interChange Provider Important Message

Attention: Home Health Providers

1. **Rescheduled Sandata Agency Management Training Dates for New Users**
2. **REMINDER: Electronic Visit Verification (EVV) Home Health Implementation Training Requirements**

1. *Rescheduled Sandata Agency Management Training Dates for New Users*

Sandata Technologies has rescheduled the dates for the two previously cancelled Sandata Agency Management trainings geared towards new users, i.e., "Visit Maintenance" and "Billing". The new training dates are as follows:

- Wednesday, July 12, 2023, 2PM EST (90 min) Visit Maintenance
- Thursday, July 13, 2023, 1PM EST (60 min) Billing

*Link to sign up: https://go.oncehub.com/ConnecticutProviderTraining

Please note, any provider that was originally registered for these sessions **must re-register** using the link above as the registrations will not automatically transfer to the new sessions.

Also please note, the trainings hosted by Sandata pertain to the **Home Health Care Services (HHCS) EVV implementation for Medicaid non-waiver members**. Acquired Brain Injury (ABI), Connecticut Home Care (CHC), Personal Care Assistance (PCA), Autism, and Mental Health (MH) waiver service providers do not need to attend these trainings.

2. *REMINDER: EVV Home Health Implementation Training Requirements*

As previously advised, home health providers are expected to onboard and begin to submit EVV production data for all HHCS either via Sandata Agency Management or a third-party ("Alternate") EVV system no later than **September 30, 2023.** Furthermore, home health claims without a confirmed visit will result in a payment denial for dates of service effective **January 1, 2024, and forward.** All home health providers, whether remaining with Sandata Agency Management or transitioning to an Alternate EVV system for the HHCS implementation, are **required** to complete the necessary trainings **prior** to receiving their EVV Welcome Kit from Sandata.

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For providers using Sandata Agency Management:

Providers currently utilizing, or planning to utilize, the Sandata Agency Management system to submit EVV HHCS data for Medicaid waiver and non-waiver members need to review one of the two types of training: the DELTA training for providers currently using Sandata Agency Management for their waiver clients; or the series of trainings for new Sandata Agency Management users. A recording of the DELTA training held on April 11, 2023, can be found on the Connecticut channel of the Sandata on Demand (SoD) Web site. To access the recording and other helpful information on the SoD Web site, please log into your account on Sandata Technologies (sandata.zendesk.com), click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, MHW)*, then *Connecticut Instructional Videos*, and finally *Connecticut Home Health Non-Waiver Delta Training Sessions*.

The first four Sandata Agency Management trainings for new users (i.e., "System Overview", "Client Data Entry", "Staff Data Entry", and "Visit Capture") are also available on the SoD Web site. To access these recordings, please log into your account on Sandata Technologies (sandata.zendesk.com), click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, MHW)*, then *Connecticut Instructional Videos*, and finally *Connecticut Home Health Non-Waiver Training Sessions 2023*.

Please note, you will need to sign up for a Zendesk account to access the SoD content. If you have not yet signed up or have questions about the process, Sandata has created the following helpful article: "Sign In Assistance – First Time User".

For providers using Alternate EVV:

A provider's Alternate EVV vendor must complete the testing & certification process with Sandata in order for the provider to receive their EVV production credentials. The provider must then complete Sandata's self-paced aggregator training. The training courses on the Aggregator Learning Management System (LMS) can be found here:

https://www.sandatalearn.com?KeyName=CTAGGREGATOR.

An updated version of the Alternate EVV Vendor Specifications (v1.3) is available on the *Home Health Implementation Documentation* Web page of the Connecticut Medical Assistance Program (CMAP) Web site. Providers may go to the www.ctdssmap.com Web site. From the Home page, click on *Electronic Visit Verification*, then *Important Documentation*, and finally *Home Health Implementation Documentation*. Alternatively, providers may use the following link: HH EVV Vendor Specification v1.3.

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Additionally, a Frequently Asked Questions (FAQ) document has been created based on the provider inquires made during the Alternate EVV Town Hall sessions. The FAQ document can be found on the *Home Health Implementation Documentation* Web page of the CMAP Web site by following the directions in the previous paragraph, or by clicking the following link: [Home Health Providers Only: Non-Waiver and Open Model Alternate EVV Implementation FAQ](#).

For questions related to Alternate EVV support, providers can contact Sandata at the following email address: ctaltevv@sandata.com.

As a reminder, questions related to EVV can be submitted securely to ctevv@gainwelltechnologies.com.

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