

# interChange Provider Important Message

## Attention: Home Health Providers

### Overview of Electronic Visit Verification (EVV) Home Health Care Services (HHCS) Implementation

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As communicated in [Provider Bulletin 2023-07](#) and previous Important Messages, Section 12006 of the [21<sup>st</sup> Century Cures Act](#) established a requirement for all states to use an EVV system for Medicaid HHCS.

To support this federal mandate, the Department of Social Services (DSS) approved the use of an Open Vendor EVV model for the HHCS implementation to support both Medicaid waiver and non-waiver members. The Open Vendor EVV model allows home health providers the opportunity to utilize the State's EVV system, i.e., Sandata Agency Management, or a third-party ("Alternate") EVV system to capture visit data. Alternate EVV Specifications have been published and a series of Town Hall sessions have been conducted for providers that wish to transition to the capturing of HHCS in an Alternate EVV solution.

### IMPORTANT NOTE

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For providers choosing to move from Sandata Agency Management to the Alternate EVV solution for HHCS, the member data for both Medicaid waiver and non-waiver members must be solely maintained in the Alternate EVV solution. Providers CANNOT use Sandata Agency Management for waiver members and the Alternate EVV solution for non-waiver members.

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## 1. Important Dates

The changes to accept all home health visit data from either Sandata Agency Management or an Alternate EVV system were implemented starting on **March 23, 2023**. Furthermore, edit 3327 (i.e., “Confirmed Visit Not Found”) began to appear on home health claims in a post and pay status, which means the error was informational and would not affect payment of these claims. Please be advised, home health providers are expected to onboard and begin to submit EVV production data for all HHCS either via Sandata Agency Management or an Alternate EVV system no later than **September 30, 2023**. Moreover, home health claims without a confirmed visit will result in a payment denial for dates of service effective **January 1, 2024**, and forward.

## 2. Current Implementation Statistics

As it currently stands, there are fourteen (14) providers with accounts created in Sandata Agency Management for HHCS non-Waiver. Also, twenty-six (26) providers and their Alternate EVV vendors are either testing their EVV systems or their systems have been certified by Sandata Technologies.

The deadline for providers to onboard and begin to submit EVV production data for all HHCS is fast approaching. We still have not heard from approximately twenty (20) enrolled home health providers. If you have not yet reached out to Gainwell Technologies and Sandata, please follow the steps below based on whether you are choosing to utilize Sandata Agency Management or an Alternate EVV solution.

While the steps below are intended to provide overall guidance, we encourage providers that need further clarification to reach out to us immediately. We are available to provide support. The easiest way to initiate that request for support is to send an email to the EVV mailbox at [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com).

## 3. Onboarding Requirements

### a. For Providers using Sandata Agency Management

For providers that choose to use Sandata Agency Management for their Medicaid waiver and non-waiver members, refer to the following information on next steps:

- If a provider indicated they would be using Sandata Agency Management on the initial Feb./March 2023 survey from Gainwell (included in [Provider Bulletin 2023-07](#)), the provider:
  - Must complete training sessions (see *Training Requirements* section below for more details); and



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- Must fill out a second survey to provide important information such as the correct primary point of contact. Please email [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com) if you have not received a link for the second survey.
- The provider will then be issued a Welcome Kit/Updated Call Reference Guide. Please allow up to 2 weeks for delivery of that Welcome Kit/Updated Call Reference Guide.
- If a provider did not indicate they would be using Sandata Agency Management on the initial Feb./March 2023 Gainwell survey (including providers that initially considered Alternate EVV but ultimately decided to utilize Sandata Agency Management), Gainwell has performed targeted outreach to notify these providers that they:
  - Must log a ticket with Sandata to create an account (email [ctcustomercare@sandata.com](mailto:ctcustomercare@sandata.com) to create a ticket); and
  - Must complete training sessions (see *Training Requirements* section below for more details).
  - The provider will then be issued a Welcome Kit/Updated Call Reference Guide. Please allow up to 2.5 weeks for delivery of that Welcome Kit/Updated Call Reference Guide.

