work (Watering Plants)
- 54 Make Bed
- 55 Grocery Shopping
- 56 Errands
- 57 Personal Business (Paying Bills)
- 58 Accompany to other location

COMPANION TASKS

- 90 Safety/Monitoring
- 91 Socialization
- 92 Accompany on Walks
- 93 Accompany to medical appointments
- 94 Accompany to other location
- 95 Shopping
- 96 Assist with phone calls

Call Process –

1. Call 1-844-799-3926 or 1-855-265-1173
 2. Enter your Santrax ID (last 5 of SSN) wait for system to repeat the received at time
 3. Press the star (*) key
 4. Enter the 4-digit Client ID (obtained from our C&HH office)
 5. Enter the first 6-digit visit verification number – representing your time in
 6. Press the pound (#) key to continue
 7. Enter the second 6-digit visit verification number – representing your time out
 8. Press the pound (#) key to continue
 9. Enter the total number of tasks performed for the client.
 10. Enter each task code from the C&HH task list (wait for the system to confirm each task before entering next task code)
- If you made a mistake entering tasks, press “00” and system will confirm by saying: “Starting Over, Enter number of tasks”.
- Enter all task codes again.*
- 11. HANG UP**

- Service Arrival from Client's Phone:**
- Press and release either of the buttons on the FVV Device and write down the six-digit visit verification number which represents the visit in time. Note the date and time you pushed the button.
 - Press and release either of the buttons on the FVV Device and write down the six-digit visit verification number which represents the visit out time. Note the date and time you pushed the button.
 - **NOTE:** if you need to see the number again, press and release the button to display the number. If you get a different number, use the new number.
- Service Departure from Client's Phone:**
- Press and release either of the buttons on the FVV Device and write down the six-digit visit verification number which represents the visit out time. Note the date and time you pushed the button.
 - **NOTE:** if you need to see the number again, press and release the button to display the number. If you get a different number, use the new number.
- Before calling the above number please make sure you have the following information:** your Santrax ID (last 5 of SSN), 4-digit Client ID, list of task codes, the first six-digit visit verification number representing the date and time of arrival and second six-digit visit verification number representing the date and time of departure. Wait at least 15 minutes after obtaining the in and out FVV numbers before calling the toll-free number.



FIXED VISIT VERIFICATION INSTRUCTIONS

1-844-799-3926 or 1-855-265-1173

EMPLOYEE SANTRAX ID # _____

CLIENT ID # _____

If you have issues clocking in and out, please call

(860) 216-0496