Electronic Visit Verification (EVV)

Who to Contact for Assistance

Providers may have questions about who to contact regarding EVV related issues. If after reviewing the information below you are unsure who to contact for assistance, please send an e-mail to ctevv@gainwelltechnologies.com. You are also encouraged to send an e-mail to the ctevv@gainwelltechnologies.com mailbox if you feel you need additional support resolving your issue. Please be sure to include your Sandata ticket number if applicable.

Issue	Resolution
Missing Client	If you are missing a client in your Santrax system, and have verified that the client is *eligible* on their waiver benefit plan by checking their eligibility and the client has an a*pproved prior authorization (PA)* on the www.ctdssmap.com portal, please send a secure email to ctevv@gainwelltechnologies.com. Please indicate in your email the eligibility verification number and the PA number as displayed on the DSS Secure Site in your email.
Missing PA	If a PA is present on the www.ctdssmap.com portal but is not present in the Santrax system, please send an email to ctevv@gainwelltechnologies.com with the PA number. If the PA is not on the www.ctdssmap.com portal but you have a service authorization, please contact the access or case management agency responsible for the clients care plan for assistance with getting the PA on the www.ctdssmap.com portal.
Santrax Functionality	If you are experiencing issues with the Santrax system, and its functionality, please contact Sandata Customer Care. They can be reached at 1-855-399-8050 or by email at ctcustomercare@sandata.com.

Important: Do not email client identifying data unless you encrypt your e-mail. If you are unable to encrypt your email please provide a prior authorization number for the client that can be used to research your issue.

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