



# Massachusetts Electronic Visit

## Verification (EVV) Resources Cheat Sheet

This Quick Reference Guide provides answers to common questions and links to helpful resources.

Question	Support Resource(s)
How can I check if I am in scope for MA EVV?	Reference the <a href="#">MA EVV Service Codes Listing</a> for all MA Service Codes in scope and required to use EVV.
How do I get started with MA EVV?	Follow the step-by-step onboarding instructions on the <a href="#">Massachusetts Get Ready Checklists</a> .
How can I get my Provider ID and Service Location (PID/SL) number?	<p>You can obtain your PID/SL at one of these two locations:</p> <ul style="list-style-type: none"> <li>• <a href="#">MassHealth Provider Portal</a>, located under "my account"</li> <li>• <a href="#">Provider Online Service Center virtual gateway</a>, found under Billing Service and the Billing ID drop down menu</li> </ul> <p>If you still cannot find your PID/SL, please contact the MassHealth Customer Service for Providers at (800) 841-2900, TDD/TTY: 711.</p>
What is the EVV User Request Form (URF)?	Everyone in a provider agency using Sandata EVV must have their own MyMassGov account. The provider agency administrator who registered in the Sandata Provider Self-Registration Portal should submit the URF. They can submit all administrator and coordinator staff who will need access on the same User Request Form, using the second page of the form. <b>This is not required for employees using Sandata's mobile device application, Sandata Mobile Connect.</b>
Where can I find the EVV URF?	The EVV URF can be found on the mass.gov website: <a href="#">User Request Forms</a> .
What do I fill in for the Org Name and Org ID fields in the EVV URF?	Do not complete the Org Name or Org ID fields on the EVV URF. These fields can be left blank.

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<p><b>I have submitted my EVV URF. It has been over 10 business days, and have not heard anything back from Virtual Gateway on next steps. What should I do?</b></p>	<p>Once your request has been completed, you should receive an email from <a href="mailto:virtualgateway@state.ma.us">virtualgateway@state.ma.us</a> outlining the next steps to finalize setup on the Virtual Gateway side. If you cannot locate that email, review the <a href="#">Business Log In User Guide</a> to assist with creating your MyMassGov account and setting up your multifactor authentication (MFA) method.</p>
<p><b>How do I set up my account if I have a legacy account and not a business account on Virtual Gateway?</b></p>	<p>Use the <a href="#">Business Log In User Guide</a>, which includes instructions on how to switch between accounts if a you have more than one Virtual Gateway account.</p> <p>If you still have issues setting up your account, please call Virtual Gateway Customer Service at (800) 421-0938.</p>
<p><b>I am choosing an Alternate (Alt) EVV system, how do I know if they are accepted by the State of MA?</b></p>	<p>Your chosen alternate EVV vendor must adhere to the MA alternate EVV technical requirements, which can be found at <a href="#">Alternative EVV Technical Specifications</a>.</p>
<p><b>I am choosing an Alternate (Alt) EVV system, how can I access training?</b></p>	<p>Sign up for <a href="#">HHAExchange University</a> (Sandata's Learning Management System) and complete the Sandata Aggregator training for administrators.</p>
<p><b>I am choosing the state-sponsored system, Sandata. How can I access training?</b></p>	<p>Sign up for <a href="#">HHAExchange University</a> (Sandata's Learning Management System) and complete EVV Agency Administrator Training. Once you complete Administrator Training, you will receive a Welcome Kit by email. Review the learning paths and have your staff sign up for courses.</p>
<p><b>How can I train my employees on using the Sandata Mobile App?</b></p>	<p>You can use the <a href="#">Employee Training Toolkit</a> and <a href="#">Mobile Connect</a> to assist with this.</p> <p><b>Note:</b> "Caregiver" is a standard Sandata term across our system. In Massachusetts, a caregiver is known as an "Employee."</p>
<p><b>Where can I find the latest Town Hall presentations and recordings?</b></p>	<p>You can view <a href="#">recordings from all hosted webinars</a> as well as download the presentations to review with your team (available under the separate recording pages).</p>

