interChange Provider Important Message

Attention: Electronic Visit Verification (EVV) Service Providers

Introducing the Sandata Mobile Connect (SMC) App

The Department of Social Services (DSS) is pleased to announce that effective August 3, 2020, the Mobile Visit Verification (MVV) app will be upgraded to the Sandata Mobile Connect (SMC) app. On this date, all EVV service providers will be able to start transitioning their MVV users to the SMC app so that they can take advantage of SMC's many benefits. On September 1, 2020, the Mobile Visit Verification (MVV) app will be deactivated and cannot be used as one of the three (3) methods of time capture for the EVV program. On September 1, 2020, **all** mobile app users must use SMC to capture visit data on their smart phone.

This Important Message introduces the SMC app and how your caregivers can download and begin using the app.

What are the Added Benefits that SMC Offers?

The SMC app is not just replacing the MVV app; it provides features that enhance the user experience. For example, when enabled, caregivers are able to reset their own SMC app password without assistance from the office staff or having to call Sandata. Caregivers will be able to use SMC to capture visit data for consecutively scheduled and performed visits. Additionally, schedules will be sent more frequently to SMC, approximately every 5 minutes.

As with the MVV app, SMC users will also be able to:
- Check-in and check-out of visits without using their own cellular data plan
- Perform unscheduled visits

What Training Resources are Available?

To assist with the transition to SMC, several resources have been created that can be used to train office staff and caregivers.

Please note: On September 1, 2020, all MVV documentation will be removed from the Electronic Visit Verification Web page and should not be used in reference to SMC.

The following videos can be shared with caregivers to train them in using the SMC app to capture visits, both single visit and consecutively performed visits and how to enable SMC use for field staff.
- SMC Standard Check-In
- SMC Standard Check-Out
- SMC Consecutive Services Check-Out
- SMC SAM Staff Set Up

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The following documentation will be uploaded to the Electronic Visit Verification Web page on the www.ctdssmap.com Web site.

- Sandata Mobile Connect Transition Checklist
- Sandata Mobile Connect Manual
- Moving Existing Staff from MVV to SMC Guide
- Call Processing for Consecutive Services Guide
- New User Download Guide
- Transition Tracking Sheet

What are the next steps?
Providers should refer to the Sandata Mobile Connect Transition Checklist document that provides a step-by-step guide to office staff and caregivers in their use of SMC. Caregivers should download and begin using SMC as it becomes available.

If you have questions about the app and its functionality, please contact Sandata Customer Care at 1-855-399-8050.

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