

Introduction

Sandata Mobile Visit Verification (MVV) is an online application installed on a smart phone or tablet device, allowing a caregiver to start and end a client visit without requiring the use of the client's home telephone. The Sandata MVV app requires a connection to the internet via an Internet Service Provider (ISP) or Wi-Fi connection to transfer data to the Santrax® Payer Management system.

Disconnected Mode

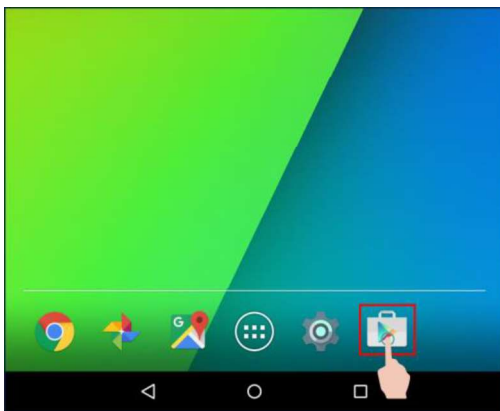
The Sandata MVV application has the ability to run even while not connected to the internet. This is called **Disconnected Mode**. Sandata MVV will save all data, and will transfer that data to Santrax Payer Management once the tablet connects to the internet. While in Disconnected Mode: visits can be completed for patients that have an established schedule; you can start and finish unscheduled visits for patients you have previously serviced.

Important: The saved data will be lost if the device is powered off while in Disconnected Mode before the information is submitted online. Be sure not to power off the device prior to reconnecting to the internet.

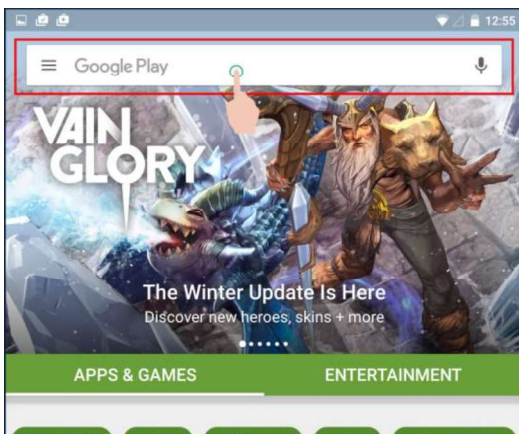
Downloading the App

Google Play

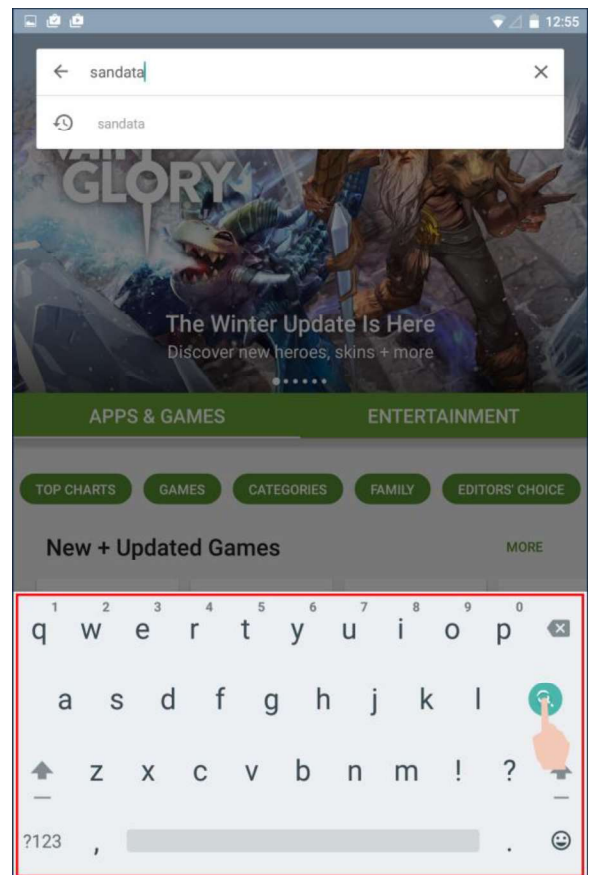
1. Open the Google Play Store by tapping the Google Play Store app.



