

Electronic Visit Verification (EVV)

Home Health Implementation Documentation:

[HH EVV Vendor Specification](#)

Please note, the specification link above replaces & supersedes *CT-(DSS-HH) Non-Waiver/Waiver Home Health EVV Vendor Specification v1.3.*

[HH EVV Specification User Guide](#)

[HH EVV Service List](#)

[HH EVV Task List](#)

Frequently Asked Questions:

[HH DELTA and New Users of Sandata Agency Management EVV Implementation FAQs](#)

[HH Alternate EVV Implementation FAQs](#)

Provider Bulletins:

[PB 2023-10](#) - Electronic Visit Verification (EVV) Town Hall Notification and File Specifications

[PB 2023-07](#) - REVISED Home Health Electronic Visit Verification (EVV) Implementation Update and Request for Survey Response

Important Messages:

[Electronic Visit Verification \(EVV\) Updates - as of June 25, 2024](#)

[Explanation of Benefit \(EOB\) 3332 Claim Denials for Electronic Visit Verification \(EVV\) Mandated Home Health Services \(Posted 5/24/24\)](#)

[Electronic Visit Verification \(EVV\) Updates - as of May 16, 2024](#)

[Important Electronic Visit Verification \(EVV\) Update - Transition from Sandata Mobile to Sandata Mobile Connect \(SMC\) effective September 3, 2024 \(Posted 4/15/24\)](#)

[Attention Home Health Providers: Post and Pay Status for Explanation of Benefit \(EOB\) Code 3328 \(Posted 4/10/24\)](#)

[Attention Home Health Providers: Claim Denials for Electronic Visit Verification \(EVV\) Mandated Home Health Services \(Posted 4/5/24\)](#)

[Attention Home Health Providers: Important Electronic Visit Verification \(EVV\) Reminders - as of March 22, 2024](#)



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[Attention: Home Health Providers: Electronic Visit Verification \(EVV\) Updates - as of February 9, 2024](#)

[Attention Home Health Providers: Electronic Visit Verification \(EVV\) Updates - as of January 18, 2024 \(Posted 1/18/24\)](#)

[Attention Home Health Providers: Electronic Visit Verification \(EVV\) Updates - as of January 9, 2024 \(Posted 1/9/24\)](#)

[Attention Home Health Providers: Electronic Visit Verification \(EVV\) Updates \(Posted 12/14/23\)](#)

[Attention Home Health Providers: Sandata Agency Management System Update to Medication Administration Visits less than Eight \(8\) Minutes \(Posted 11/1/23\)](#)

[Attention Home Health Providers: Sandata Agency Management Auto-Confirm Solution Update \(Posted 10/13/23\)](#)

[Attention Home Health Providers: Electronic Visit Verification \(EVV\) Updates - 1\) Sandata Agency Management Auto-Confirm Issue 2\) COMING SOON: Sandata Agency Management Group Visit Feature and Visits Less than Eight \(8\) Minutes Update 3\) New Sandata Customer Support Web Forms 4\) Additional Resources \(Posted 10/6/23\)](#)

[Attention Home Health Providers: 1\) Client Bulk Upload Process Reminder for Home Health Providers Currently Utilizing Sandata Agency Management 2\) Important Electronic Visit Verification \(EVV\) Onboarding and Home Health Claims Edit Enforcement Dates \(Posted 9/11/23\)](#)

[Attention Home Health Providers: Overview of Electronic Visit Verification \(EVV\) Home Health \(Posted 8/4/23\)](#)

[REMINDER: Signing Up for Rescheduled Sandata Agency Management Training Dates for New Users \(Posted 7/10/23\)](#)

[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 \(Posted 6/30/23\)](#)

[Attention Home Health Providers: Updated Home Health Technical Specifications, Alternate Electronic Visit Verification FAQ Posted, Sandata Agency Management Training Recordings Available, and Rescheduled Trainings Update \(Posted 6/29/23\)](#)



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[Attention Home Health Providers: New Sandata Agency Management User Trainings for Thursday, June 15, 2023, and Friday, June 16, 2023, to be RESCHEDULED \(Posted 6/14/23\)](#)

[REMINDER: Sandata Agency Management Training Dates and Registration Links for Existing & New Users \(Posted 6/2/23\)](#)

[Attention Home Health Providers: Important Reminders \(Posted 5/16/23\)](#)

[Attention Home Health Providers: REMINDER: Sandata Agency Management Training Dates and Registration Links for Existing & New Users \(Posted 4/4/23\)](#)

