

Dear Provider:

Welcome to the Ohio Department of Medicaid's (ODM) Electronic Visit Verification (EVV) Program! ODM works with Sandata Technologies to provide a system for providers to use to log visits, update visits, and make changes to demographic information. Your Sandata EVV account is ready for you to access. To start, click here: <https://evv.sandata.com/>

The username and temporary password for your **Sandata EVV account** are:

- Agency: 999999
- Username: DEMO@MAILER.COM
- Temporary Password: B!q2livf

Please Note: The temporary password is valid for 60 days. You are required to change your temporary password the first time you access your account.

Please visit the [ODM EVV webpage](#) for information on EVV and see tools to help you comply with Ohio Administrative Code [\(OAC\) 5160-1-40](#):

- [EVV Fact Sheet](#)
- Complete [list of payers, programs, and services](#) that are subject to EVV
- EVV Frequently Asked Questions ([FAQs](#))
- [Device Fact Sheet](#)
- Upcoming and past EVV [webinars](#)
- EVV [Newsletters](#)

The eTRAC portal stores the below helpful documents and is where you can request an EVV device if necessary. To login to eTRAC for the first time, click the following link and select 'Register'. You will then be asked your email address, Ohio Provider Medicaid ID and then to create a password: <https://etraconline.net>

- **Getting Started Booklet**
This is a single-page guide to help set up your Sandata EVV account, save bookmarks and access help.
- **Santrax Call Reference Guide**
For providers using the Telephony option to capture visits, this guide contains the English and multi-language toll-free numbers you call into at the start and end of your visits. It also includes step-by-step directions on how Telephony works and the service code numbers to use for your service(s).
- **Device Requests and Returns**
Device requests and returns can be done in eTRAC. Providers who use the Sandata Mobile Application on their personal phone or capture visits via telephony or manual entry do not need to request a device.

Support is here to help with any questions or issues you may have with the EVV system or devices.

- Contact the EVV Provider Hotline at **1 (855) 805-3505** or via email at ODMCustomerCareEmail@Sandata.com.
- One on One virtual meetings with a Sandata Trainer are also available at <https://go.oncehub.com/ODMEVVHelp>.
- Specific questions on ODM EVV program or policies, please contact odmevv@sandata.com.

Sincerely,
Ohio Department of Medicaid

Please do not reply to this email address as it is not monitored.