

Dear Providers,

Rhode Island Executive Office of Health and Human Services (EOHHS) is pleased to announce a program update to the Mobile Visit Verification (MVV) application. The Rhode Island program will be transitioning from the Sandata MVV application to the Sandata Mobile Connect (SMC) application.

Some of the new features available with the SMC application **include**:

1. WCAG/ADA application compliance
2. A more user-friendly experience
3. Increased self-service: Caregivers can manage and reset their passwords by:
  - Answering security questions; **OR**
  - Requesting a temporary password link if the Caregiver's username is in an email address format.

**New Provider Agencies:**

If you are new to Electronic Visit Verification (EVV) and have completed training, please download the Sandata Mobile Connect application from the Google Play or Apple Store and follow the instructions attached to this email. During the setup process, you will be prompted to enter a username for your caregiver. It is strongly recommended that caregivers use an email address for their username, as it will allow caregivers the ability to reset their passwords while in the field. Please wait until April 20<sup>th</sup>, 2020 to set up your caregivers for the SMC application.

**Existing Provider Agencies:**

If you are a current Santrax Agency Management (SAM) system user and utilizing MVV for visit capture, you will receive an additional communication within the next couple of weeks on the migration steps and timeline for your current users.

If you are a current Santrax Agency Management (SAM) system user and **not** utilizing MVV for visit capture, you will receive an additional communication within the next couple of weeks on the migration steps and timeline for your current users.

If you are a new provider who will be using the SMC applications and have any questions, please contact Sandata's EVV Customer Support at 855-781-2079 or via email at [RIcustomer@sandata.com](mailto:RIcustomer@sandata.com).

If you are an existing provider and have any questions, please contact Meg Carpinelli via email at [Margaret.Carpinelli@ohhs.ri.gov](mailto:Margaret.Carpinelli@ohhs.ri.gov)