[Attention Home Health Providers: Upcoming Sandata Agency Management Training Dates and Previous Town Hall Recordings \(Posted 3/30/23\)](#)

[Attention Home Health Providers: Notice of Important Updates \(Posted 3/23/23\)](#)

[Attention Home Health Providers: Alternate Electronic Visit Verification \(EVV\) Town Hall Session #3 Date & Registration Link and Previous Town Hall recordings available on the Connecticut Medical Assistance Program \(CMAP\) Web site \(Posted 3/7/23\)](#)

[Attention Home Health Providers: Alternate Electronic Visit Verification \(EVV\) Town Hall Recordings available on the Connecticut Medical Assistance Program \(CMAP\) Web site and EVV Home Health Provider Survey Reopened \(Posted 3/3/23\)](#)

[Attention Home Health Providers: Alternate Electronic Visit Verification \(EVV\) Provider - Vendor Registration and Notification of Revised Provider Bulletin 2023-07 \(Posted 2/24/23\)](#)

[Attention Home Health Providers: Reminder for Home Health Providers and their Alternate Electronic Visit Verification \(EVV\) Vendors to Register for the Upcoming Town Hall Sessions \(Posted 2/17/23\)](#)

[Attention Home Health Providers: Reminder of Electronic Visit Verification \(EVV\) Home Health Provider Survey and Upcoming Town Hall Session Dates \(Posted 2/9/23\)](#)

[Attention Home Health Agencies: Electronic Visit Verification \(EVV\) Implementation Update \(Posted 11/4/22\)](#)

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EVV Home Health Implementation Town Hall Meetings:

Date	Presentation Materials	Link to Recorded Session
02/21/2023	CT Home Health Alternate EVV Townhall	CT DSS Home Health Alternate EVV Vendor & Provider Town Hall #1
02/27/2023	CT Home Health Alternate EVV Townhall	CT DSS Home Health Alternate EVV Vendor & Provider Town Hall #2
03/16/2023	CT Home Health Alternate EVV Townhall	CT DSS Home Health Alternate EVV Vendor & Provider Town Hall #3

EVV Sandata Agency Management Training Sessions:

Sandata Agency Management DELTA Trainings (Client Data Entry/Upload Review)	
<p>Link to view training recording (dated April 11, 2023): https://sandata.zendesk.com - click <i>Payer Programs</i>, followed by <i>Connecticut (CT DSS, DDS, HH)</i>, then <i>Connecticut Recorded Webinars</i>, and finally <i>Connecticut Home Health Non-Waiver Delta Training Sessions</i></p>	
Tuesday, April 11, 2023	1PM EST (30 min)
Wednesday, June 7, 2023	3PM EST (30 min)

New Sandata Agency Management User Trainings	
<p>Link to view training recordings: https://sandata.zendesk.com - click <i>Payer Programs</i>, followed by <i>Connecticut (CT DSS, DDS, HH)</i>, then <i>Connecticut Recorded Webinars</i>, and finally <i>Connecticut Home Health Non-Waiver Training Sessions 2023</i></p>	
Tuesday, June 6, 2023	2PM EST (90 min) System Overview
Thursday, June 8, 2023	2PM EST (75 min) Client Data Entry
Tuesday, June 13, 2023	2PM EST (75 min) Staff Data Entry
Wednesday, June 14, 2023	2PM EST (90 min) Visit Capture
Wednesday, July 12, 2023	2PM EST (90 min) Visit Maintenance
Thursday, July 13, 2023	1PM EST (60 min) Billing



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EVV Home Health Implementation Training Requirements

For providers using Sandata Agency Management:

Providers currently utilizing, or planning to utilize, the Sandata Agency Management system to submit EVV home health data need to review one of the two types of training: the DELTA training for providers currently using Sandata Agency Management; 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 (<https://sandata.zendesk.com>), click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, HH)*, then *Connecticut Recorded Webinars*, and finally *Connecticut Home Health Non-Waiver Delta Training Sessions*.

To access the recordings for new Sandata Agency Management user trainings on the SoD Web site, please log into your account on Sandata Technologies (<https://sandata.zendesk.com>), click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, HH)*, then *Connecticut Recorded Webinars*, and finally *Connecticut Home Health Non-Waiver Training Sessions 2023*. For providers using the Sandata Agency Management system, training is required in order to receive the EVV Welcome Kit.

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 Learning Management System (LMS). The link to access the trainings in the LMS can be found here: <https://www.sandatalearn.com/?KeyName=CT Home Health Non-Waiver Training>. The enrollment key name is *CT Home Health Non-Waiver Training*.

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 LMS can be found here:



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