

EVV

Electronic Visit Verification Tips & Tricks

LOGGING IN

Are you EVV ready? Please check out the [FSSA electronic visit verification preparation guide](#).

What is EVV?

On Jan. 1, 2021, the Indiana Health Coverage Programs implemented electronic visit verification to document personal care services. Use of an EVV system to document home health services will be implemented by Jan. 1, 2023.

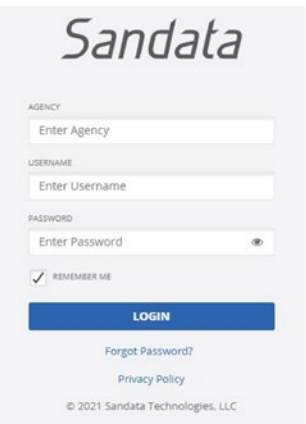
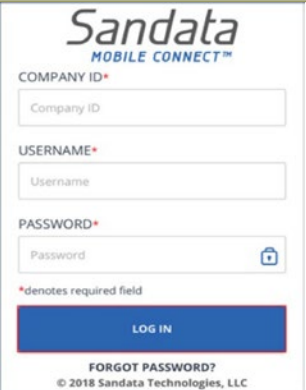
Federal law requires that providers use the EVV system to document the following:

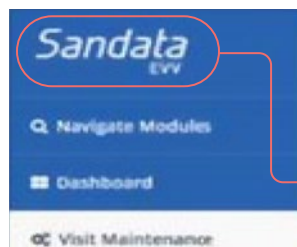
- Date of service
- Location of service
- Individual providing service
- Type of service
- Individual receiving service
- Time the service begins and ends

IHCP has chosen Sandata as the state-sponsored system for EVV. In partnership with Gainwell Technologies, the state's claims processing system, CoreMMIS, will be configured to integrate with the Sandata EVV system.

This resource describes the required steps for providers who wish to use the state's EVV solution (Sandata), along with information for providers who wish to use an alternative EVV vendor.

Logging into Sandata's solutions:

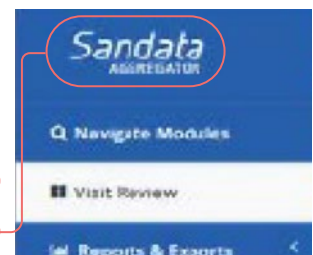
Sandata EVV portal	STX: Enter Sandata agency number Username: Enter the email associated with your Sandata EVV portal account Password: Enter your password	 <p>The login form for the Sandata EVV portal. It features the Sandata logo at the top. Below it are three input fields: 'AGENCY' with the placeholder 'Enter Agency', 'USERNAME' with 'Enter Username', and 'PASSWORD' with 'Enter Password'. There is a 'REMEMBER ME' checkbox and a blue 'LOGIN' button. At the bottom, there are links for 'Forgot Password?' and 'Privacy Policy', and a copyright notice for 2021 Sandata Technologies, LLC.</p>
Sandata aggregator	STX: Leave this blank Username: Enter the email associated with your Sandata EVV portal account Password: Enter your password	 <p>The login form for the Sandata aggregator. It features the Sandata MOBILE CONNECT™ logo at the top. Below it are three input fields: 'COMPANY ID*' with 'Company ID', 'USERNAME*' with 'Username', and 'PASSWORD*' with 'Password'. There is a 'denotes required field' note and a blue 'LOG IN' button. At the bottom, there are links for 'FORGOT PASSWORD?' and '© 2018 Sandata Technologies, LLC'.</p>



How to distinguish between the Sandata portal and the Sandata aggregator:

SANDATA PORTAL

SANDATA AGGREGATOR



DID YOU KNOW? You can find your Sandata agency number (known as the STX number) on your telephonic visit verification calling instructions that you received in your Sandata welcome kit!

About alternate EVV solutions

Providers may choose to use an EVV system other than Sandata. However, those providers will be required to export data from their alternate system to the Sandata "aggregator" for integration with CoreMMIS. The aggregator will capture EVV data from both Sandata users and from users of alternate EVV systems.

For documentation, billing and reimbursement of applicable services, providers affected by this federal mandate will be required to submit EVV data to the aggregator (either through the Sandata system or via export from an alternate system) by the dates given previously on [our web page](#).

For more information, see the [Indiana EVV Program Information webinar](#), which was presented at an Indiana Association for Home and Hospice Care meeting on June 17, 2019.

Specific situations for logging on

When I log in, I don't have the ability to make edits to visits.

Make sure you are logging into the Sandata portal and not the Sandata aggregator.

When I attempt to log in, my password is incorrect.

If you cannot log in after two unsuccessful attempts, please use the "forgot password" feature to avoid getting your account locked.

When I go to log in, I need to update my email account.

If you need to update your Sandata email account for logging in, please send an email to inxixevv@dxc.com and include your Medicaid provider ID.

DID YOU KNOW? You can find your Sandata agency number (known as the STX number) on your telephonic visit verification calling instructions that you received in your Sandata welcome kit!

DID YOU KNOW? If you need to change your email account for the Sandata Mobile Connect application, you need to alert your agency's EVV administrator to update the employee information in the Sandata EVV portal!

Contact us by phone at **800-457-4584, option 5** or by email at evv@fssa.in.gov



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