



**TO: Acquired Brain Injury (ABI), Autism Waiver, Connecticut Home Care (CHC), Community First Choice (CFC), Personal Care Assistance (PCA), Mental Health Waiver (MHW) and Home Health Agencies**  
**RE: Electronic Visit Verification Additional Languages**

Effective October 6, 2021, Sandata will be adding additional language options to the toll-free phone numbers used for calling in and out of visits and for the Sandata Mobile Connect (SMC) phone application for the Electronic Visit Verification (EVV) program. The languages that will be available via telephony will be as follows: English, Spanish, Russian, Somali, Chinese Simplified, Egyptian Arabic, and Polish.

#### **What will the change mean for caregivers calling in and out of services?**

The telephony process itself will not change. Only the initial language option prompt when an employee first dials in will be modified to include the updated language choices. Beginning October 6, 2021, when an employee calls in to begin their shift the new prompt will say, “For English, please press one (1). For Spanish, please press two (2). For Russian, please press three (3). For Somali, please press four (4). For Chinese Simplified, please press five (5). For Egyptian Arabic, please press six (6). For Polish, please press (7).” All call prompts will be heard in the selected languages.

#### **Additional languages available in the Sandata Mobile Connect (SMC) phone app**

Also beginning October 6, 2021, employees who use SMC will have the option of changing the language in which they view the app. As part of the initial setup, a user is given the option to select a language when logging in for the first time. From a dropdown menu, new users will be able to select the language they prefer from the choices above and confirm this setting. If a current SMC user would like to change the preferred language, they will need to first log in

to the app, then click on the menu icon (depicted as three lines in the top left corner of the app). The user will then click on ‘Settings’ and then ‘Language’. From there, they will see the selection to change the language from English to one of the new language options.

#### **Additional Information**

Updated versions of the Call Reference Guide (CRG) and the SMC guide will be translated in the additional languages and will be posted to the CMAP Web site soon. EVV related materials, updates, and additional information regarding the program are available on the CMAP Web site [www.ctdssmap.com](http://www.ctdssmap.com). From the Home page, please select the “Electronic Visit Verification” menu. Providers are encouraged to review the information available to them on the Electronic Visit Verification page of the [www.ctdssmap.com](http://www.ctdssmap.com) Web site so they are familiar with the EVV program and the Santrax system. Questions related to EVV should be submitted securely to the EVV mailbox at [ctevv@dxc.com](mailto:ctevv@dxc.com).