

interChange Provider Important Message

Attention: Connecticut Home Care (CHC), Personal Care Assistant (PCA), Acquired Brain Injury (ABI), Autism and Mental Health (MH) Service Providers and Home Health Providers

Important Electronic Visit Verification (EVV) Update – Transition from Sandata Mobile to Sandata Mobile Connect (SMC) effective September 3, 2024

The purpose of this Important Message is to notify Personal Care Services (PCS) and Home Health Care Services (HHCS) providers that Sandata Technologies has released a new mobile application (i.e., SMC) with enhanced features for capturing visit data. **All providers must be using the “NEW SMC 2.0” application by September 3, 2024**, as the previous application (i.e., Sandata Mobile) will no longer be available for usage.

New users cannot download Sandata Mobile through the Apple and Google app stores as of April 1, 2024. Also, Sandata Mobile is no longer being updated for technical improvements. Existing users may still utilize Sandata Mobile on their phones until 8:00 a.m. EST on September 3, 2024, at which time the application will be removed and users will be prompted to download SMC.

As part of the transition, Sandata recommends that each provider agency take the following steps as soon as possible:

- Develop a plan to transition your agency staff to the new application
- Review available SMC resources on Sandata on Demand (SoD)
 - [Sandata Mobile Connect \(SMC\) Version 2 - Sandata Technologies \(zendesk.com\)](#)
 - [Downloading Sandata Mobile Connect - Sandata Technologies \(zendesk.com\)](#)
 - [Log in to Sandata Mobile Connect \(SMC\) - Sandata Technologies \(zendesk.com\)](#)
 - [SMC 2.0 application video library](#)

If you have any questions or need assistance during this transition, please [Submit a request - Sandata Technologies \(zendesk.com\)](#) and Sandata’s support team will be happy to assist you.

As a reminder, questions related to EVV can be submitted securely to ctevv@gainwelltechnologies.com.

