



TO: Acquired Brain Injury (ABI), Autism Waiver, Connecticut Home Care (CHC), Community First Choice (CFC), Personal Care Assistance (PCA), and Home Health Agencies
RE: Electronic Visit Verification (EVV) – End Date for Mobile Visit Verification (MVV)

On August 3, 2020, the EVV Mobile Visit Verification (MVV) app was upgraded to the Sandata Mobile Connect (SMC) app. On this date, all EVV service providers were asked to start transitioning their MVV users to the SMC app. On September 1, 2020, the transition to deactivate the MVV app began.

As of March 31, 2021, the MVV version of the app will be deactivated. All mobile app users who have not yet transitioned from MVV to SMC must download and use the SMC app to capture visit data on their smart phone before March 31, 2021.

Training Resources Available

The following documentation has been uploaded to the Electronic Visit Verification Web page on the Connecticut Medical Assistance Program (CMAP) Web site www.ctdssmap.com to help with the transition.

- [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](#)

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

For questions related to this bulletin, please send an e-mail to ctevv@dx.com.