Electronic Visit Verification (EVV) App from Sandata

Your User Guide

What's inside

A+ HOME CARE
WE LISTEN · WE CARE

Sandata Mobile Connect

Your Electronic Visit Verification (EVV) App

Wisconsin Department of Health Services (DHS) mandates use of the Electronic Visit Verification (EVV) system for all Personal Care Workers (PCW).

The DHS has chosen the EVV solution that's offered through a vendor called *Sandata*.

The EVV App collects six key data points

WHO receives service

WHERE service is provided

WHO provides service

DATE of service

WHAT service is provided

TIME in/Time out

Download the Sandata Mobile Connect App

Get it on the App Store

Go to the App Store or Google Play to search for the *Sandata Mobile Connect* App.
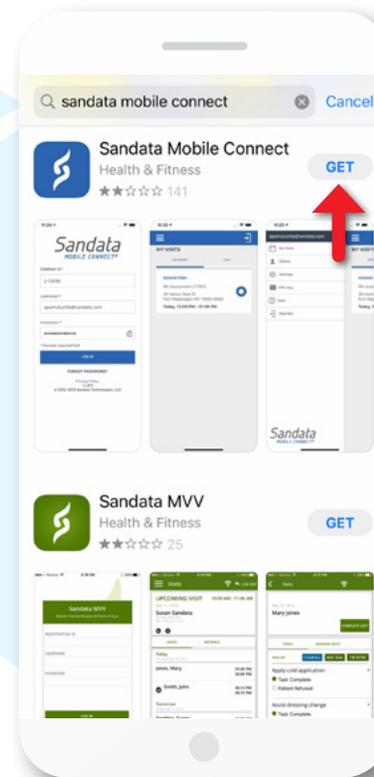
Click the download button to install the App automatically.

It's so easy to do

- Go to the App Store on your iPhone or Google Play on your Android device.

- Search for *Sandata Mobile Connect*.

- Once the correct App is found, click the download button and it will install automatically on your phone or device.

Logging into the App

Log in

Enter the *Company ID* **2-91119**.

Enter your *Username* and your *Password*.

Click *Log In*.

Sandata
MOBILE CONNECT®

COMPANY ID *

2-91119

USERNAME *

Isabel468@mail.com

PASSWORD *

• • • • • • • • • •

* Denotes required field

LOG IN

FORGOT PASSWORD?

Privacy Policy
1.1.527
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About your Password: You received an email with a temporary Password—use that to log in for the first time. When you log in, you'll be prompted to change it.

About your Username: Your Username is the email address you provided to our office. If you have a different email address or need to change it, please call us at **414-435-0565**.

Enter Client Identifier

Enter *Client Identifier (ID)*.

SEARCH CLIENT

Enter Client Identifier

Search

SEARCH CLIENT

Don't have your client's information?

START UNKNOWN VISIT

After you enter Client ID, click *Search Client*. The client name and address should appear. **Please ensure that it's correct.**

Each client has a unique Client Identifier number. If you do not know your Client's ID, please contact our office at **414-435-0565**.

Logging into the App (cont'd)

Select service

For supportive care, select *Supportive Home Care/15min*.

For personal care, select *Personal Care Svc/15min*.

Wednesday, November 4, 2020
JOHN DOE

Please select the service you are providing

COMBO - PCS & SHC
Supportive Home Care/15min
Supportive Home Care/Day
Personal Care Svc/15min ✓
Personal Care/Day

START VISIT

Start visit

Wednesday, November 4, 2020
JOHN DOE

Please select the service you are providing

COMBO - PCS & SHC
Supportive Home Care/15min
Supportive Home Care/Day
Personal Care Svc/15min ✓
Personal Care/Day

START VISIT

Then click *Start Visit*.

If you are not sure what services to select, please call our office at **1-414-435-0565**.

Starting and ending your shift

Start your shift

Before you start your shift, please review the information on the screen to confirm it is correct.

