



Division of Rehabilitation Services – Home Services Program

## Electronic Visit Verification (EVV) Portal

May 10<sup>th</sup>, 2021

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

HSP is writing to share some exciting news regarding the Electronic Visit Verification (EVV) system.

As you know, IPs working for HSP customers are required to enter their Santrax ID to call-in and call-out of the EVV system when they begin and end each work shift. This call-in and call-out results in a visit that is recorded as complete when there is no missing information regarding that visit. A visit is marked Incomplete when some information is missing. Missing information might include a call-in or call-out time, wrong Santrax ID or not using a registered telephone line. Currently, Customers and IPs must call the DHS local office to check the complete or incomplete status of an EVV visit.

HSP is pleased to announce that effective May 17, 2021, Customers and IPs will have the option to gain read-only access to a new online portal. The portal will allow Customers and IPs to view the status of the call-in and call-out visits that are recorded in the EVV system. If a Customer or IP sees an error for a visit in the portal, the Customer should ensure the correct time has been written on the timesheet. Submitting the corrected timesheet to the local office before the timesheet due date, will allow staff to fix the error and prevent delayed or incorrect payments.

HSP will offer training to all Customers and IPs who choose to opt-in to on-line portal access. Training will include information on accessing and navigating the portal, as well as all features that will be available. Please note that customers and IPs must watch the video training before they opt-in to have a user account created. HSP will host optional live Q & A sessions for Customers and IPs who have additional questions.

If you would like to receive read-only access to the portal, please watch the video training at <http://www.tinyurl.com/hspportaltraining>. You can also Google “HSP EVV Portal”. The schedule and log-in information for the Q & A sessions can also be found on the training website. After watching the video, follow the instructions to complete and submit the opt-in form to begin the process of creating your user account. Once your user account is created, you will receive an email from Sandata with your login information. The training video and Q&A sessions will be conducted on-line and can be accessed via a cell phone or a computer and/or personal device connected to the internet.

While use of the portal is not required, HSP is excited to provide this tracking tool to Customers and IPs to help ensure timely and accurate payment for vital services provided by IPs. HSP will provide more information in the coming months about additional features of the portal. Please note that at this time, IPs are still required to submit a timesheet to the local office for each pay period they work.

If you have any questions, please contact EVV Help Line at 1-888-713-5139 / 1-888-575-0531 (TTY) or contact your local DRS office.