



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

Subject: Join Us for the Third Electronic Visit Verification (EVV) Town Hall – Don't Miss Out!

Dear Providers,

We are pleased to invite you to the third Massachusetts Executive Office of Health & Human Services (MA-EOHHS) and Sandata Electronic Visit Verification (EVV) Town Hall.

Date: September 24, 2024

Time: 2:00 p.m. ET

[REGISTER](#)

Note: The live webinar will be recorded; parts of which may be used as an EVV training resource.

Discover how the Sandata EVV system can streamline your operations, benefit your team, and enhance client care.

The [Provider Self-Registration Portal](#) is live, and the EVV program will go live on September 30, 2024. Join this Town Hall for a chance to get additional information and ask questions.

Recordings and materials from the first and second town halls are available here: [recordings and materials](#).

Focus Group

This Town Hall will include an overview of the Focus Group (also referred to previously as Early Adopters), a small group of volunteer provider agencies capturing feedback on the system beginning on September 30, 2024. If you are interested in participating in the Focus Group and have not already indicated interest in previous Town Hall surveys, please reach out to EVVfeedback@Mass.gov. Further communications will be sent out to those who volunteer to participate in the Focus Group.

Contacts and Resources

View the [Ready, Set, Go Checklist](#) for step-by-step guidance on how to prepare your provider agency for success with the EVV implementation.

For general questions about the MA-EOHHS program, please email EVVfeedback@Mass.gov. You can also visit the [MA EVV website](#) for more information.

For technical help in using the EVV system, please contact Customer Support through Submit a Request at [Sandata On-Demand](#). You may also call the Customer Support line at 833.511.0164. Please be aware of higher call volume during the go-live