



Dear Provider:

Sandata Technologies would like to welcome you and your staff to the Wisconsin Division of Health Services (WI DHS) Electronic Visit Verification (EVV) Program. Your Sandata EVV system has been set up and is now available.

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

<https://evv.sandata.com/VM/Login>

The credentials and temporary password to access your agency's EVV account are:

- Agency: «Account»
- Username: «Username»
- Temporary Password: «EVV_Account_Password»

The credentials and temporary password to access your agency's SMC (Mobile) account are:

- Agency: «Account»
- Username: «Username»
- Temporary Password: «EVV_Account_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 the account. After this time, the temporary password will no longer work.*

Telephone Numbers

The following telephone numbers are for field staff to call in and out for their visits:

Primary phone number	<<1(800) 555-1235>>
Secondary phone number	<<1(800) 555 4321>>

Bookmarking

Click the links below for instructions on how to bookmark URLs and access saved bookmarks, when using the following browsers:

[Mozilla Firefox](#)

[Google Chrome](#)

[Microsoft Internet Explorer/Edge](#)

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Supporting Documentation

To assist you in getting started with Sandata EVV, the following program support documents are available on [<URL TBD>](#). These documents are accessible at any time for you to reference or download.

Sandata Call Reference Guides (CRG)

The Call Reference Guide (CRG) contains toll-free numbers and step-by-step instructions field staff can use to call in and call out for a visit. The CRG (telephony) should only be used as an alternative if Sandata Mobile Connect (SMC) is part of the program and unavailable. [<URL TBD>](#)

Program Specific Task List

Review this document for information on all tasks that are a part of this program: [<URL TBD>](#).

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. Please refer to the guide you received in training for specific guidelines on using Sandata EVV.

Program Support

Visit this link www.dhs.wisconsin.gov/evv/index.htm to view updated information on the Wisconsin EVV program.

EVV Support

If you have specific questions regarding the Wisconsin EVV program or system, please contact VDXC.ContactEVV@Wisconsin.gov or call **(833) 931-2035**.

Sincerely,

Sandata Customer Care

Sandata Technologies

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Draft

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