TO: Home Health Agencies, Community First Choice, Personal Care Assistance, Acquired Brain Injury, and Connecticut Home Care Program Service Providers

RE: EVV Training Important Information

The Department of Social Services (DSS) has contracted with its MMIS vendor, Hewlett Packard Enterprise in order to implement a statewide Electronic Visit Verification (EVV) Project. Sandata Technologies, LLC is the partnered EVV provider for the EVV Program.

Effective September 1, 2016 EVV will be required for all Connecticut Medical Assistance Program provider agencies who provide services for the following programs:

- Connecticut Home Care (CHC)
- Personal Care Assistant (PCA)
- Acquired Brain Injury (ABI)

Clients enrolled in only a HUSKY benefit plan receiving Home Health services are not included in the EVV program at the present time. Please refer to the following link for a complete list of covered services: https://www.ctdssmap.com/CTPortal/Portals/0/StaticContent/Publications/Electronic%20Visit%20Verification%20Service%20Code%20Listing.pdf

EVV is a telephonic and computer-based system that documents the precise time worked by your care-givers. DSS is implementing EVV to ensure that individuals are receiving the services authorized and that the claim submitted for payment contains the correct client, service and duration. To use EVV, care-givers will be required to check in and out via a call to a toll-free number, or by using a Fixed Visit Verification (FVV) or Mobile Visit Verification device as applicable when they initiate services to the client and again upon completion.

The project will be fully operational **by September 1, 2016**.

DSS, Hewlett Packard Enterprise and Sandata welcome your agency to the Santrax Telephony Electronic Visit Verification system and the implementation process.

As the EVV implementation progresses, agencies will be provided with the following content to assist in the adoption of this program:

- Information and timelines regarding the EVV implementation
- A Web-based EVV system to support administrative requirements
- Training materials to ensure the agencies understand and can use the EVV system
- Agency-specific toll-free numbers for caregiver EVV calls
- A toll-free Customer Care line to support EVV user questions

To get started, the following information is being provided with this bulletin:

- EVV Training Information
- Information about DSS EVV notification to clients receiving services

All EVV-related materials, updates, and additional information regarding the EVV project will be available on the DSS EVV Web site (www.ctdssmap.com). Please click on the 'Electronic Visit Verification' link within the Important Messages section of the page.

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Need assistance? Call the Sandata Customer Care Number at 1-855-399-8050 Mon. – Fri. 8:00 a.m. – 6:00 p.m. or you can email Sandata at ctcustomercare@sandata.com. Program information is available at www.ctdssmap.com.

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Agency EVV Training Information:

It is mandatory to have at least one administrative representative attend and complete one training session, either the complete set of instructor-led webinars or the full-day classroom training. For the full day classroom training, there is a strict limit of two representatives per agency as class size is limited. Please do not attempt to attend a seminar for which you are not registered. This training is targeted to the agency's administrative staff, and is not intended for caregivers.

Training content for the EVV system will be divided into modules, as outlined below. It is required that agency representatives attend the training for all modules. This will enable them to then train distinct roles at their agency prior to implementation:

Provider Training Modules
- Module #1: DSS EVV Project Overview
  - Benefits
  - Core Functionality
  - Training Overview
- Module #2: Getting Started with EVV
  - Accessing the System
  - Online Documentation
  - Additional Resources
- Module #3: Staff Module
  - Search and View Staff
  - Add/Modify Staff
  - User Security
- Module #4: Telephony Process (*Santrax® Electronic Visit Verification™ with Assured Coverage™*)
  - Call Process for Visits
  - Telephony Troubleshooting
  - Training Field Workers (Call Reference Guides)
- Module #5: Client Module
  - Data Feed Process
  - Search and View Clients
  - Assigning Physicians
  - Reviewing Authorizations
  - Entering Diagnosis Codes
  - Patient Account Numbers
  - Entering Admitting Physician
- Module #6: Scheduling
  - Searching and Viewing Schedules
  - Creating Schedules
- Module #7: Visit Maintenance
  - Dashboard
  - Call Types and Tasks
  - Reviewing Activity
- Module #8: Billing
  - Billing Procedures
  - Generating and Viewing Exports
- Module #9: Reporting
  - Accessing and Running Reports
  - Setting Filters
- Review of SANTRAX EVV best practices: How you will 'put it all together'
- Getting started and next steps

The mandatory EVV Training is delivered in multiple ways, to help accommodate the schedules and needs of the provider agencies.