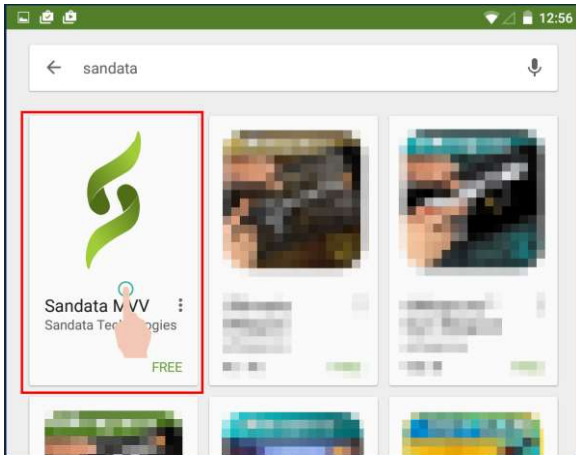
2. Tap in the search bar at the top of the screen.



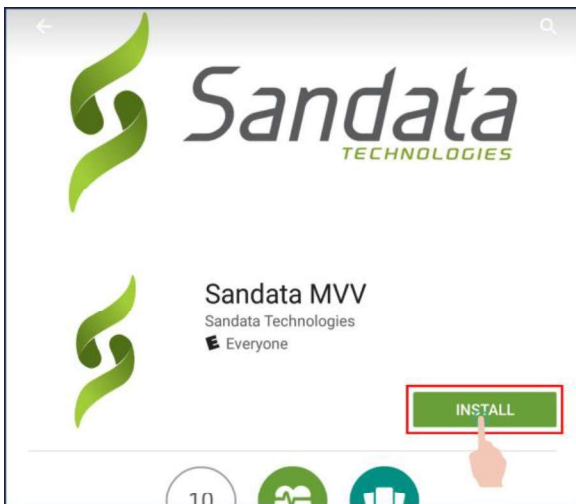
3. Use the tablet keyboard to type "Sandata" and tap the keyboard's **Search** button.



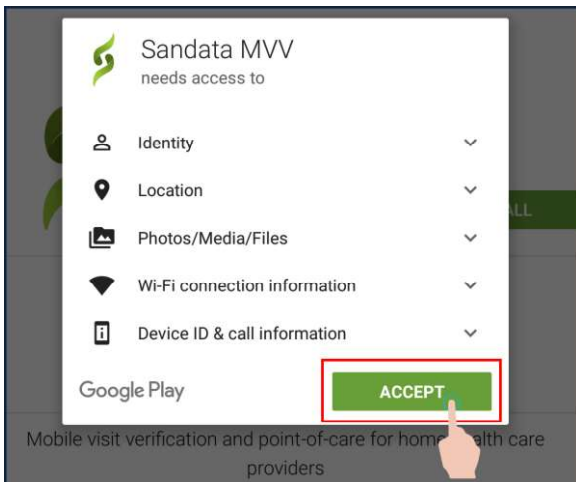
4. Tap the **Sandata MVV** tile.



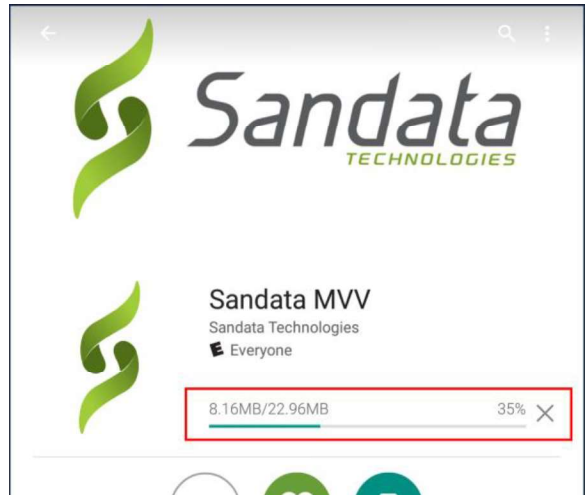
5. Tap **Install**.



