

**Dear Providers,**

In a follow-up to the April communication regarding an update to the Mobile Visit Verification (MVV) application, Rhode Island Executive Office of Health and Human Services (EOHHS) is pleased to announce that all providers who are currently using the MVV application have been upgraded to the Sandata Mobile Connect (SMC) application which is available on the **Google Play or Apple Store**.

All Electronic Visit Verification (EVV) service providers are encouraged to start transitioning their MVV users to the SMC application as soon as possible. Later this year, EOHHS will be adding new Client Verification functionality and Spanish translation for the Rhode Island program which will only be available on the SMC application. By September 1<sup>st</sup>, all providers who use the mobile app for visit data capture must use the SMC application to take advantage of the benefits and avoid exceptions which will occur when Client Verification is not captured after a visit.

This important message introduces the SMC app and how your caregivers can download and begin using the app.

### **What are some of the Added Benefits That SMC Offers?**

The SMC app is not just replacing the MVV app; it provides features that enhance the user experience. For example, when enabled, caregivers can reset their own SMC app password without assistance from the office staff or by calling Sandata.

As with the MVV app, SMC users will also be able to:

- **Caregivers can reset their passwords.** Caregivers do not need to rely on the office staff to set and reset their passwords. When accessing the SMC app for the first time, caregivers will have to answer three (3) security questions. Anytime their SMC app password needs to be reset, the caregiver will be able to do so, after answering their unique security questions or selecting the forget password link on the application.
- **Caregivers can see previously scheduled and upcoming visits to the SMC app.** Caregivers will be able to see visits they performed in the past and will be able to see their future schedule.
- **Client Confirmation of Visit Times, Service, and Signature.** When this new feature is rolled out, caregivers will be able to capture a client's voice or signature verification of the visit.

### **What Training Resources are Available?**

To assist with the transition to SMC, several resources have been created that can be used to train office staff and caregivers.

The following documentation has been uploaded to the [EOHHS Electronic Visit Verification Website](#)

- Sandata Mobile Connect Transition Checklist
- Sandata Mobile Connect Manual
- Moving Existing Staff from MVV to SMC Guide
- New User Download Guide
- Transition Tracking Sheet

Additional training videos will be available on-line on Friday, June 12<sup>th</sup> and can be found <https://www.sandatalearn.com?KeyName=RIEOHHSEVV>

### **What are my Next Steps?**

Providers should refer to the Sandata Mobile Connect Transition Checklist document that provides a step-by-step checklist to guide office staff in setting up their caregivers on SMC. Caregivers should download and begin using the SMC application as it is now available on **Google Play or Apple Store**.

Once you have successfully completed a visit with the SMC app, caregivers should then uninstall the MVV app and begin to use SMC only to visit capture. Please do not uninstall the MVV application from your phone until you have been able to complete a visit with the SMC application.

Please contact Sandata's EVV Customer Support at 855-781-2079 or via email at

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

If you have any questions about the MVV app transition, please contact Meg Carpinelli via email at [Margaret.Carpinelli@ohhs.ri.gov](mailto:Margaret.Carpinelli@ohhs.ri.gov)