



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

Subject: Ensure you begin using your chosen Massachusetts Electronic Visit Verification (EVV) system today.

The Massachusetts EOHHS Electronic Visit Verification (EVV) program is live, and by now you are expected to have registered and be using your chosen EVV system to comply with Section 12006 of the 21st Century Cures Act.

If you have not yet registered for the State-Sponsored System, Sandata EVV, or with an Alternate EVV Vendor:

1. Register in the [Sandata Provider Self-Registration Portal](#) today, selecting your vendor of choice.
2. Submit your Single Sign-On request for the Commonwealth using the [MyMassGov User Request Form](#).
3. Begin training through [Sandata Learn](#).

If you have completed your registration:

1. Complete training in [Sandata Learn](#) and encourage your administrative staff to complete training for their appropriate roles.
2. Provide [training and resources](#) for your employees who will be using the Sandata Mobile Connect app (referred to as Caregivers in Sandata's system).
3. Have your employees begin using visit capture through the Sandata Mobile Connect app or your chosen Alternate EVV vendor.

If you have completed registration and training in Sandata Learn:

Watch your email for additional learning opportunities to come, and please start using the EVV system of your choice if you haven't already.

Contacts and Resources:

Ready, Set, Go Checklist – Follow this [step-by-step guide](#) to register for the EVV system, access training, and educate employees.

For general questions about the MA-EOHHS EVV program, visit the [MA-EOHHS EVV website](#) for more information, including the MA Resources Cheat Sheet, which is a quick reference guide for the most common onboarding questions and available resources. You can also email EVVfeedback@Mass.gov with MA EVV policy related questions.

For technical help in using the EVV system, please contact Customer Support through Submit a Request at [Sandata On-Demand](#). You may also call the Customer Support line at 833.511.0164.