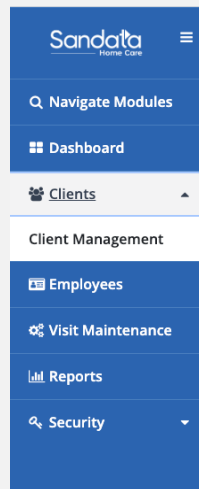


# How to Find the Client's Main Address

This article will help you learn how locate the information you'll need when placing a client's FVV device order in Shopify.

## 1 Find the Client Record

- Sign in to the Sandata EVV Portal.
- In the navigation panel, select **Clients**, then select **Client Management**.



*Clients > Client Management in the navigation panel.*

## 2 Search for the Client

- Enter the client's last name and first name in the Filters panel.
- Select **Apply Filters**.

A screenshot of the 'Filters' panel in the Sandata EVV Portal. The panel is a white box with a close button (X) in the top right corner. It contains several input fields for searching clients: 'Last Name' (with placeholder 'Enter Last Name'), 'First Name' (with placeholder 'Enter First Name'), 'Status' (with a dropdown menu showing 'Active'), 'Client ID' (with placeholder 'Enter Client ID'), 'Client Payer ID' (with placeholder 'Enter Client Payer ID'), 'Medicaid ID' (with placeholder 'Enter Medicaid ID'), 'Program' (with a dropdown menu showing 'Select Program'), 'Language' (with a dropdown menu showing 'Select Language'), and 'Primary Payer' (with a dropdown menu showing 'Select Primary Payer'). At the bottom of the panel are three buttons: 'CLEAR', 'RESET', and 'APPLY FILTERS' (which is highlighted in blue). There is also a 'SAVE SETTINGS' button.

*Client search fields and the Apply Filters button.*

- In the search results, select to the right of the client's name to open the client record.

### TIP

A client may appear in more than one row if they have authorizations for different programs. Open and review each applicable row separately.

CREATE CLIENT

Q Type here for a quick search

FILTERS EXPORT DATA

| CLIENT          | STATUS | PROGRAM         | SUPERVISOR | MEDICAID ID | CLIENT PAYER ID | AS OF      | SOC        | EOC | SERVICES |
|-----------------|--------|-----------------|------------|-------------|-----------------|------------|------------|-----|----------|
| ClientFFS, Test | Active | Fee for Service |            | 12345625543 |                 | 06/14/2022 | 06/14/2022 |     | T1019    |
| Five, Austin    | Active | WIIRISFEA       |            | 0001111159  |                 | 06/09/2023 | 06/09/2023 |     | SS125    |
| Four, Austin    | Active | WIIRISFEA       |            | 0001111149  |                 | 06/09/2023 | 06/09/2023 |     | SS125    |

Client search results.

## 3 Locate the Main Address

- On the client's Personal Information page, go to **Addresses | Phone Numbers** section, and find the address labeled **Main Address**. This is the address where the FVV device will be delivered.

Clients / Edit Client

< BACK ClientFFS, Test FFS- Fee For Service | Active

Client ID: 520726 | Medicaid ID: 12345625543 | Main Address: 789 Test Main Address | Phone No: (608) 999-9999 | IV

Personal Program

**Identifiers**

Client ID 520726 Medicaid ID 12345625543

SSN - Agency ID 12345625543

**Personal Information**

Client Name Test ClientFFS

Date of Birth - Gender -

Language English

**Addresses | Phone Numbers** REQUEST DEVICE ADD

123 Test Address (715) 999-9999

456 Test Additional Address (608) 999-9999 Billing

789 Test Main Address (608) 999-9999 Main Address

Address labeled Main Address on the client's Personal Information page.

### IMPORTANT

If the FVV device needs to ship to an address other than the client's Main Address, contact Wisconsin EVV Customer Care Support before placing the order.

#### Wisconsin EVV Customer Care Support

Phone: 833-931-2035

Hours: Monday–Friday, 7:00 a.m.–6:00 p.m. CT

Email: VDXC.ContactEVV@dhs.wisconsin.gov