



Ready, Set, Go

EVV Implementation Checklist

Caregivers Using the Sandata EVV System

Complete the following steps to successfully use and record visit data in the Sandata Mobile Connect (SMC) app.

- Attend any employer-led training for Caregivers on visit capture using the SMC app.
- Access the [Caregiver Library](#) section of Sandata On-Demand (no log-in required) to review training documents for the [Sandata Mobile Connect app](#).
- Complete an update of your Android or Apple mobile device to the newest operating system.
- Download the Sandata Mobile Connect app from the [Apple Store](#) or [Google Play Store](#).

On March 31, 2025:

- Complete your [first-time log-in to SMC](#).

NOTE: When your administrator gives you access to SMC through the Sandata EVV portal, you will receive an email with your temporary password to the app. Please open this email on your mobile device after you have downloaded the SMC app.

- [Start and complete a visit in the Sandata Mobile Connect app.](#)

NOTE: If you have scheduled visits and do not yet have administrator-granted access to the SMC app, complete your scheduled visits using an alternate visit verification method offered by your provider.

Telephonic Visit Verification

If you cannot access Sandata Mobile Connect, the AR-DHS EVV program allows you to enter visit information through Telephonic Visit Verification (TVV) using the steps below:

1. Call the toll-free number for Arkansas Telephonic Visit Verification: 833.882.0257.
 - a. **NOTE:** You will need the following items to call in: your Santrax ID and your Client(s) ID.
 - b. **NOTE:** Your required passcode will be the last four digits of your Social Security Number.
2. Follow the prompts outlined in the Call Reference Guide (Sandata On-Demand log-in required).
 - a. [English version](#)
 - b. [Spanish version](#)
3. Enter the services provided, using the Service List numeric codes (Sandata On-Demand log-in required).
 - a. [English version](#)
 - b. [Spanish version](#)