## **b. For Providers using Alternate EVV**

For providers that choose to move to the Alternate EVV solution for their Medicaid waiver and non-waiver members, refer to the information below on next steps:

- Provider initiates request to start the Alternate EVV certification process; vendor indicated in the provider's account on [Sandata Technologies \(sandata.zendesk.com\)](https://sandata.zendesk.com).
- Vendor registers for certification in the portal, selects a provider for testing, and receives testing credentials.
  - **Please note: If you are a provider that services both waiver and non-waiver members, you are strongly encouraged to send test client data for both member populations.**
- Review of Alternate EVV Specifications and Town Hall materials available on the Connecticut Medical Assistance Program (CMAP) Web site - [Home Health Implementation Documentation](#) Web page.
- Vendor completes the testing & certification process with Sandata; production credentials are issued.

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- Provider notified to complete the Aggregator Learning Management System (LMS) training (see *Training Requirements* section below for more details).
- Once transitioned to Alternate EVV, existing visits remain available in Sandata Agency Management for one year.

## **4. Training Requirements**

### **a. 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:

- DELTA training for providers currently using Sandata Agency Management for their waiver clients; or
- 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:

- Log into your account on [Sandata Technologies \(sandata.zendesk.com\)](https://sandata.zendesk.com);
- Click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, MHW)*, then *Connecticut Recorded Webinars*, and finally *Connecticut Home Health Non-Waiver Delta Training Sessions*.

All six Sandata Agency Management trainings for new users (i.e., “System Overview”, “Client Data Entry”, “Staff Data Entry”, “Visit Capture”, “Visit Maintenance”, and “Billing”) are also available on the SoD Web site. To access these recordings:

- Log into your account on [Sandata Technologies \(sandata.zendesk.com\)](https://sandata.zendesk.com);
- Click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, MHW)*, then *Connecticut Recorded Webinars*, and finally *Connecticut Home Health Non-Waiver Training Sessions 2023*.

If you have never logged into the SoD Web site before, you will need to sign up for a Zendesk account to access the SoD content. If you have questions about the sign up process, Sandata has created the following helpful article: [“Sign In Assistance - First Time User”](#).

**Please note:** For those unable to attend the training sessions for new Sandata Agency Management users, the trainings are available on the Sandata Agency Management LMS. The link to access the trainings in the LMS can be found here: [Sign Up | Sandata Technologies \(sandatalearn.com\)](https://sandatalearn.com). The enrollment key name is *CT Home Health Non-Waiver Training*.



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## **b. 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. Vendors can refer to the information and tools available on the SoD Web site: [Sandata EVV Self-Registration Vendor Portal - Sandata Technologies \(zendesk.com\)](#). The provider must then complete Sandata's self-paced aggregator training. The training courses on the Aggregator LMS can be found here:

<https://www.sandatalearn.com?KeyName=CTAGGREGATOR>. The enrollment key name is CTAGGREGATOR.

An updated version of the Alternate EVV Specifications (v1.3) is available on the *Home Health Implementation Documentation* Web page of the CMAP Web site ([www.ctdssmap.com](http://www.ctdssmap.com)). 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](#).

## **5. New SMC App**

The new SMC app with enhanced features is now available for users to download on the Apple Store or Google Play Store. Additional information about the new app is available on the SoD Web site: [NEW Sandata Mobile Connect App 2.0](#).

Also, Sandata has provided the following registration link for Connecticut home health providers to attend a guided virtual tour of the new app: <https://go.oncehub.com/CTSMC2>. The tour of the new app is scheduled to be held on Tuesday, August 15, 2023, at 3:00 PM EST.

**Please note: Providers have the option to continue to use the current app through June 2024.**

## **6. Resources**

Helpful and up-to-date information regarding the EVV HHCS implementation is available on the CMAP Web site - EVV [Home Health Implementation Documentation](#) Web page including [Alternate EVV Specifications](#), [Alternate EVV Frequently Asked Questions](#), Provider Bulletins, Important Messages, Town Hall materials, and training requirements.

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To access the current version of the Web page, click the refresh/reload icon near the address bar (also referred to as “location” or “URL” bar) in the Web browser.

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

As a reminder, questions related to EVV can be submitted securely to [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com).