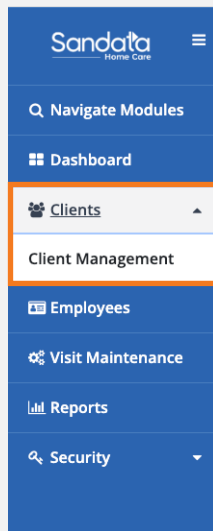


How to Find the Sandata Client ID

This article will help you learn how to 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 Sandata EVV Portal Filters panel. The panel is a white box with a title bar that says 'Filters' and a close button (X). It contains several input fields: 'Last Name' (with placeholder text 'Enter Last Name'), 'First Name' (with placeholder text 'Enter First Name'), 'Status' (with a dropdown menu showing 'Active'), 'Client ID' (with placeholder text 'Enter Client ID'), 'Client Payer ID' (with placeholder text 'Enter Client Payer ID'), 'Medicaid ID' (with placeholder text '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, there are three buttons: 'CLEAR', 'RESET', and 'APPLY FILTERS' (highlighted with an orange box). There is also a 'SAVE SETTINGS' button.

Client search fields and the Apply Filters button.

- 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 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		S5125	
Four, Austin	Active	WIIRISFEA		0001111149		06/09/2023	06/09/2023		S5125	

Client search results.

3

Locate the Client ID

- On the client's Personal Information page, find the Client ID. It appears near the top of the page and in the Identifiers section. Use this number when completing the Shopify order.

TIP

Confirm that the client name and program shown on the page match the client and authorization for the order.

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 | M

[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

Client ID on the client's Personal Information page.

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