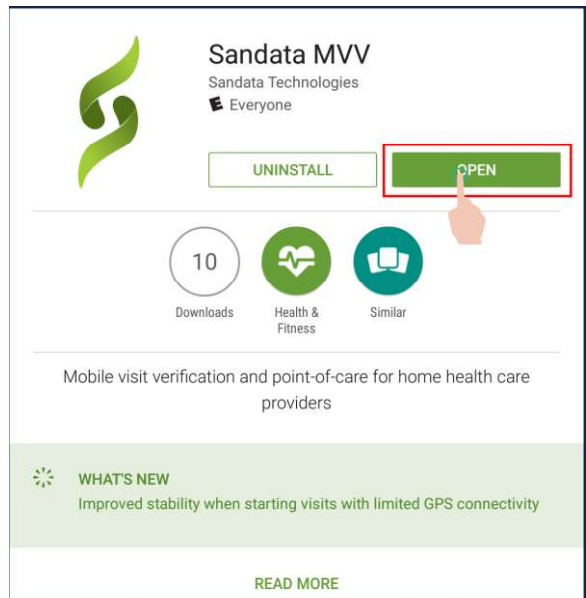
6. Tap **Accept**.



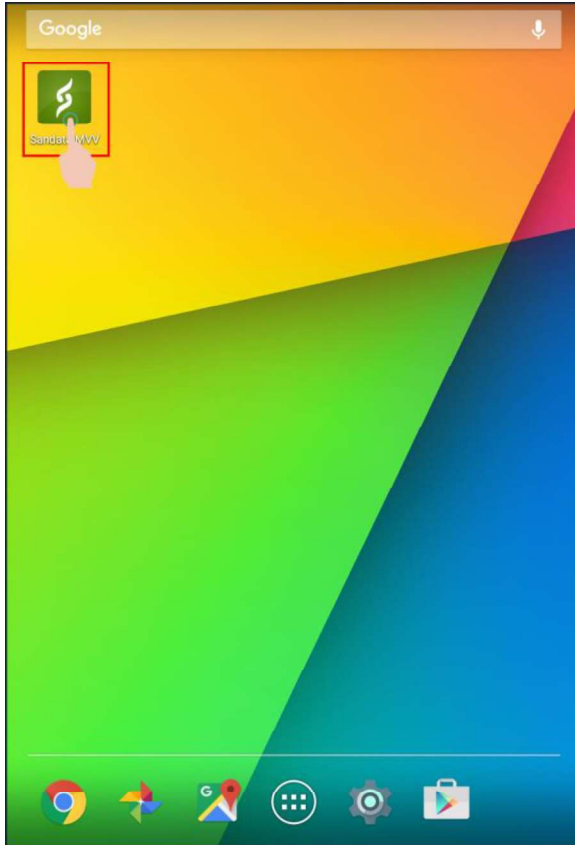
7. The app will begin downloading.



