How to Record Visits Successfully

The Sandata Mobile Connect (SMC) application is ODM's preferred method of visit capture.

Follow the steps on the next slides to successfully log visits in the SMC application.

Department of Medicaid

How to Download the Sandata Mobile Connect Application

You can download the SMC application on your personal device by visiting the Google Play Store or Apple Store.

Google Play Store

Click the link to download:

play.google.com/store/apps/details/Sandata_Mobile_Connect?hl=en_IN&id=com.sandata.smc.prod&pli=1&utm_medium=email&utm_source=govdelivery
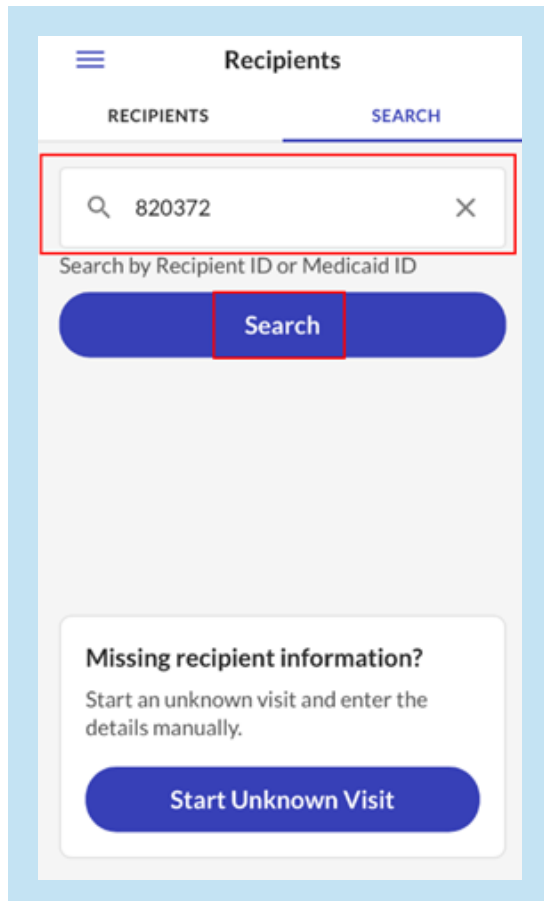
Apple Store

Click the link to download:

apps.apple.com/us/app/sandata-mobile-connect/id6451209985?utm_medium=email&utm_source=govdelivery

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Starting a Visit: Step 1

After logging in to the SMC application on your phone or state-provided device, click in the **Search** field and enter the 12-digit Medicaid ID or 6-digit Recipient ID of the Recipient. Click the **Search** button.
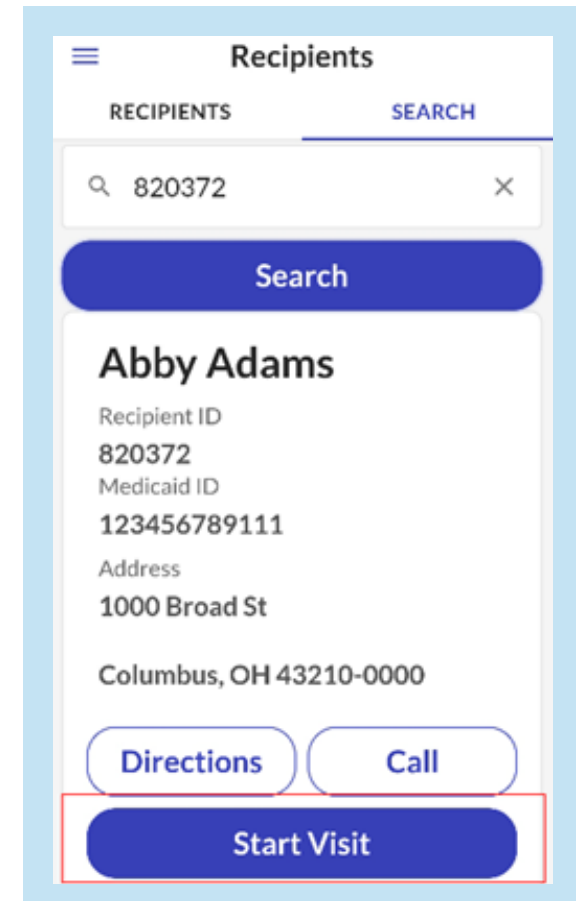
If a matching Recipient record is found, the record will display with several options. Click **Start Visit.**

Note: If the ID entered does not match any Recipient, a "no results found" message displays.

