Subject: Massachusetts Electronic Visit Verification (EVV) System is Live!

Dear Provider,

The Massachusetts Executive Office of Health and Human Services (EOHHS) and Massachusetts Executive Office of Elder Affairs (EOEA) state-sponsored Electronic Visit Verification (EVV) system is now live!

Providers required to use EVV must register their intent to use either the state-sponsored EVV solution, or an alternate EVV (Alt EVV) vendor system, no later than December 9, 2024. However, we encourage you to complete the steps below as soon as possible to begin your journey to EVV compliance.

Ready, Set, Go Checklist
Step-by-step instructions and important notes for each of the steps below can be found in the Ready, Set, Go EVV Implementation Checklist at Sandata On-Demand. Complete all required steps before you go live with your EVV system.

You can also find links to all three Town Hall recordings, presentations, and Q&As through the Checklist at Sandata On-Demand.

1. Complete Registration
Register in the Sandata Provider Self-Registration Portal and indicate whether you will be using the state sponsored EVV system (Sandata) or an Alt EVV system no later than December 9, 2024.

If you are using an Alt EVV system, make sure your vendor registers in the EVV Vendor Self-Registration Portal. Reference the MA Alt EVV Technical Specifications to understand the required elements for the EVV Vendor Solutions program.

2. Obtain Single Sign-On (SSO) Access
Complete the Agency-based Electronic Visit Verification (EVV) System and Data Aggregator User Request Form (URF) to obtain Single Sign-On credentials for the Massachusetts Virtual Gateway.

3. Take System Training
Access administrator training through Sandata Learn. Have your administrative staff sign up for self-paced training or instructor-led EVV system training through Sandata Learn.

4. Begin Using the System

As soon as you are ready, you can begin using the Sandata EVV system and your employees/workers can begin using the Sandata Mobile Connect app to enter the required visit information data.

Contacts and Resources

For questions about the Massachusetts EVV system, please email EVVfeedback@Mass.gov. You can also visit the Massachusetts EVV website for more information.

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. Please be aware of higher call volume during the go-live period.