NC Department of Health and Human Services

EVV Stakeholder Meeting - Claim Adjudication Based on EVV Data Begins June 1, 2021 – Provider Readiness Training

May 21, 2021
Agenda

➢ Housekeeping
➢ Meeting Objectives
➢ EVV Requirements
➢ Tips for Success
➢ EVV Issue Resolution

➢ Sandata Overview
  ➢ Search tips
  ➢ Manual visits
  ➢ Top 5 exceptions
  ➢ Provider Support
  ➢ Alternate EVV

➢ Clinical Policy
➢ EVV Website Overview
➢ Next Steps
➢ Resources
Housekeeping
Meeting Objectives

- Support June 1, 2021, readiness
- Restate key EVV program functions
- Direct users to available resources
- Reduce instances of user error
- Identification and troubleshooting of EVV issues
EVV Requirements

EVV VISIT CAPTURE

NC Medicaid allows EVV visit capture through multiple technologies. To ensure the integrity of the data captured, NC Medicaid has provided technologies options by most preferred

➢ **Option One: Mobile Application** - Use of a mobile application to collect EVV visits ensures the accurate collection of data to confirm the start and end times, and the location of the visit using GPS coordinates. As visit capture is solely a function of the caregiver/aide, downloading of the mobile application on the beneficiary’s device is not allowed to confirm the start and end times and the location of the visits.

➢ **Option Two: Telephony** – If use of the mobile application is not available to the caregiver/aide, telephony (access by phone) is the second option that may be used to capture visits. Telephony may be used on landlines or cellular devices. To meet the requirements for capturing visits and to not place burden on the beneficiary to verify, it is preferred that caregiver/aide use a landline to validate the visit. While cell phones may be used to capture visits, caregivers/aides are prohibited from utilizing the beneficiary’s cellphone. Providers are to exercise discretion if they elect to allow caregivers/aides to utilize cellphones to capture EVV via telephony. Providers must create a policy for the use of telephony that protects the interest of the beneficiary.
Option Three – Fixed Visit Verification (FVV) - The third option that can be used to capture visits is through Fixed Visit Verification (FVV). This option should be considered when the download of a mobile application or telephony is not available. Provider agencies that are using the State’s EVV solution may purchase or lease an FVV device through Sandata. Providers may purchase FVV devices for a one-time cost of $85 per device or lease devices for $7 per device per month.

To purchase an FVV, complete the North Carolina Provider FVV Purchase Request. To lease an FVV, complete the North Carolina Provider FVV Lease Request. Both forms are located on the NC Medicaid EVV webpage under Provider Resources and Service Codes.

<table>
<thead>
<tr>
<th>Purchase Option</th>
<th>Lease Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>One-Time $85 Fee</td>
<td>Monthly $7 Fee per unit</td>
</tr>
<tr>
<td>No Lost/Replacement Fee</td>
<td>Lost/replacement fee of $20 applies</td>
</tr>
<tr>
<td>(additional units can be purchased if needed)</td>
<td></td>
</tr>
<tr>
<td>No Returns Required</td>
<td>Monthly fee incurred until unit is returned to Sandata</td>
</tr>
</tbody>
</table>
EVV Requirements

CURRENT REVIEW OF EVV VISIT CAPTURE DATA

[Bar chart showing data for Jan-21, Feb-21, Mar-21, and Apr-21 with categories MOBILE, TVV, and MANUAL]
EVV Requirements

CLAIMS ADJUDICATION BASED ON EVV COMPLIANCE

- NC Medicaid will end the pay and report period for Electronic Visit Verification (EVV) claims on May 31, 2021. Claims submitted for dates of Service **June 1, 2021**, and after will be required to validate EVV compliance prior to claims adjudication.

- Sandata submits all EVV data to NC Tracks for Claims Adjudication
There are two edits for EVV that will be applied if the claim submitted does not have the required EVV data. Once applied, these edits will pend for an identified number of days to allow for the issue to be resolved prior to denial of the claim.