The direct care worker can still call in and out by starting an unknown visit.

Starting a Visit: Step 2

Indicate the Service being provided using the drop-down list—then click **Continue**.

On the next screen, indicate where the services begin, either Home or Community—then click **Continue**.

Note: The service drop-down list is based upon the Recipient record. If all payers and programs display, it means the Recipient record does not have a defined service.
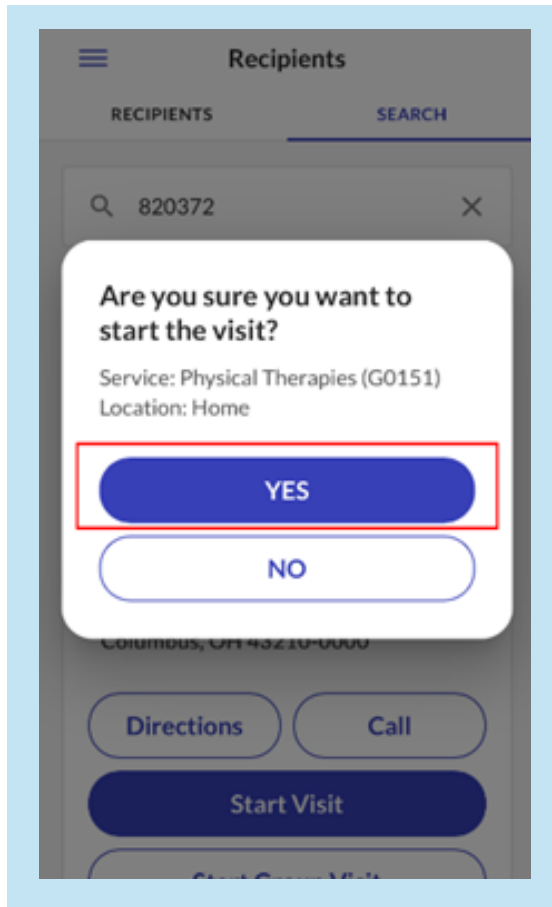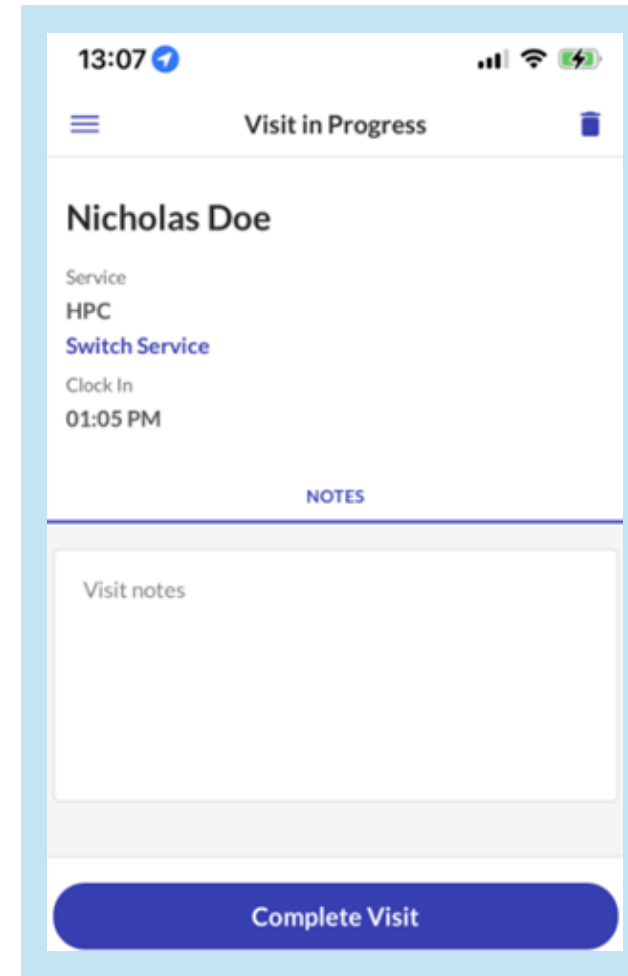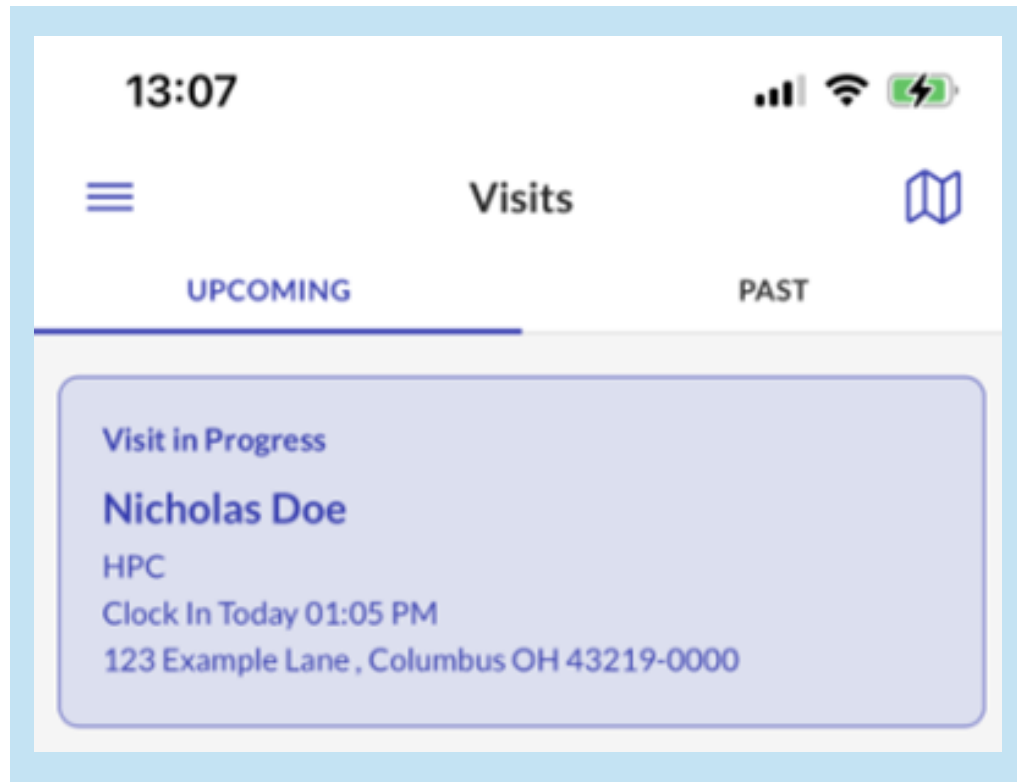
Starting a Visit: Step 3

