

Effective **March 9<sup>th</sup>**, the EVV Provider Hotline will move to a new ticketing system used to track phone calls, system issues and escalations. Sandata is switching over from eTRAC to Zendesk. There are few changes providers will notice when this happens.

- After a call into the EVV Provider Hotline, providers will receive an e-mail with a ticket number from the call. This will be a 5-digit number versus the numbers currently starting with "T2020".
- Within 24 hours of a solved ticket, providers will receive an e-mail with an **optional** survey to let us know how their issue was resolved. Results from this **optional** survey will provide enhancements to agent training and troubleshooting.
- The other notable change is a new e-mail address [ODMCustomerCareEmail@sandata.com](mailto:ODMCustomerCareEmail@sandata.com). Effective March 9<sup>th</sup>, the old e-mail [EVVProviderHelpDesk@etraonline.net](mailto:EVVProviderHelpDesk@etraonline.net) will send a bounce back message with the new e-mail address.
  - This email is to troubleshoot **technical** issues you may have with Electronic Visits Verification (EVV), Sandata Mobile Connect (SMC), or Telephony Visit Verification (TVV).
  - You will no longer need to log into eTRAC to retrieve your messages.
- The only times you will now use eTRAC is to retrieve a Welcome Kit, request a device, return a device or check the status of a device.

It is important to note that the EVV Provider Hotline phone number will remain the same at 855-805-3505. In addition, the EVV inbox will remain the same for EVV program questions at [EVV@medicaid.ohio.gov](mailto:EVV@medicaid.ohio.gov).