8. When finished, the **Open** button will be shown. Tap **Open** to launch the application.



9. The Sandata MVV App icon is also now visible on the home screen.

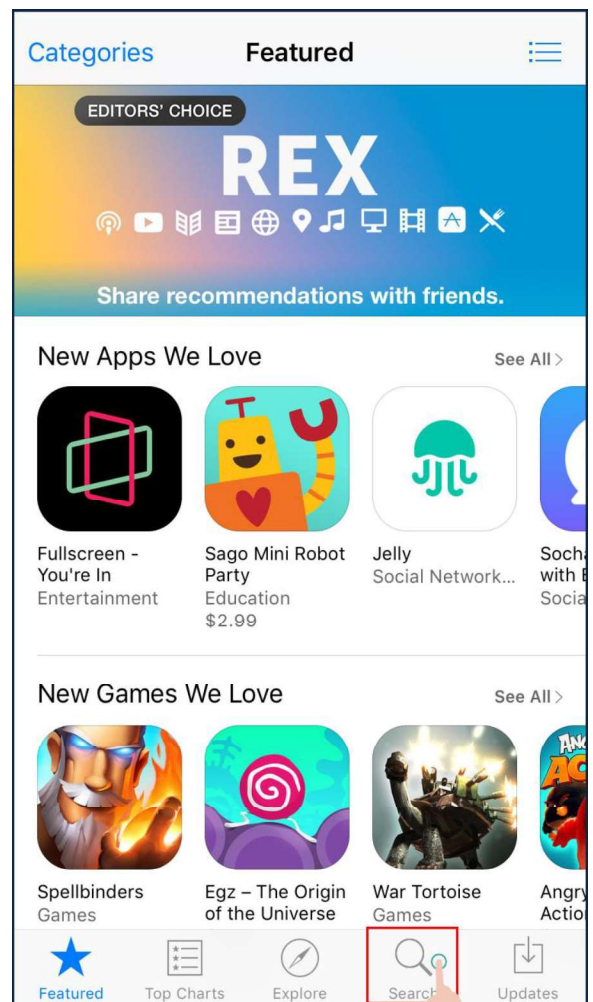


Apple App Store

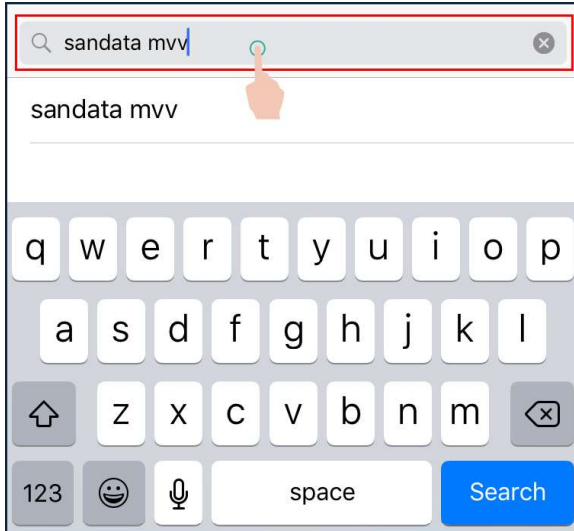
1. Open the Apple App Store by tapping the Icon.



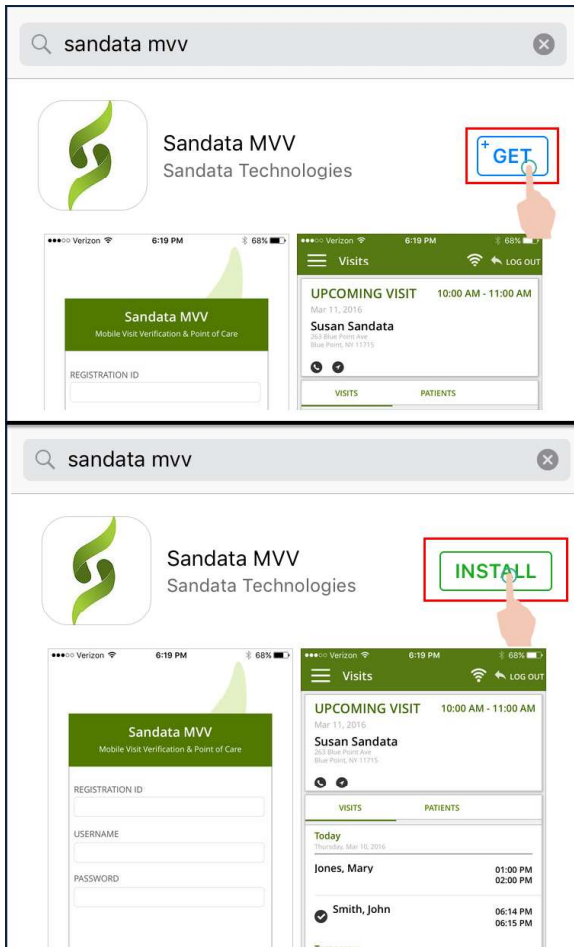
2. Tap in the search magnifying icon at the bottom of the screen.



- Use the tablet keyboard to type "Sandata MVV" and tap the **Search** button.



