



# STAKEHOLDER BREAKOUT SESSION:

SANDATA SOLUTION, TRAINING, PROVIDER SUPPORT  
12/17/20

# AGENDA

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1. Provider Support
2. Training Overview
3. Welcome Kits

- Provider Support line opened on 11/30
- [NCCustomerCare@Sandata.com](mailto:NCCustomerCare@Sandata.com)
  - A ticket will be created with a ticket #.
- (855) 940-4915

## **Examples of what Provider Support can help with:**

- Trouble accessing your Welcome Kit after Agency Overview has been completed
- Assistance with Sandata Mobile Connect (SMC)
- Assistance with Telephony (TVV)
- Training Registration
- Password resets
- Policy related questions - [Medicaid.EVV@dhhs.nc.gov](mailto:Medicaid.EVV@dhhs.nc.gov)

- **Training Registration:**

<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 – **Enter your NPI in this field**

- As of 12/16 - 231 Agencies had completed the required training, 276 participants

- **Webinars:**

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

- **Video Library:**

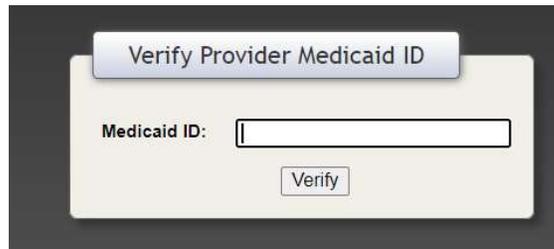
<https://fast.wistia.net/embed/channel/6ugjp809ix>

## Welcome Kits

- Welcome Kits will be released **after** the provider completes the Agency Overview Training in Sandata Learn (LMS).
- You will receive a confirmation email with instructions on how to download your Welcome Kit. You will **use your NPI to access your Welcome Kit.**
- If you have completed the Agency Overview training and have not received a Welcome Kit email by this morning, you:
  - may have entered the incorrect NPI into LMS. Please contact Provider Support for assistance or update your LMS profile. ([sandatalearn.com](http://sandatalearn.com))
  - Can confirm in NCTracks what email address is on file for your agency.

When the link is clicked, the user is taken to a unique URL for their welcome kit.

The user is prompted for:



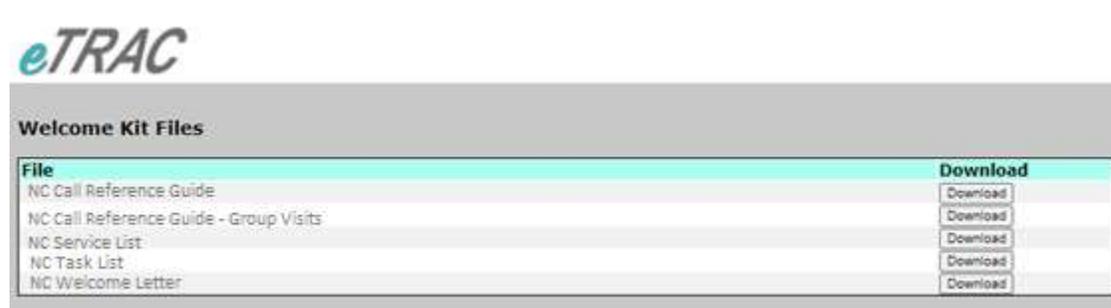
Verify Provider Medicaid ID

Medicaid ID:

Verify

Enter provider NPI here

If the value entered validates to the information on file the welcome kit download screen is presented with all files available for download.



**eTRAC**

**Welcome Kit Files**

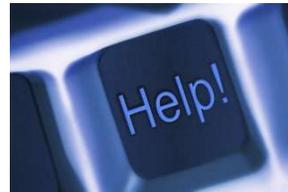
File	Download
NC Call Reference Guide	<a href="#">Download</a>
NC Call Reference Guide - Group Visits	<a href="#">Download</a>
NC Service List	<a href="#">Download</a>
NC Task List	<a href="#">Download</a>
NC Welcome Letter	<a href="#">Download</a>

In order to log visits, you will have:

1. Completed Training – Webinars and/or Videos
2. Accessed Welcome Kits
3. Entered Users and Employees
  - a. Provided employees with SMC access, TVV phone numbers and Santrax ID
  - b. Provide employees client ID
4. Enter Schedules
5. Caregivers can begin logging visits in SMC or TVV
6. Complete Visit Maintenance to get visits to a verified status

# THANK YOU FOR YOUR TIME!

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Open Q&A