<table>
<thead>
<tr>
<th>Edit</th>
<th>Description</th>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>02077</td>
<td>ELECTRONIC VISIT VERIFICATION (EVV) NOT ON FILE FOR DOS</td>
<td>For claim lines with a Date of Service on or after 6/01/2021, the edit will pend for 14 days then deny.</td>
</tr>
<tr>
<td>02079</td>
<td>SUBMITTED UNITS EXCEED VERIFIED VISIT UNITS FOR THIS DOS</td>
<td>For claim lines with a Date of Service on or after 6/01/2021, the edit will pend for seven days then cut back units to the sum of the verified units.</td>
</tr>
</tbody>
</table>
Tips for Success

• **Visit Exceptions** - Visit exceptions occur when the EVV system identifies that a program defined issue exists for a visit. When this occurs, an agency user with the appropriate Visit Maintenance security privileges is able to document missing or incorrect data for the visit or acknowledge that the exception occurred and resolve it.

• A visit with one or more exceptions has an ‘incomplete’ status, which will impact billing. Clearing or resolving all exceptions on an incomplete visit, updates the visit status to ‘verified’. A visit with the status of verified, means there are no exceptions.

• This information and more is available on the NC Medicaid EVV Webpage under Provider Meetings and Trainings – NCDHHS EVV Supplemental Training Materials

## Visit Exceptions

<table>
<thead>
<tr>
<th>Exception</th>
<th>Description</th>
<th>Setting</th>
<th>Parameter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid Service</td>
<td>This exception occurs when the service selected for a visit is not valid for the program / recipient of care.</td>
<td>Fix</td>
<td>n/a</td>
</tr>
<tr>
<td>Missing Service</td>
<td>This exception occurs when the service provided during a visit is not recorded or present in the system.</td>
<td>Fix</td>
<td>n/a</td>
</tr>
<tr>
<td>Unknown Client</td>
<td>This exception occurs for a visit that was performed for a client that is not yet entered or not found in the EVV system.</td>
<td>Fix</td>
<td>n/a</td>
</tr>
<tr>
<td>Unknown Employee</td>
<td>This exception occurs for a visit that was performed by a caregiver who was not yet entered or not found in the EVV system (At the time the visit was recorded).</td>
<td>Fix</td>
<td>n/a</td>
</tr>
</tbody>
</table>
## Visit Exceptions

<table>
<thead>
<tr>
<th>Exception</th>
<th>Description</th>
<th>Setting</th>
<th>Parameter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visits without In-Calls</td>
<td>This exception occurs when a visit is recorded without an &quot;in&quot; call that began the visit.</td>
<td>Fix</td>
<td>n/a</td>
</tr>
<tr>
<td>Visits without Out Calls</td>
<td>This exception occurs when a visit is recorded without an &quot;out&quot; call that completed the visit.</td>
<td>Fix</td>
<td>n/a</td>
</tr>
<tr>
<td>No Show</td>
<td>This exception occurs when a visit has been scheduled, but no calls have been received for that visit.</td>
<td>Fix</td>
<td>n/a</td>
</tr>
<tr>
<td>Unscheduled Visits</td>
<td>This exception occurs when a visit is started or completed without a schedule in place for that member + service + caregiver.</td>
<td>Fix</td>
<td>n/a</td>
</tr>
</tbody>
</table>
Tips for Success

Use of Manual Visits

Manual Visit Entry – Providers may complete manual visits if SMC, TVV, or FVV was not used to capture visit information.

NC Medicaid is aware that entering manual visits is at times necessary as aides are adjusting to EVV requirement. Manual visits may also be entered if a Provider has an authorization for a client and that client is not yet viewable in Sandata. Once the provider can access the client, manual visits can be entered for visits where the aide provided services but was not able to enter through SMC, TVV, or FVV.
Providers are advised to take the following steps prior to submitting EVV billing:

- Providers utilizing the State’s EVV solution should ensure that all visits are verified in the EVV portal prior to submitting claims.