Wednesday, November 4, 2020

JOHN DOE

Please select the service you are providing

COMBO - PCS & SHC

Supportive Home Care/15min

START VISIT

Service: Personal Care Svc/15min
Clock-In: 11:57 AM

Are you sure you want to start the visit?

NO	YES
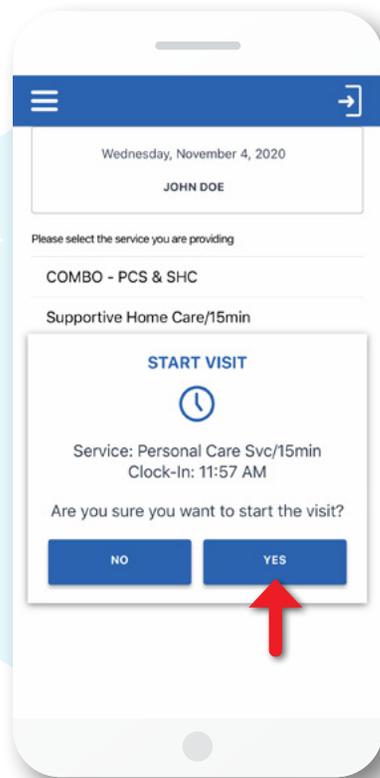
Click *Yes* to start your shift.

After starting your shift, you can close the App and turn your phone off. It will not stop your shift.

End your shift

Add Tasks

Tasks
- ☑ Mobility
- ☐ Prosthetics-Splints-Teds
- ☐ Range of Motion Medically Oriented Tasks
- ☐ Respiratory Assistance Medically Oriented Tasks
- ☑ Shower-Bathing
- ☐ Skin Care Medically Oriented Tasks
- ☑ Toileting
- ☑ Transferring
- ☐ Tube Feeding Medically Oriented Tasks

Assist With Feeding
◉ Task Completed

CLEAR

Dressing-Changing
◉ Task Completed

CLEAR

Grooming Assistance
◯ Task Completed

At the end of your shift, please mark all cares you provided during this shift.
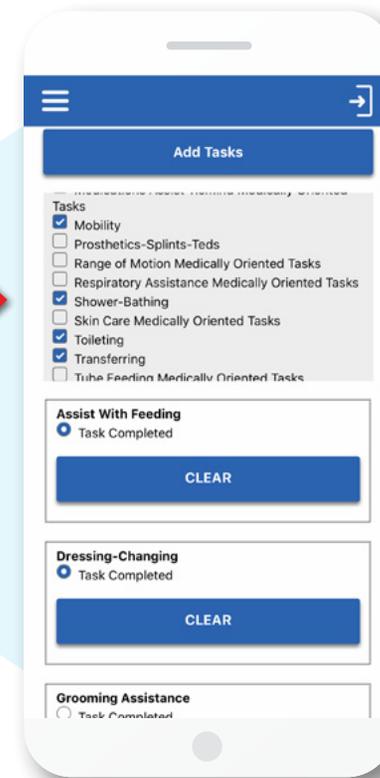
Only the service cares listed on the PCW Care Plan can be provided. **Do NOT mark any cares that are not listed on the care plan.**

Client's verification

Pass to your client
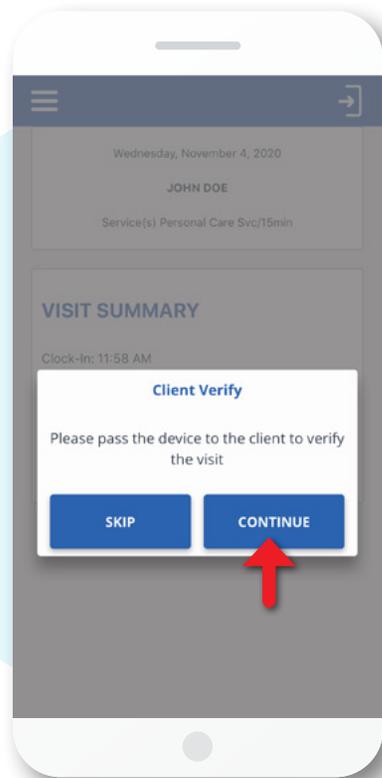
After you've marked all cares, click *Continue* and pass your mobile device to the client for verification of service.

