



Division of Rehabilitation Services – Home Services Program

Sandata Mobile Connect (SMC) for HSP IPs

June 15, 2022

Dear Home Services Program (HSP) Individual Providers (IPs) and Customers:

HSP is writing to share important information about Electronic Visit Verification (EVV) clock-in and clock-out processes. Beginning **July 01, 2022**, we are pleased to offer Individual Providers the Sandata Mobile Connect (SMC) mobile application as an option to record and track your time working for an HSP customer. Sick time can also be entered in SMC using the procedure outlined in the enclosed SMC Sick Time Toolkit. The SMC app will be available for download from Google Play store for Android users and App Store for IOS users.

In May 2021, HSP launched a new online EVV Portal that offers IPs and Customers optional read-only access to view and print recorded EVV visits. In October 2021, HSP added a new feature which allowed Customers to add, edit, and confirm their IP visits.

IPs who already have access to the EVV Portal will be receiving an email on **July 01, 2022**, that will include instructions on how to download the SMC app and receive login credentials. The login credentials for the SMC app are different than the login credentials for the EVV portal. IPs are not required to use the SMC app.

IPs who have not opted-in for the EVV Portal and would like to do so must follow the instructions listed on the DHS Website at <http://www.tinyurl.com/hspportaltraining>. Opting in for the EVV Portal will automatically sign the IP up for the SMC app. After opting-in IPs will get 2 separate emails with login credentials one for SMC app and one for the EVV Portal. Please allow 10 to 15 days to receive your both sets of login credentials.

HSP will continue to conduct optional online Q&A sessions for both Customers and IPs to answer any questions regarding usage of the EVV portal and SMC. If you have any questions, please contact your local DRS office, send a detailed email to DHS.EVV@illinois.gov, or contact the EVV Help Line at 1-888-713-5139 or 1-888-575-0531 (TTY).

The EVV portal or SMC does not replace the requirement for IPs to submit a signed paper timesheet. **IPs are still required to submit a timesheet to the DRS local office for each pay period they work.** Final approval of the IP's visits for the purpose of payment processing will be done by the DRS local office based on a review of the Customer-approved timesheets.



Illinois Sandata Mobile Connect Sick Time

Illinois DHS

May 17, 2022

Sandata

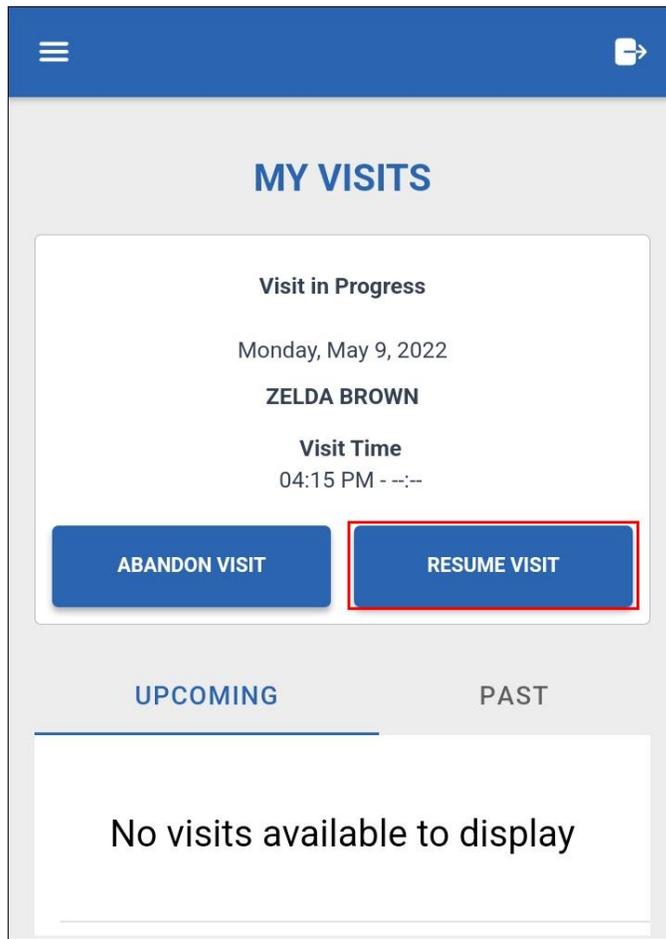
Proprietary and Confidential.

Copyright © 2022 Sandata Technologies, LLC. All rights reserved.

Sick Time

Sick time is recorded using the tasks functionality and must be logged by whole hour, partial hours (e.g. 1.5 hours, 6.25 hours) will not be accepted. Any value entered must end with two zeros, for example 1 hour is entered as 100, 12 hours is entered as 1200. To record sick time, log into Sandata Mobile Connect and begin a visit following the standard procedure. Next, log out of SMC and wait at least one minute. After a minute or more has passed, log back into SMC and follow the instructions below to log sick time.

1. Tap Resume Visit.



2. Tap **ADD TASKS** to open the task list.
3. Tap Sick Time on the task list.
4. Enter the amount of sick time to be claimed.
Sick time must be entered as whole hours and entered value should end with two zeroes (e.g. 1 hour should be entered as 100, 12 hours should be entered as 1200). Partial values, such as 1.5 or 2.25, cannot be used when entering sick time.

The screenshot shows a mobile application interface for a 'VISIT IN PROGRESS'. At the top, there is a blue header with a menu icon on the left and a share icon on the right. Below the header, the title 'VISIT IN PROGRESS' is displayed in blue. The main content area is white and contains the following elements:

- Monday, May 9, 2022
- ZELDA BROWN
- Clock-In: 04:15 PM
- Two blue buttons: 'ABANDON VISIT' and 'COMPLETE VISIT'.
- A section titled 'Tasks' with a blue 'Add Tasks' button.
- A list of task options with checkboxes:
 - CNA
 - LPN
 - PA
 - RN
 - Sick Time
- A sub-section for 'Sick Time' with a radio button selected for 'Task Completed' and a blue 'Clear' button.
- A text input field labeled 'Value #1 (1-16), numeric only, *' with a red border.

5. Complete the Visit.