- Providers utilizing an Alternate EVV solution may confirm verified visits with their vendor and may also view visits in the Sandata aggregator.

- A visit with the status of verified, means there are no exceptions. Providers should clear or resolve all exceptions on incomplete visits.
**Tips for Success**

**Electronic Visit Verification History Page – NCTRACKS**

View EVV Data in the NCTracks History Page – This page allows providers to search EVV data for specific dates of service

<table>
<thead>
<tr>
<th>Description</th>
<th>Web page that allows user to view Electronic Visit Verification History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigation Map</td>
<td>Provider Portal Home Page &gt; Prior Approval &gt; Electronic Visit Verification History</td>
</tr>
<tr>
<td>Target Users</td>
<td>Providers</td>
</tr>
</tbody>
</table>
Tips for Success

New provider agencies or agencies who cannot access their Welcome Kit

➤ Ensure your email address is current with NCTracks.
➤ If your email address does not match the email address on file with NCTracks you will not receive your welcome Kit.
➤ To update email address with NCTracks – Submit a Manage Change Request (MCR) for an email update to NCTracks.
Tips for Success

New provider agencies or agencies who cannot access their Welcome Kit

➢ Once your email address is updated in NCTracks, take a screenshot of the new address in your provider portal and send an email to Sandata Customer Support NCCustomerCare@Sandata.com. Your email to Sandata should inform of your email update to release the welcome kit.
EVV Issue Resolution

➢ **Client Not Found**

➢ Medicaid ID updates
➢ Prior authorizations not effective (PCS and CAP)
➢ Medicaid effective date/program change dates
➢ Alt EVV vendors must send all beneficiary data in correct format. Issues such as missing modifier, incorrect MID (number + capital letter), etc. will not allow Alt EVV agencies to see clients.
Sandata Overview
Tips for Successful EVV Claims Adjudication
Self-Paced Videos posted to NC DHHS Website

LIVE (RECORDED) WEBINARS

- NC EVV System Overview
- NC Visit Capture
- NC Visit Maintenance
- NC Data Entry
- NC Group Visits for Agencies
- NC Group Visits for Employees/Caregivers
- NC Scheduling
Example Topic

SCHEDULING

Creating a Schedule for a Single Day
Creating Schedules for Multiple Days
Rescheduling a Visit
Cancelling a Visit
Remove or Replace an Employee on a Schedule
Creating a Recurring Schedule Template
Copying a Recurring Schedule Template
Generating Recurring Schedule Templates
74 total videos averaging 2 - 4 minutes each

• System Overview - 2
• Security – 8
• Adding Clients and Client Maintenance – 5
• Adding Employees and Employee Maintenance – 5
• Scheduling – 8
• Mobile Visit Verification (Sandata Mobile Connect) – 5
• Telephonic Visit Verification (TVV) – 4
• Fixed Visit Verification (FVV) – 1
• Group Visits – 9
• Visit Maintenance – 16
• Reports – 11
Search Tips in Visit Maintenance

− “Filter Visits By”
  • This field is defaulted to All Exceptions
  • We recommend searching by “All Visits” to show all visits for a certain day range. This is a common question to Provider Support when a visit can’t be found.

− “Visit Status”
  • Since Visits have to be in a Verified status to match to a claim, review visits in all other categories to ensure all exceptions are cleared.
Advanced Search Options
Maximizing the Search Options

• Toggle for multiple pages
• Show up to 100 visit records per page

Show: 100 per page

• Show Display options: Choose which columns display on your view.

Showing 1 to 100 of 316 entries
Entering Manual Visits

In visit maintenance, click “Create Call”. In the Create new call screen, enter information for each tab – Find Client, Find Employee, Set Date and Time.
Clearing Exceptions for a Verified Visit

- All exceptions must be cleared in Visit Maintenance for a visit to be verified.