Full Day Instructor-led EVV Training (Classroom-based):

This training is an in-depth review of the EVV environment pointing out features, structure, limitations and requirements. Classroom training is a hands-on experience where each student will have access to a computer. To maximize the opportunity for all Provider agencies to attend classroom training, **there is a limit of two representatives per agency as class size is limited.** The following is the schedule for the classroom trainings:

Due to classroom size, you must be registered to attend the training. To register and to find more information regarding the classroom

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trainings, select a date and click on the "Click to Register" link below:

Date	Location	Registration Link
7/5/2016	Hartford, CT	Click to Register
7/6/2016	Hartford, CT	Click to Register
7/7/2016	Hartford, CT	Click to Register
7/12/2016	Hartford, CT	Click to Register
7/12/2016	Norwich, CT	Click to Register
7/13/2016	Hartford, CT	Click to Register
7/13/2016	Norwich, CT	Click to Register
7/14/2016	Hartford, CT	Click to Register
7/14/2016	Norwich, CT	Click to Register
7/19/2016	Hartford, CT	Click to Register
7/20/2016	Norwich, CT	Click to Register
7/21/2016	Norwich, CT	Click to Register
7/26/2016	Stamford, CT	Click to Register
7/27/2017	Stamford, CT	Click to Register
7/28/2016	Stamford, CT	Click to Register
8/2/2016	Hartford, CT	Click to Register
8/3/2016	Hartford, CT	Click to Register
8/4/2016	Hartford, CT	Click to Register
8/9/2016	Hartford, CT	Click to Register
8/9/2016	Stamford, CT	Click to Register
8/10/2016	Hartford, CT	Click to Register
8/10/2016	Stamford, CT	Click to Register
8/11/2016	Hartford, CT	Click to Register
8/11/2016	Stamford, CT	Click to Register

Full Day Instructor-led EVV Training (Webinar-based): This training will consist of a series of scheduled instructor-led sessions delivered via the web, utilizing PowerPoint presentations. Time will be set aside at the end of each session for Q&A. The dates and times for these webinars will be communicated to providers in the near future via a separate EVV Important Training Information Notification.

Pre-Recorded EVV Training Webinars:
The recorded webinars will consist of a series of recorded sessions, utilizing PowerPoint

visual aids and the audio recordings from previous live presentations. The recorded webinars will be made available after training is complete for future reference. Information regarding pre-recorded webinars will be posted to the DSS EVV Web site as it is available.

The information provided during this training will help to ensure your agency is prepared for the mandatory DSS EVV Project by September 1, 2016.

Welcome Kits
When your agency has completed the EVV training, you will receive your agency-specific EVV Welcome Kit email within 5 – 7 business days. This welcome kit contains agency-specific information to log in and access your agency's EVV system. Your agency specific materials will only be provided once the staff from your agency has completed either a full day classroom training, or the complete webinar-based training.

Your Welcome Kit email will include:
- **Getting Started Document:** Includes details on how to access your HIPAA compliant EVV system.
- **Agency Specific Call Reference Guide:** Includes your agency specific toll-free lines (English and Spanish); EVV telephony instructions can be referenced by your staff during home health encounters.
- **Agency Specific Getting Started Brochure:** Includes your agency Web URL and administrative login and password.
- **User Securities and Set up:** Includes the details on setting up your agency's office staff in the Santrax Payer Managerment (SPM) System.
- **What to do when you get your SPM Database:** Includes what each agency must do when you have access to your SPM system.

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- **Task List (English/Spanish):** A directory of possible services that may take place during an encounter.

Caregiver Preparation:

To provide the caregivers with a better understanding of the EVV Project, Sandata will be providing several videos showing the three methods that a caregiver may use to log their time in the EVV system.

1. The **Santrax EVV Telephony** call-in and call-out demonstration video outlines the Santrax calling steps.
2. The **Mobile Visit Verification** device check-in and check-out demonstration video outlines the steps when using the mobile device.
3. The **Santrax Fixed Visit Verification (FVV)** demonstration video outlines the steps used when a telephone is not available for use during the visit.

The care-giver instruction videos will be available via the CT DSS MAP site's EVV Important Message page prior to EVV training, in late June – early July.

We encourage you to begin to share this information with your attendants and staff as soon as your agency has completed training so they are prepared for the EVV project requirements effective September 1, 2016. Once you have completed training and all system set-up requirements, you can begin using the EVV system.

All EVV training materials will be posted to the DSS EVV Web site. The Sandata Customer Service line will be available to support questions and additional training needs as required.

DSS EVV notification to Clients receiving services:

In order to ensure a smooth transition to the EVV program for the CMAP clients, the care management staff will be provided with information to share with the clients, as part of their routine care management contact, informing them of the upcoming EVV program, and addressing how it will impact their caregiver visits.

We look forward to working with your agency on a successful EVV implementation. Please feel free to contact the toll-free Sandata CT EVV Customer Care Number at 1-855-399-8050 or you can email ctcustomercare@sandata.com, Monday through Friday between 8:00am and 6:00pm Eastern Time, if you have additional questions.

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