

Dear Alpine Caregiver!

RE: Electronic Visit Verification (EVV) begins August 3, 2020

We want to let you know that Electronic Visit Verification (EVV) is starting August 3, 2020. EVV is required by state and federal laws to ensure that clients get their services. **All** Colorado home care agencies are required to utilize EVV and report the type of service a client receives, the date, the location, and what time the service begins and ends.

The only exception from EVV that the State of Colorado has allowed is for Live-in caregivers. Live-in status will need to be verified by filling out a [caregiver attestation form](#) and submitting a document showing shared residency.

Alpine Homecare has teamed up with Sandata to provide EVV system.
As a caregiver, you will have two options for using EVV:

Option 1 – Telephony (Santrax): Clock-in/out using your client’s phone registered with Alpine (landline or mobile).

1. Dial one of toll-free numbers: **(844) 621-7839 or (855) 651-1134.**
2. Choose your preferred language: **English – press 1; Spanish - press 2; Russian – press 3;**

Vietnamese – press 4.

3. Enter your SantraxID, which is the last **6 digits of your social security number.**
4. Press **1 to clock-in**, or press **2 to clock-out. You don’t need to enter any tasks via phone.**

5. Use paper time sheet to record tasks performed, and give it to your client to sign as before.

Option 2 – Mobile App (SMC): Clock-in/out via your smartphone.

1. Go to your Google or Apple app store and type **Sandata Mobile Connect** in the search bar. Download the app on your smartphone.
2. Use **3-8078** as CompanyID and your Alpine-registered eMail as your Login name. **You will be sent a temporary password, once you let us know that you want to use the mobile app.** Once logged in you’ll be able to set up security questions and a permanent password.
3. Your clients, directions, schedules, and plan of care tasks will all be displayed in the app. Clock-in using the app. When you are done with providing services, just click off the performed tasks, and pass your smartphone to the client to capture his /her signature (if applicable) before you clock-out. Paper time sheets are no longer required under this option.

Please do not hesitate to contact Alpine’s office at 303 309 6202 in case of any questions about Electronic Visit Verification and to let us know if you want to use the app or telephony.

More information and videos about how to use Alpine’s EVV system can be found on our website <http://www.alpinehomecare.biz/evv>.

General info about EVV can be found on colorado.gov/hcpf/evv.

Kind Regards,
Alpine Homecare, LLC