

## Always keep your EVV device:

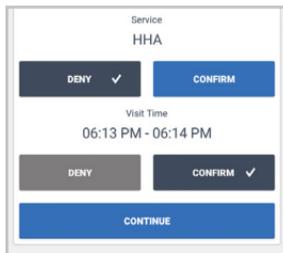
-  **Powered on**
-  **Charged** (*plugged into an electrical outlet using the charging cable*).
-  **Easy to Access** (in a place where a strong cellular connection is available).

## Confirming your caregiver's time and services:

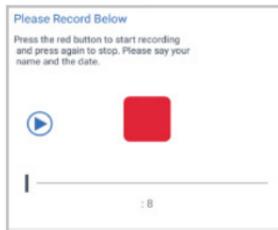
When your caregiver completes his or her service to you, your role will be to confirm both the time and service. Confirmation can be done in one of two ways:

### Step 1: Client Confirmation

*Review the time and services listed on the screen. If accurate, select confirm next to both and then press continue.*



### Step 2: Verify with Voice or Digital Signature



*Record your voice for approval and press continue.*

or



*Sign your name on the device screen with your finger and press continue.*

# EVV Quick Reference: *Providers*

## Basic Device Usage:

1. Power on the EVV device, and open the '**Sandata MVV**' app.
2. Login using your company's EVV ID, your username and password (sent to your email address).
3. Search for the individual you are providing service for. *(Do this by searching for the individual's Medicaid ID, First Name, Last Name and/or client ID.)*
4. Select the service(s) you are providing.
5. Click '**Start Visit**'.
6. When you have completed your services, log in to the application, click '**Complete Visit**' and pass the device to the individual for his or her verification.

### Troubleshooting:

#### Reset My Password

Click 'Forgot password' on the device screen, follow the prompts and answer the security questions.

If you are unable to reset your password, you may use the telephone verification or manual visit verification methods and will be required to document the visit and signature via paper logs.

#### No GPS Signal

If your device cannot establish a GPS signal, restart the device.

If you still cannot establish a connection, you can use telephone or manual verification methods.

#### EVV Device Doesn't Turn On

Make sure the device is charged. If the device does not turn on after plugging it in, you may use the telephone verification or manual visit verification.

Call the Provider Customer Care number below to report an EVV Device issue. If necessary, a replacement device will be sent to the individual.