Dear Provider:

Sandata Technologies would like to welcome you and your staff to the Ohio Department of Medicaid's (ODM) Electronic Visit Verification (EVV) Program. Your Sandata EVV system has been set up and is now accessible for you to use.

To access your agency's Sandata EVV account, please go to this web address:

https://evv.sandata.com/

The username and temporary password to access your agency's **Sandata EVV account** (for EVV visit review & maintenance) are:

- Agency: STX<agency id>
- Username: <username>
- Password (Temporary):   <EVV temporary password>

Please Note: *The temporary password is only valid for 60 days. You will be required to change this temporary password the first time your agency accesses your account. After this time, the temporary password will no longer work.*

Please visit the ODM EVV WEB page for a complete list of the payers, programs, and services that are subject to EVV. You can visit the web page here: https://medicaid.ohio.gov/Portals/0/Initiatives/EVV/Providers/Covered-Programs-and-Services.pdf

To assist you in getting started with Sandata EVV, the following 'Welcome Kit' support documents are available on the eTRAC portal. These documents are accessible at any time for you to reference or download. They are great tools for you as you set up and use Sandata EVV. They are also valuable resources as you train your staff and talk to Individuals about EVV.

Getting Started Booklet
This is a single-page quick reference guide to help you set up Sandata EVV It includes information on accessing Sandata EVV, how to save bookmarks in various web browsers, how to access the 'Help' documentation in Sandata EVV and how to contact the EVV Provider Hotline.

Santrax Call Reference Guides (CRG)
In the event that a Direct Care Worker (DCW) is unable to use the ODM-supplied EVV device or the App on a provider owned device in an Individual's home, the EVV program provides a telephony EVV alternative. These guides contain the English and multi-language toll-free numbers your DCWs should use at the beginning and end of their visits. They also include step-by-step instructions for the call process and the service code listing that DCWs should use to record the activities performed during each visit. These numbers belong to your agency only. DCWs should not use any other numbers for EVV.

Additional Information
End of Service Notification
Device requests, returns due to end of service, or returns due to an individual expiring can be managed through the eTRAC portal located here: https://etraconline.net If you need to return a device for any other reason, please contact the EVV Provider Hotline at **1 (855) 805-3505**.

EVV Support
Sandata support is available to address any questions or issues you may have with the EVV system. You may contact the EVV Provider Hotline at **1 (855) 805-3505** or via email at EVVProviderHelpDesk@etraconline.net. . Only the email on file with ODM will be responded to. If you have specific questions regarding the ODM EVV program policies, please contact ODM at EVV@medicaid.ohio.gov or **1 (800) 686-1516**.

Sincerely,

Sandata Customer Care
Sandata Technologies

Please do not reply to this email address.
Thanks.