- **Please note:** If you are using an Alternate EVV system, you must clear the exceptions in your vendor’s system.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Process</td>
<td>A Visit has started and not yet completed</td>
</tr>
<tr>
<td>Incomplete</td>
<td>A visit has exceeded a 24-hr period and is still missing a call-in/call-out</td>
</tr>
<tr>
<td>Verified</td>
<td>A visit that does not contain any exceptions</td>
</tr>
<tr>
<td>Omit</td>
<td>A visit that is marked ‘Do Not Bill’</td>
</tr>
</tbody>
</table>
Unscheduled Visit Exceptions - #1 Exception

• The unscheduled visit exception identifies when a call was received that does not match to any schedule in the system or there are no schedules to associate the calls with.

• This exception type must be acknowledged for the visit to be in a verified state and eligible to be matched to a submitted claim.

• Click on any red dot to be taken to the Visit Details screen. Under the Exceptions tab, acknowledge the exception, select a reason code and click save.
Entering a Missing Call-In or Call-Out - #2 Exception

- Click on a red exception indicator.
- Click on Call Log in the Visit Details Screen.
- Under “Add Manual Call”, fill out the remaining details.
- Click “Add”
Unknown Client - #3 Exception

• This occurs when an Unknown Visit is started in SMC when a client is not found. This exception must be fixed in Visit maintenance to have a verified visit.

• **Please note:** Provide the 6-digit Client ID to your caregivers for easy client look-up in SMC.
Missing Service - #4 Exception

- Indicates when a service was not identified during a telephony (TVV) call. This can happen if an employee does not enter the service ID during the call out.
- This exception must be fixed to be in a verified state.
- Reference the Service List in the Welcome Kit for the full list of Service IDs for services.

<table>
<thead>
<tr>
<th>Service ID</th>
<th>Description</th>
<th>Service ID</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>PCS Under Twenty-One</td>
<td>145</td>
<td>CAPC In-Home Respite Cong 15 Minutes</td>
</tr>
<tr>
<td>105</td>
<td>PCS Adults</td>
<td>150</td>
<td>PNA Respite Cong 15 Minutes</td>
</tr>
</tbody>
</table>
Unknown Employee - #5 Exception

• To Create a new employee, at a minimum, the last name, first name, position, last 5 SSN and phone are required to start.

<table>
<thead>
<tr>
<th>Employee ID</th>
<th>Position</th>
<th>Hired Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>596827</td>
<td>Caregiver</td>
<td>09/11/2020</td>
</tr>
</tbody>
</table>
Sandata Provider Support

• Sandata Customer Support Team:
  – **NCCustomerCare@Sandata.com** or 855-940-4915
  – For assistance with Training, Welcome Kits, etc

• Alternate EVV Support:
  – **NCAltEVV@Sandata.com** or 844-289-4246

• Password Resets:
  – Agency Admins can reset EVV and SMC users if using the “reset password” function does not work.
  – If Agency Admins are unavailable, the user can contact Provider Support.
Chat with a live agent while in the EVV portal
ALTERNATE EVV
Dear Provider,

Your Vendor has received testing credentials on your behalf. When your vendor has completed testing, they will submit a completed testing checklist to Sandata for validation. Once Sandata determines that your vendor has satisfied all the requirements of the testing checklist, Sandata will send you a notification along with your Production Credentials.

Your Next Step - Aggregator Training

While your vendor is testing, please be sure to register and complete the Aggregator Training Course.

- Training is free for Medicaid Provider Agencies using an Alternate EVV Vendor.
- Aggregator training is available to start now, and can be completed before or after Alternate EVV testing.

To register in the Learning Management System (LMS) and take the Aggregator training, click this link:

https://www.sandatalearn.com?KeyName=NCaltevv

Please keep in touch with your vendor through the testing process in order to stay updated on their progress.

