Sandata

Dear Provider:

Welcome to the Wisconsin Department of Health Services (DHS) Electronic Visit Verification (EVV) Program provided by Sandata Technologies. You can now set up administrative users for your Sandata EVV system by following these quick steps:

- **Access the Sandata EVV Login page**: https://evv.sandata.com/VM/Login.

  Quick Tip: To quickly access your EVV system every time, bookmark this webpage. Here are instructions on how to do it for different browsers:
  [Mozilla Firefox](#)
  [Google Chrome](#)
  [Microsoft Edge](#)

- **Enter your administrative credentials:**
  - ▶ Agency: STX «####»
  - ▶ Username: «Username»
  - ▶ Temporary Password: «EVV Account Password»

- **Change your password.**
  The temporary password is valid for 60 days. After successfully logging in with your temporary credentials, the system will prompt you to change your password immediately for security reasons.

- **Login again using your new password and start creating your agency users**.

<u>For your reference:</u>

- **TVV and FVV:**
  This telephone number is for your caregivers to call in and out for visits.
  TVV phone number: «1.800.555.1234»

- **Supporting Documentation**
  These documents are available to assist you in getting started with the Sandata EVV program.

  Sandata Call Reference Guides (CRG)
  The Call Reference Guides (CRG) contain a toll-free number and step-by-step instructions with the service and task list that a caregiver can use to call in and call out for a visit. Please see the list of CRGs that accompany this letter.

  In-System Help Documentation
  Detailed documentation for the setup and use of Sandata EVV is available in Sandata EVV portal by clicking the Help links. Please keep in mind that the help information available in Sandata EVV is general to the Sandata application. Sandata modules referring to scheduling, payroll, supervision, and billing are not applicable to the Wisconsin-provided Sandata system.

- **Program Support**
  Visit www.dhs.wisconsin.gov/evv/index.htm to view updated information and state specific requirements and documentation for the WI DHS EVV program.

  EVV Support
  For questions about Wisconsin EVV program policies, please contact Wisconsin EVV Customer Care at vdxc.contactEVV@Wisconsin.gov or call 833.931.2035 Monday to Friday from 7 a.m.-6 p.m. CT.

Sincerely,

Sandata Customer Support
Sandata Technologies