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October 8, 2025

MEMORANDUM

MEMO NO.
QI-2520

TO: QUEST Integration (QI) Health Plans
Home Health Agencies
Home Care Agency Providers of Home and Community Based Services
1915(c) Intellectual and Developmental Disabilities (DDD) Waiver Providers

FROM: Judy Mohr Peterson, PhD *JP*
Med-QUEST Division Administrator

SUBJECT: ELECTRONIC VISIT VERIFICATION (EVV) VENDOR ISSUED SMARTPHONE DEVICES

The purpose of this memo is to inform Health Plans and EVV Provider agencies that MQD will be no longer offering EVV vendor issued smartphone devices beginning October 1, 2025.

MQD observed that the utilization of Sandata issued smartphones represented 0.5% of all caregivers utilizing the Sandata mobile app. As a reminder Sandata currently holds the EVV vendor contract with the state. With the upcoming re-procurement of the EVV contract, MQD has decided to exclude this feature from the scope of the RFP.

For those caregivers that will be moving away from using a Sandata smartphone device, the scope of the new RFP will continue to include alternative options for EVV data collection. These options include using a:

- Fixed Visit Verification (FVV) using a FOB device,
- Telephonic Visit Verification (TVV) using a landline,
- EVV app in conjunction with a personal/company issued device operating on IOS or Android.

Please send questions via e-mail to EVV-MQD@dhs.hawaii.gov