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<p><b>I am choosing Sandata. Where can I get assistance with questions about the system?</b></p>	<p>For technical help in using the EVV system, contact Customer Support through <b>Submit a Ticket</b> at the <a href="#">Client Support Portal</a>. You may also call the Customer Support Line at (833) 511-0164.</p>
<p><b>In Sandata, I am not sure what my MA payer is from the listed acronyms?</b></p>	<p>Reference the list of MA program and payer acronyms at <a href="#">MA EOHHS Program and Payer Acronyms – Sandata Technologies</a>.</p>
<p><b>I am using an Alt EVV vendor, and I am running into “Client Not Found” errors. What next steps can I take?</b></p>	<p>Please review the <a href="#">Alt EVV training session presentation</a> that covers "Client Not Found" errors. As outlined in this presentation, please ensure the following:</p> <ul style="list-style-type: none"> <li>• Use only MassHealth (Medicaid ID) or AGE Consumer ID as client identifier <ul style="list-style-type: none"> <li>○ Note: MassHealth (Medicaid ID) will always start with “100...”</li> <li>○ AGE Consumer ID will always start with “13...”</li> </ul> </li> <li>• MassHealth (Medicaid ID) and AGE Consumer ID go in different fields within the specs</li> <li>• Ensure the clients are in scope for MA EVV <ul style="list-style-type: none"> <li>○ Reference the <a href="#">MA EVV Service Codes Listing</a> for all MA Service Codes in scope and required to use EVV.</li> </ul> </li> </ul> <p>If you have double checked the above and worked with your Alt EVV vendor to troubleshoot, please take the next step to contact Customer Support through <b>Submit a Request</b> at <a href="#">Sandata On-Demand</a>. In your ticket, please include the following information:</p> <ul style="list-style-type: none"> <li>• What’s the issue?</li> <li>• How often is it occurring?</li> <li>• Who is your AltEVV Vendor?</li> <li>• JSON data for the visit you are experiencing rejections</li> </ul>
<p><b>If I am using scheduling, do my schedules need to be updated in addition to visits?</b></p>	<p>If you are using Scheduling in Sandata or sending schedule data to the Sandata Aggregator, schedule status' need to be</p>

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	<p>maintained. Visits are in a Scheduled status until the scheduled time passes.</p> <p>After the scheduled time:</p> <ul style="list-style-type: none"> <li>• If all required data is present and no manual edits are made, the visit becomes Auto-Verified once the employee clocks out.</li> <li>• If required data is missing (e.g., clock in/out, payer or the schedule did not occur), the visit becomes Incomplete.</li> </ul> <p><b>Visits in Auto-Verified, Manually Verified, or Incomplete statuses are considered in EVV Compliance calculation.</b></p> <p>For visits that did not occur and will not be billed, providers need to update with the missing information or mark the visit as "Do Not Bill" to move the visit to Omit status. In Sandata, providers can select "Do Not Bill" with the Reason "Other - Visit Did Not Occur." For Alt EVV providers, any imported visit that did not occur and will not be billed, update the visit with the 'BillVisit' field set to 'False'. This will change the visit's status to Omit.</p>
<p><b>What are the compliance thresholds and penalties?</b></p>	<p>Massachusetts EVV Compliance Plans will hold providers accountable for implementing and accurately capturing EVV for Massachusetts required EVV services. Each phase of the EVV Compliance plans has various penalties set by each program along with the thresholds of compliance for that program. Please continue to check your specific program area for more information on compliance thresholds and penalties.</p>
<p><b>I am a provider within the Home Health (HH) program, what are my compliance requirements?</b></p>	<p>HH compliance guidance can be found on the <a href="#">Home Health Bulletin 94</a> and on the <a href="#">Home Health Compliance Checkpoints</a>.</p>

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<p><b>I am a provider within the Group Adult Foster Care (GAFC) program, what are my compliance requirements?</b></p>	<p>GAFC compliance guidance can be found on the <a href="#">Adult Foster Care Bulletin 33</a> and on the <a href="#">GAFC Compliance Checkpoints</a>.</p>
<p><b>I am a provider within the Home and Community Based Services (HCBS) Waiver program, what are my compliance requirements?</b></p>	<p>HCBS Waiver compliance guidance can be found on the <a href="#">HCBS Waiver Bulletin 24</a> and on the <a href="#">HCBS Waiver Compliance Checkpoints</a>.</p>
<p><b>I am a provider within a Health Plan, what are my compliance requirements?</b></p>	<p>Please reach out to your Managed Care Entity for compliance guidance.</p>
<p><b>I am a provider within the Executive Office of Aging &amp; Independence (AGE), what are my compliance requirements?</b></p>	<p>Please reach out to your ASAP for compliance guidance.</p>
<p><b>What are “soft edits” and “hard edits” in reference to EVV compliance?</b></p>	<p>“Soft Edits” refers to the preparation phase prior to “hard edits” where claims will continue to be paid/processed regardless of the EVV claim to EVV match result. Providers should utilize this phase to practice identifying mismatches and how to resolve mismatches. "Hard Edits" refers to the phase where claims will deny when claims do not successfully match to EVV records. Providers should continue to submit their claims to their payers using the processes provided by those payers.</p>
<p><b>What MA programs are currently in the “soft edits” phase of compliance?</b></p>	<p>Beginning in October 2025, claims submitted to MassHealth (through POSC) for Fee-For-Service (FFS) providers in Home Health (HH), Group Adult Foster Care (GAFC), and Acquired Brain Injury (ABI) and Moving Forward Plan (MFP) Waiver programs have been matched for visits and an informational code has been provided on the Remittance Advice (RA) indicating if there was a mismatch. It is critical for provider agencies to prepare for when hard edits are implemented, which will result in claims denial if the submitted claims do not have matching EVV visit records. “Soft Edits” have not begun yet for providers that are contracted through Managed Care Entities (MCEs) or Aging Services Access Points (ASAPs) at this time and further information on claims to visit match for these areas will continue to be communicated.</p>
<p><b>Where can I find more information on MA EVV?</b></p>	<p>For general questions about the MA EVV program, please visit the <a href="#">MA-EOHHS EVV website</a> for more information.</p>