Client confirms service
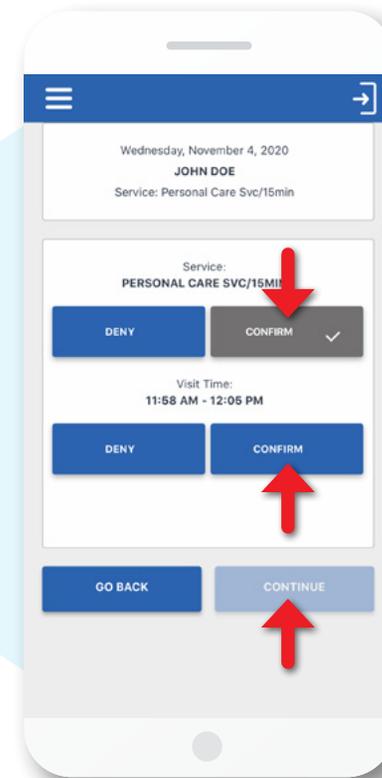
Client clicks *Confirm* to approve type of service provided and the visit time.

Then click *Continue* to proceed to signature screen.

Client's verification (cont'd)

Client signs

Client must sign in the box, using their finger on the device screen.

Then click *Continue*.
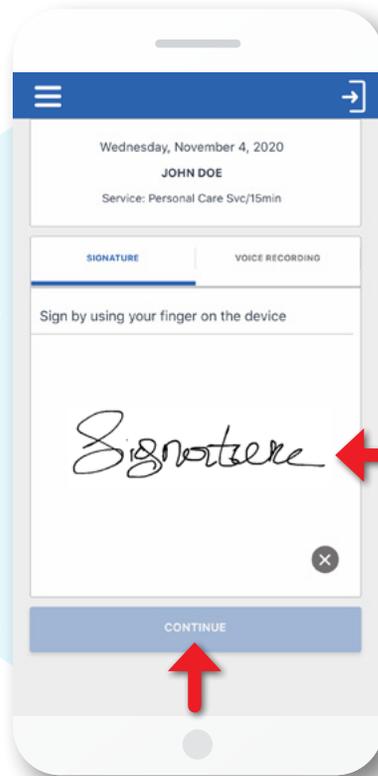
If your client is unable to sign, they can make a voice recording.

Submit

To make changes, click Go Back.

Click *Submit*.
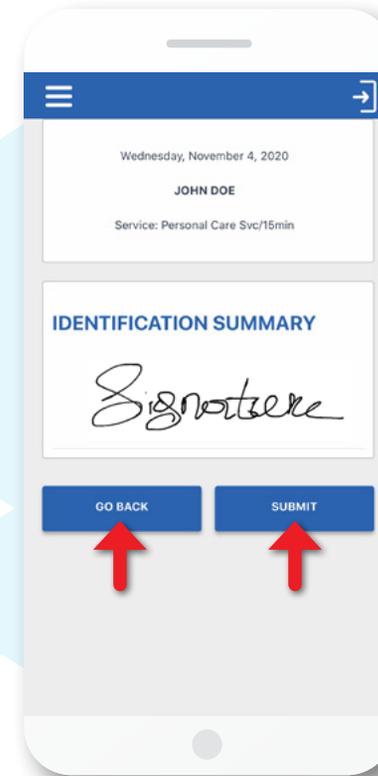
And you and your client are done!

Support

Technical issues?

If you have any technical difficulties using the Sandata Mobile Connect App, please call the EVV help desk at **1-833-931-2035**.

Other issues?

If you need assistance with any other issues, please call our office at **1-414-435-0565**.