It is important that you work with your employer to make sure everyone understands the new EVV system. Together you and your employer will make sure that all the information provided in the EVV system is accurate.

Frequently Asked Questions

1. **Do I have to use EVV?**
    EVV must be used for the service types noted at the beginning of this letter. It is a federally mandated program and is required for your job.

2. **What if I can't learn EVV?**
    You will have access to a Support Center with well-trained individuals whose only job is to help you be successful with EVV. You will continue to submit paper timesheets and will be paid as usual by the FI until you and your employer have shown you can be successful with EVV.

3. **Do I have to take training?**
    Training is mandatory if you plan to use the EVV web-based portal or the SMC mobile app. Both of these trainings are self-paced and can be accessed through the internet by visiting here: https://tinyurl.com/DDSCDSforprovider.
    DDS encourages all Direct Support Professionals to familiarize yourselves with EVV through training. Training in general will increase the likelihood of a successful EVV transition.

4. **Will I be paid if I take the training?**
    Yes, you will receive a one-time stipend of $15.00 once you complete the mandatory EVV web-based portal and SMC mobile app training.

5. **I heard there was a smart phone application (app) that I can use.**
    There is a smart phone app you can use. To use the smart phone app you must take the mandatory training on using the application at the following website: https://tinyurl.com/DDSCDSforprovider. This will greatly improve your chance for success.

6. **Can I see my visits online?**
    You can see your visits and make corrections online using the Sandata portal. In order to use the EVV portal you must complete the

mandatory training at the following website:
https://tinyurl.com/DDSCDSforprovider

Note: If you have a valid email on file with the FI that issues your pay, you will receive a temporary password and login information to access the app and portal. If you do not receive it, please check your junk/spam email or call the Support Center at **833-656-1021.**

7. **What if I make a mistake calling in or out?**
You and your employer can view and correct your visits by accessing the Sandata portal on a web browser.

8. **What if I don't have an email or a computer?**
You do not need email or a computer to use EVV. Only a telephone is needed to succeed!

9. **What if I work for more than one employer?**
If you work for more than one employer, you may not be using EVV with all your employers. You and each of your individual employers will be notified when to begin using EVV.

10. **What if I don't know how to begin?**
Please call our trained staff at the Support Center **833-656-1021**. They will help you get started on your path to success with EVV!