Dear Provider:

Sandata Technologies would like to welcome you and your staff to the Indiana Health Coverage Programs (IHCP) Electronic Visit Verification Program. Your Sandata EVV system has been set up and is now available.

To access your agency's Sandata EVV account, please go to this web address:
https://evv.sandata.com/VM/Login

The credentials and temporary password to access your agency's EVV account are:
- ▶ Agency:
- ▶ Username:
- ▶ Temporary Password:

Please Note: For EVV- The temporary password is only valid for 60 days. You will be required to change this temporary password the first time your agency accesses the account. After this time, the temporary password will no longer work.

Telephone Numbers
The following telephone numbers are for field staff to call in and out for their visits:

Primary phone number	

Bookmarking
Click the links below for instructions on how to save and view bookmarks when using the following browsers:
Mozilla Firefox
Google Chrome
Microsoft Edge

Sandata On-Demand Help Documentation
Sandata On-Demand contains many support and education tools, including video, 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 here or entering sandata.zendesk.com in your browser.

EVV Program Website
IHCP has set up an EVV website which will be updated with relevant information over the live of the program. Be sure to check the website at: https://www.in.gov/medicaid/providers/business-transactions/electronic-visit-verification/.

EVV Support
Support is available to address any questions or issues you may have with the system. You may contact Customer Care at **800.457.4584** or via email at INXIXEVV@gainwelltechnologies.com.

Sincerely,

Sandata Customer Care
Sandata