



Dear Provider:

Welcome to Vermont Medicaid Electronic Visit Verification (EVV) System provided by Sandata Technologies. You can now set up users for your Sandata EVV system by following these quick steps:

- **Access the Sandata EVV Login page:**

<https://evv.sandata.com/VM/Login>.

Quick Tip: To quickly access your EVV system every time, bookmark this webpage. Here are instructions on how to do it for different browsers:

[Mozilla Firefox](#)

[Google Chrome](#)

[Microsoft Edge](#)

- **Enter your credentials:**

▶ Agency:	STX
▶ Username:	
▶ Temporary Password:	

- **Change your password.**

The temporary password is valid for 60 days. After successfully logging in with your temporary credentials, the system will prompt you to change your password immediately for security reasons.

- **Login again using your new password and start creating your agency users.**

For your reference:

This telephone number is for your caregivers to call in and out for visits.

Phone Number:	
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Supporting Documentation

To assist you in getting started with Sandata EVV, the following program support documents are available on the Sandata [Vermont](#) payer page. These documents are accessible at any time for you to reference or download.

In-System Help Documentation

Detailed documentation for the use of Sandata EVV is available by clicking the User Manual module within the EVV application.

Sandata On-Demand Help Documentation

Sandata On-Demand contains many support and education tools, including videos, Quick Reference Guides, and the capability for a user to type questions and receive a list of useful articles. Access Sandata On-Demand resources by clicking:

<https://sandata.zendesk.com/hc/en-us>.

Please keep in mind that the help information available in Sandata EVV is general to the Sandata application. Please refer to the Sandata [Vermont](#) payer page for information that is specific to your EVV program.

Program Support

Visit [Vermont Electronic Visit Verification](#) for updated information on the Vermont Medicaid program.

If you have specific questions regarding the program policies, please contact Vermont Medicaid at ahs.dvhaevv@vermont.gov.

EVV Support

Sandata Customer Support is available to address any system questions or issues Monday through Friday, 8 a.m.-5 p.m. EST, except for Sandata holidays.

Contact Sandata via:

- Create a New Ticket using the [Sandata On-Demand](#) website.
- Our virtual agent, Sandy, on Sandata On-Demand.

Sincerely,

Sandata Customer Support
Sandata

