Dear DHCF EVV Provider:

Sandata Technologies would like to welcome you and your staff to the District of Columbia - Department of Health Care Finance (DHCF) Electronic Visit Verification (EVV) Program. Your DHCF - EVV system has been set up and is now available.

To access your agency's account, please go to this web address:

https://evv.sandata.com

The credentials and temporary password to access your agency's account are:

▶ Agency:	
▶ Username:	
▶ Temporary Password:	

Please Note: The temporary password is only valid for 60 days. You will be required to change this temporary password the first time you access EVV. After this time, the temporary password will no longer work.

Telephone Number
This number should be used by caregivers who record a visit using the client's phone number of record (home phone).

Telephone 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

Program Support
Visit https://dhcf.dc.gov/page/electronic-visit-verification-evv to view updated information on the program.

If you have specific questions regarding the program policies, please contact DHCF at evvinfo@dc.gov or (202) 905-4388.

EVV Support
Sandata Customer Support is available to address any system questions or issues. Contact us via:
- Create a New Ticket using the Sandata On-Demand website
- Email at WDCCustomerCare@Sandata.com
- Our virtual agent, Sandy, on Sandata On-Demand
- Telephone at 855.962.1322

Sincerely,

Sandata Customer Care
Sandata Technologies