A pop-up screen appears asking the user to confirm the start of the visit. Click **Yes**. The visit is now in progress.

Click **Sign Out** and proceed with providing care.
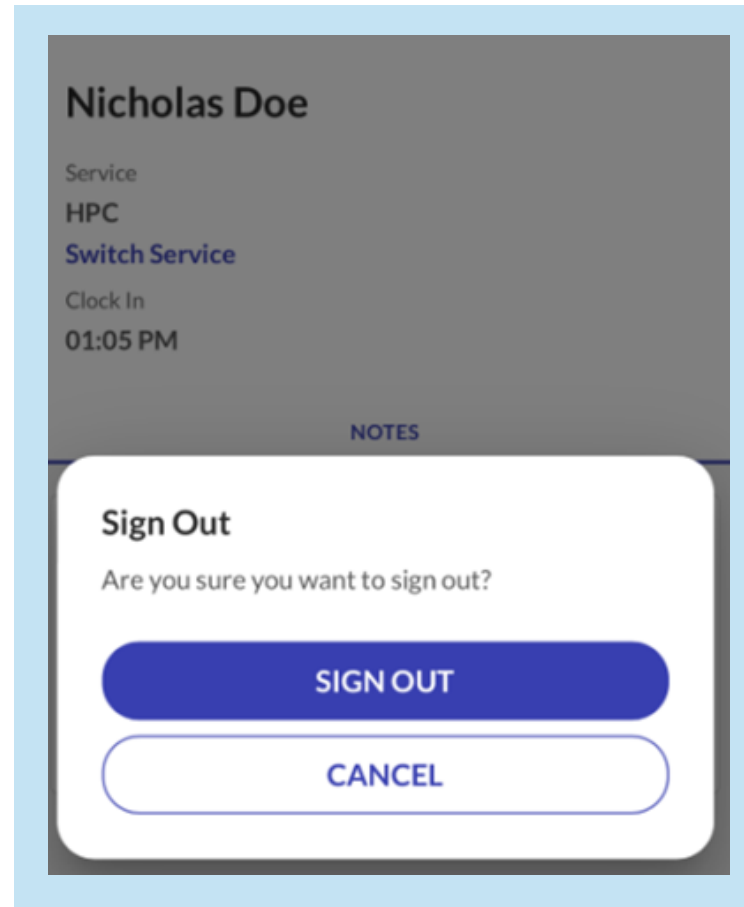
Note: SMC will continue to log hours worked while the user is signed out.
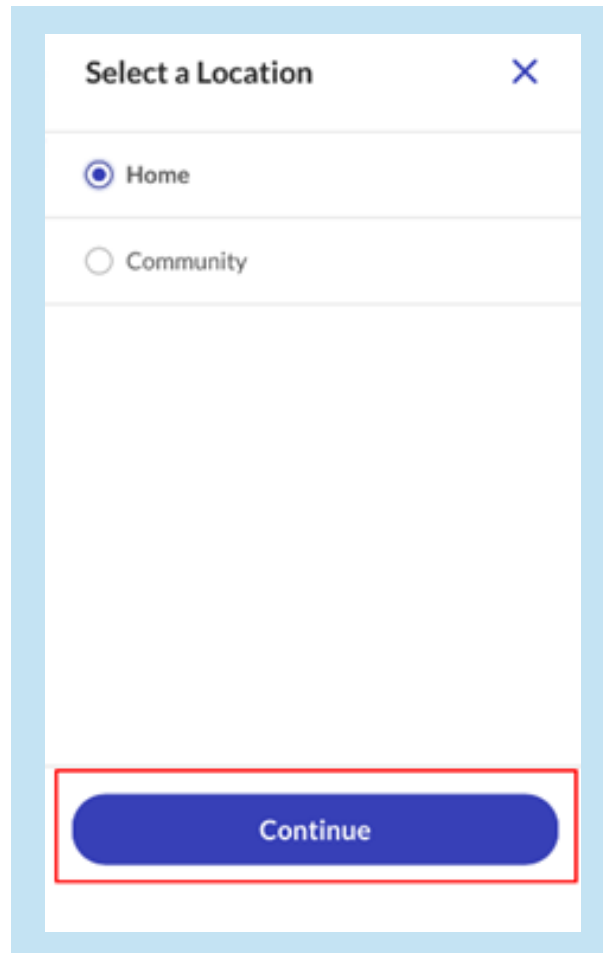
Completing a Visit: Step 1

After logging in to the SMC application, the in-progress visit will display on the home screen. Click the **Visit in Progress**.

The Visit Note screen displays. Enter notes if applicable, then click **Complete Visit**.
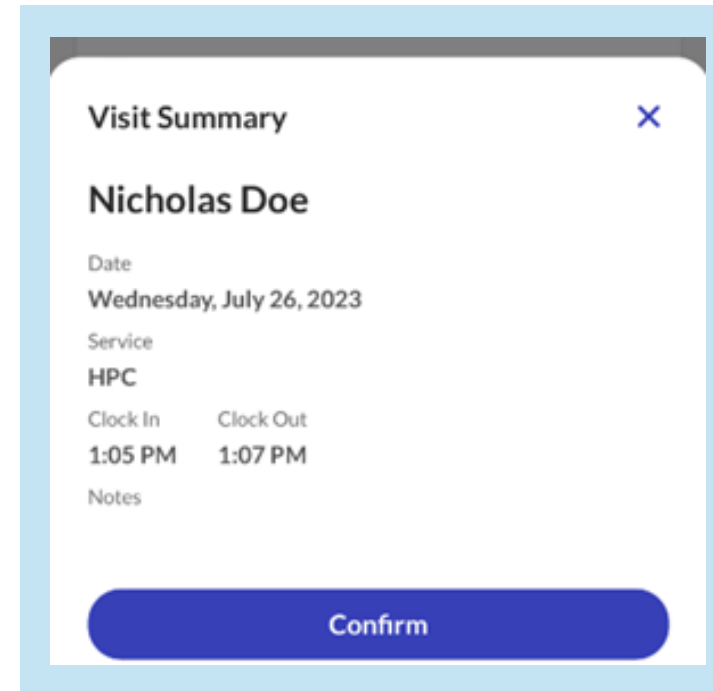
Completing a Visit: Step 2

Indicate where the services ends, either **Home** or **Community**—then click **Continue**.

The Visit Summary screen displays. Once you click **Confirm,** the visit is successfully submitted.