



Companions &
HOME HELPERS

"Caring Hearts and Helping Hands"

FOR ENGLISH –

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

FOR SPANISH –

CALL 1-844-799-3927 or 1-855-265-1802

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.

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.

Call Process –

1. Call one of the above toll-free numbers
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**

FIXED VISIT VERIFICATION DEVICE



CLOCK IN AND OUT INSTRUCTIONS

IF YOU HAVE ISSUES CLOCKING IN AND OUT, PLEASE CALL (860) 216-0496