Your Key to EVV

Unlocking Electronic Visit Verification in Wisconsin

Wisconsin EVV Customer Care

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Monday–Friday | 7 a.m.–6 p.m. CT

https://www.dhs.wisconsin.gov/evv/index.htm

This newsletter provides information about EVV in Wisconsin. The July 2020 ForwardHealth Update (2020-31), titled "Implementation of Electronic Visit Verification for Personal Care and Supportive Home Care Services," and the January 2021 Update (2021-05), titled "Electronic Visit Verification Prior Authorization Procedure for Live-In Workers," contain approved guidance.

WISCONSIN DEPARTMENT
of HEALTH SERVICES

Spring is here! Just as nature renews itself in spring, this issue of Your Key to EVV renews your knowledge about **Sandata passwords** and provides **answers to common questions** about electronic visit verification (EVV).

In the Know

On November 2, 2020, the Wisconsin Department of Health Services (DHS) began requiring EVV for Medicaid-covered personal care and certain supportive home care services. During this period, as you become expert EVV users and prepare for the hard launch of EVV requirements, DHS is listening to your feedback. DHS has responded through a podcast platform to make learning about EVV quick and convenient for you. Listen to the short, 10-minute Unlocking EVV episodes on the go!

Podcast 1—Find out about which programs require EVV, DHS expectations, and the details of checking in and out of a visit.

Podcast 2—Learn about worker IDs and email addresses and hear an explanation of live-in workers.

Podcast 3—Understand how files are securely transferred from DHS to Sandata and what happens when administrators need to edit member/participant or worker records.

Podcast 4—Receive detailed information about EVV and the IRIS (Include, Respect, I Self-Direct) program, including which IRIS services require EVV and where to find training guidelines and information about live-in workers.

> " I just wanted to say thank you for creating and sharing EVV information through podcasts. **I feel I really benefited from the format!**
>
> Sara Low Olsen, Director of Learning and Quality Assurance at Community Living Connections "

Your Questions, DHS Answers

The most common questions to EVV Customer Care and the answers are below.

Resetting Passwords

Q: When does the Sandata system lock someone out?

A: Sandata will lock an account temporarily if a worker or administrator makes five incorrect password attempts in a row within 15 minutes. An account can be unlocked by either a provider agency administrator who has access to the Sandata EVV Portal or by calling EVV Customer Care.

Q: How do workers reset their Sandata Mobile Connect (SMC) passwords?

A: On the SMC app, workers can use the following process to reset a password.

1. Tap the **FORGOT PASSWORD?** link on the SMC login screen. Then choose to either:
   - Set up a new password by answering the security questions created during the initial set up of the app
   - Receive a temporary password by email
2. After logging in with a new or temporary password, choose which language to use in the app. Record a visit normally.

Look for resetting password instructions with screenshots in PowerPoint 6: Sandata Mobile Connect, P-02751.

SMC Password Requirements

- Must have a minimum length of 12 characters (to help protect member information).
- Must contain at least one uppercase and one lowercase letter.
- Must contain at least one number.
- Must contain at least one special character (for example, !@#$%^&*()=+<>).

Tip: Click the eye icon on the password line to briefly reveal the password and make sure it is correct.

Q: How do provider agency administrators reset passwords?

A: Provider agency administrators can reset **their own passwords** on the **Sandata EVV Portal** from either:
- The login screen. They'll click the **FORGOT PASSWORD?** link and follow the prompts; or
- Inside their Sandata EVV Portal account. They'll click the Security module and then click the **CHANGE PASSWORD** link in the side panel to enter their old and new passwords, as directed.

Provider agency administrators can also **reset another user's Portal password** using the **Sandata EVV Portal**. In the Security module, they'll:

1. Click **MANAGE USERS**.
2. Search for another user's name.
3. Click the pencil icon in the Actions column on the right-hand side of the screen.
4. Click the **RESET PASSWORD** button on the Modify User screen.

Find instructions to **reset a worker's SMC app password** in the Searching for an Employee section of PowerPoint 5: Employee Format, P-02750, as well. This training PowerPoint is available on the DHS Electronic Visit Verification (EVV): Training Other Provider Agency Administrators webpage.

By the Numbers

5 **tries** = Number of password attempts in a row within 15 minutes before user gets locked out of their Sandata account

5 **minutes** = Time SMC app will idle before a security feature automatically logs out the user

60 **days** = Days before SMC app and Sandata EVV Portal passwords need to be changed