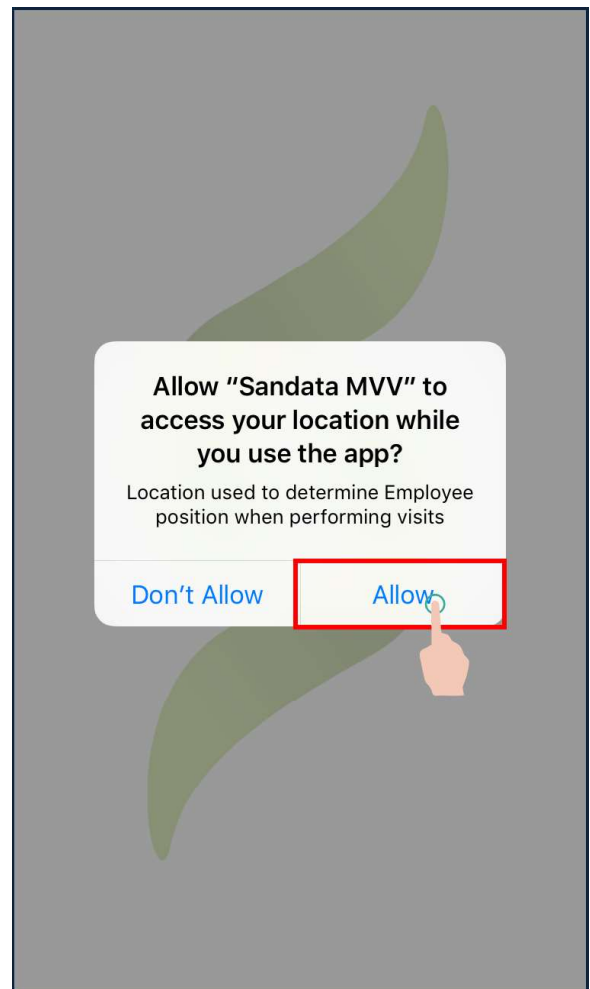
- Tap **Get**, and then tap **Install**.



- The Sandata MVV icon will appear on the home screen after download is completed.



- The first time you log into the application, a pop-up will appear asking you to allow access your location. Tap **Allow**.



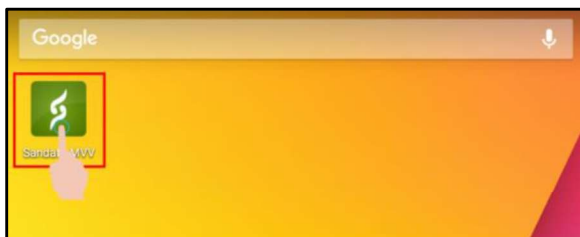
Disabling Personal Data with MVV

While the MVV app uses only a very small amount of data in the secure transmission of visit information back to the Santrax Payer Management system, the caregiver can prevent the MVV app from using their personal data plan in one of two ways:

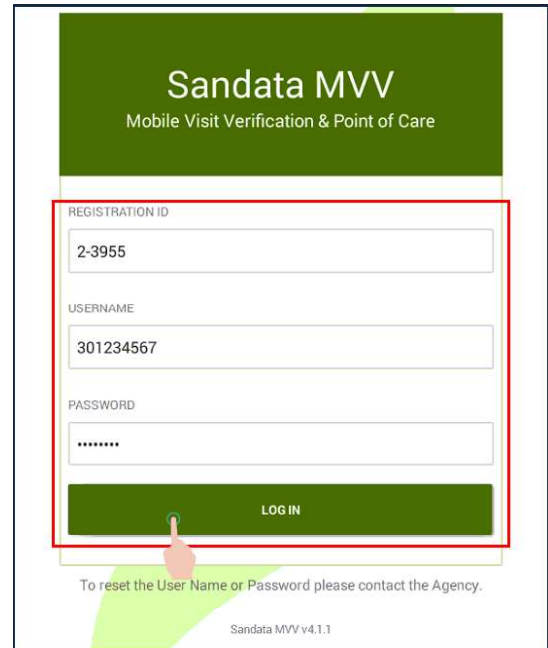
1. Disabling cellular data usage specifically for the MVV app. This is done in the phone or tablet's cellular data settings. Specific instructions on how to do this will be included in training materials, but the reference instructions are available online:
 - [Apple iOS devices](#)
 - [Android devices](#)
2. Using the MVV application with the phone in Airplane mode while performing the visit. This option is less recommended, as it disables all network activities on the phone for the duration of the MVV visit.

Log In to Sandata MVV

1. Tap the **Sandata MVV** icon to launch the Mobile Visit Verification (MVV) Application.



2. Enter your Login Credentials and tap **Log In**. For Santrax Payer Management users, registration ID = "3-" followed by your account number.



3. **Signal Strength**
Sandata MVV will notify you on log in if your signal strength is weak. Tap **Continue** to proceed to the app.

