

**If you encounter any issues,
contact C&H helpline
888-844-4442, #, Ext 4000**

Use ONLY the list below associated with the service you provided

PCA Tasks

- | | |
|----------------------------------------|-----------------------------------|
| 01 Bathing/personal care/grooming | 15 Diet monitoring/meal prep/edu. |
| 02 Dressing/undressing | 16 Feeding |
| 03 Oral care | 17 Med. reminder/cueing |
| 04 Toileting/bowel and bladder care | 18 Laundry |
| 05 Turning, positioning & transferring | 19 Light housework |
| 06 Assist with ambulation/mobility | 22 Make bed |
| 07 Monitor skin condition | 23 Grocery shop/errands |
| 08 Skin care/observation | 25 Personal business |
| 09 Skin care/treatment | 26 Socialization/hobbies |
| 10 Catheter care | 27 Accompany/med appt. |
| 11 Ostomy care | 28 Accompany/other |
| 13 Assist tube feeding | 29 Snacks/light meals |
| 14 Passive & active exercises | |



Companions & Homemakers™

Electronic Visit
Verification Instructions

Employee 5 Digit Pin#

Please call.....For English
1-844-887-5709 or 1-855-743-3215

For Spanish
1-844-887-5710

Service In Call from client's phone

- Have employee 5 – digit number/Santrax ID available
- Enter ID. (system will announce time for Santrax ID).
- And Hang up phone

*****You must hang up! Otherwise you are given additional prompts not needed*****

Multiple Services in Same Visit *call at end of each service*

- Enter Santrax ID. (system will announce time)

Example: Caregiver needs to call system according to how services are scheduled (i.e. Caregiver scheduled for Homemaker for 3 hours and then 2 Hours of Companion Services. Caregivers needs to make a call at 3 hour mark, but only enter all tasks completed at conclusion of visit.

Service End Call from client's phone

- Enter Santrax ID. (system will announce time)
- Press # key
- Enter number of tasks you completed
- Enter the code for each task when prompted (wait for system to confirm what code represents)
- System acknowledges number of tasks. Press # and hang up phone

HOMEMAKER Tasks

- 50 Med reminder/cueing
- 51 Laundry
- 52 Housekeeping
- 54 Make bed
- 55 Grocery shop/errands
- 57 Personal business-bill pays/communications
- 58 Meal prep/planning

COMPANION Tasks

- 88 Light meal prep
- 89 Medication reminder
- 90 Safety/monitoring
- 91 Socialization/hobbies
- 93 Accompany/med appt.
- 94 Accompany/other
- 95 Shopping/errands
- 96 Assist with phone calls

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