

# Electronic Visit Verification (EVV)

## IMPORTANT NOTICE REGARDING WHO TO CONTACT WITH QUESTIONS/ISSUES

Providers may have questions about who to contact regarding EVV related issues. If after reviewing the EVV information contained on this Web site you are unsure who to contact for assistance, please send an e-mail to [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com). You are also encouraged to send an e-mail the [ctevv@gainwelltechnologies.com](mailto: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.

If you are missing a client from your Santrax system, and have verified that the client is eligible on their waiver benefit plan and has an approved prior authorization (PA), or have clients that you are unfamiliar with, please send a secure email to [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com).

If a PA is present on the [www.ctdssmap.com](http://www.ctdssmap.com) portal but is not present in the Santrax system, please send an email to [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com) with the PA number.

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 [ctcustomer@sandata.com](mailto:ctcustomer@sandata.com).

**Important: Do not email client identifying data unless you encrypt your e-mail.**

