

Provider Communications

Massachusetts



Date: February 6, 2025

To: All WellSense Providers

From: WellSense Health Plan

Subject: **Make sure you start using your chosen Massachusetts electronic visit verification (EVV) system today**

Product: MassHealth MA Clarity plans Senior Care Options

Make sure you start using your chosen Massachusetts electronic visit verification (EVV) system today

The Massachusetts Executive Office of Health and Human Services electronic visit verification (EVV) program is live. By now, you're expected to have registered and be using your chosen EVV system to comply with Section 12006 of the 21st Century Cures Act.

Examples of services for which EVV is now required

- Personal care services (agency) provided in a home setting
- Personal care attendant (PCA) services (self-directed)
- Group adult foster care (GAFC) services (not including GAFC provided by an assisted living residence to its residents)
- Home health services involving a home visit for:
 - Home health aide services
 - Skilled nursing services, including by an RN and LPN
 - Therapies (OT, PT, speech)
 - Home safety/independence evaluations
- Homemaker services provided in a home setting (with the exception of ABI/MFP waiver participants)

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- Companion services provided in a home setting (with the exception of ABI/MFP waiver participants)

If you haven't registered for the state-sponsored system, Sandata EVV yet, or with an alternate EVV vendor

1. Register in the [Sandata Provider Self-Registration Portal](#) today, selecting your vendor of choice.
2. Submit your single sign-on request for the Commonwealth using the [MyMassGov User Request Form](#).
3. Start the training through [Sandata Learn](#).

If you've completed your registration

1. Complete the training in [Sandata Learn](#) and encourage your administrative staff to complete the training for their appropriate roles.
2. Provide [training and resources](#) for your employees (caregivers in Sandata's system) who will be using the Sandata mobile connect app.
3. Have your employees start using visit capture through the Sandata mobile connect app or your chosen alternate EVV vendor.

If you've completed registration and the training in Sandata Learn

1. Watch your email for additional learning opportunities. Please start using the EVV system of your choice if you haven't already.

Resources and Contacts

- Follow this [step-by-step guide](#) to register for the EVV system, access training and educate employees.
- For questions and more information about the Massachusetts EVV program, visit the [MA-EOHHS EVV website](#), which includes the MA resources cheat sheet. The sheet is a quick reference guide for onboarding questions and available resources.
- For Massachusetts EVV policy-related questions, email EVVfeedback@Mass.gov.
- For technical help with the EVV system, please submit a request at [Sandata On-Demand](#) or call 833-511-0164.