



Dear Agency Providers,

Training Registration is open for the NCDHHS Electronic Visit Verification (EVV) Program.

If you are the primary point of contact for EVV for your agency. As the point of contact, your next steps are to:

- Register for and complete EVV Contact/Administrator Training.
- Provide the webinar registration link to your office staff so they can sign up for training webinars
- Provide the Video Library link to your office staff so they can view the videos as self-paced training.

EVV Contact/Administrator Training:

After completing the required course in the Sandata Learning Management System (LMS), you will be ready to create your office staff as users in the Sandata EVV system. Once you receive notification that your agency's Welcome Kit with the initial EVV login credentials is available, you may log in and create additional users.

The Welcome Kit also includes instructions on using a telephone to log EVV data. You can make copies of this documentation and hand out to caregivers for use in the member's home. The information below will help you make decisions about additional EVV training for you and your staff.

NC Medicaid recommends that all users view the EVV System Overview course as a foundation to understand how to use the system prior to taking other courses. Some users may wish to take all courses. Training in the order of listed courses may be helpful to understand the entire system. Courses are listed below

Course	Module & Duration	Content Overview	Intended Audience
Agency Overview	Overview 60 mins	This module supplies an overview of the modules in the Sandata EVV system. The course covers login requirements, common elements, and functionality available throughout the system, an explanation of the different modules, and a description of the information available within each module. It also includes an introduction to finding and running standard reports available in the Sandata EVV system.	Designated Agency Representative/Security Administrator



	Security 20 mins	This module covers how users are added, managed, and deleted from an Agency's EVV account. Agency providers need this course to set up administrative users who will manage the Agency's EVV portal account.	Designated Agency Representative/Security Administrator
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Click the link below to register and complete your NCDHHS Agency Overview course.

<https://www.sandatalearn.com?KeyName=ncagency>

You will need the following information to complete training registration:

- EVV Contact Name
- EVV Contact Email
- Create a Password
- Agency Name
- Provider Medicaid ID

Agency Staff/Caregiver Training:

Agency staff and caregiver training consists of modular/role based live instructor-led webinars as well as self-paced videos that are available 24x7 for your convenience.

- You and your agency staff can register for these webinar courses to learn about specific EVV functionality by clicking the following link and selecting the desired course(s), date and time. Please note that certain courses are also available for your caregivers as well.

<https://go.oncehub.com/ncwebinars>

Courses Available	Duration	Content Overview	Intended Audience
Overview	60 mins	This course supplies an overview of the modules in the Sandata EVV system. The course covers login requirements, common elements, and functionality available throughout the system, an explanation of the different modules, and a description of the information available within each module. It also includes an introduction to finding and running standard reports available in the Sandata EVV system.	Office staff



Client/Employee /Authorizations	45 mins	This course explains how to search for, create, edit, and deactivate client and employee (caregiver) records and viewing and entering authorization details in the Sandata EVV system.	Office staff
Scheduling	45 mins	This course walks through the process of how to view, edit and create individual and recurring schedules	Office staff
Visit Capture (SMC, TVV, FVV)	60 mins	The course walks through the process a caregiver uses to start and complete a visit using mobile, telephony and fixed visit verification methods.	Office staff and Caregivers
Visit Maintenance	90 mins	This course provides a detailed review of the Visit Maintenance module. It explains how to use the available filters to review visit data, the visit exceptions, and how to clear or resolve each exception. The user also learns how to perform visit maintenance and how to manually create and edit visits.	Office staff
Group Visits (Agency)	45 mins	This course explains how a caregiver starts and completes a group visit using mobile and telephony visit verification methods. This course also explains how group visit information is viewed in Sandata EVV.	Office staff
Group Visits (Caregiver)	30 mins	This course explains how a caregiver starts and completes a group visit using mobile and telephony visit verification methods.	Caregivers

NOTE: If agency providers would like their caregivers to be able to view the Visit Capture or Group Visit webinars, an agency administrative user must register for the webinar and then provide the webinar information to the caregiver(s).

- You and your agency staff can also review videos to learn about specific EVV functionality. The videos are available in a video library channel and can be viewed by clicking the following link. Shortly after the live instructor-led webinars begin, a recorded webinar session for each topic will also be available on the video library.

<https://fast.wistia.net/embed/channel/6ugjp809ix>



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



If you have any questions on registering for training or regarding any of the other actions to be ready for the mandated use date of January 1st, 2021, call or email the Customer Support team at (855)940-4915 or NCCustomerCare@Sandata.com

Thank you for your participation in the EVV program.