Important Note

If you at any point during the process you decide not to partner with a vendor, please inform us immediately @ NCaltevv@sandata.com.
Production Credentials Issued when Vendor passes

• When the Production Credentials were sent to providers, this notice was included. It is important you log into your Sandata Aggregator to ensure visits from your alternate EVV system are being received.

IMPORTANT INFORMATION

Your go-live date to begin sending production data is effective immediately.

**RESPONSE REQUIRED**
After you have set up your Production Credentials and have begun logging visits in your alternate EVV system, you must log in to the Sandata Aggregator and verify that your visits can be successfully seen. Please email us via NCAltEVV@Sandata.com to confirm that you are seeing successful visits in the Aggregator.

If you are no longer partnered with a vendor, please inform us immediately via NCAltEVV@Sandata.com.
Sandata Aggregator

- Visit Review is Read Only – All updates are to be made in the Alternate EVV system.
- Client and Employee modules are not available for the Aggregator.
- If a visit is not verified, it will not match to a claim.
Aggregator data is sent to DHHS

• After a vendor completes testing, visits should be sent to Sandata.

• If you are not seeing visits in Sandata Aggregator:
  – Check with your vendor to see why visits are not being sent
  – If the vendor is sending visits and you don’t see it in the Aggregator, email NCAIteVV@sandata.com

• DHHS receives a daily file of visit information from Sandata’s Aggregator. This is what is used for claims validation.
If you are switching from an Alt EVV to Sandata

- Contact NCAltEVV@Sandata.com to let them know you are abandoning the Alt EVV Vendor.
- Take the Agency Overview course. (Training Announcement)
- Review all of the Self-paced videos and recorded webinars.
- Download your Welcome Kit with credentials to Sandata EVV. (Emailed after Agency Overview is complete.)
- Contact Provider Support for additional assistance.
NC Medicaid
Clinical Policy Updates – Proposed Changes

Personal Care Services (3L) and Community Alternatives Programs for Disabled Adults and Children (3K-1 and 3K-2) policies amended with EVV requirement.

Electronic Visit Verification Requirements (EVV) Minimum Requirements

Providers Subject to EVV must comply with the requirements listed below:

a) Comply with Section 12006 1903 (l) of the 21st Century Cures Act and any subsequent amendments.

b) Register with the State’s EVV solution or procure an alternate EVV solution. If provider selects alternate solution, the solution must be compliant with the 21st Century Cures Act and all state requirements.

c) Provider agencies must have written documentation that they have informed beneficiaries of the EVV requirement in each beneficiary’s file.

d) Provider agencies must ensure staff are trained on use of the EVV system selected and maintain written documentation of initial and at least annual staff training in each employee’s file.
Electronic Visit Verification (EVV) Technology Options and Requirements

Effective January 1, 2021, Providers are required to use an Electronic Visit Verification (EVV) solution to capture in-home aide visits through mobile application, telephony, or fixed visit verification devices.

EVV visit verification validation components required by the 21st Century Cures act are listed below:

a. Type of service performed;
b. Individual receiving the service;
c. Date of the Service;
d. Location of Service delivery;
e. Individual providing the service; and
f. Time the service begins and ends.
Clinical Policy Updates – Proposed Changes

➢ Removal of Telephony Requirements.

NC Medicaid proposes the removal of the telephony requirement as telephony is a visit capture technology allowed as a component of Electronic Visit Verification.

➢ Next steps – Currently in internal review, if approved, policies will be posted as final.
Q. Will the EVV system generate task sheets that can be printed and maintained in records? A. At this time, Sandata does not generate reports that can be used as aide documentation/task sheets.

Q. Will task sheets still be required? A. Task sheets will continue to be required.

Q: Are aides required to document tasks during in-home visits? A: Documentation of tasks during in-home visits must follow the regulatory requirements set forth by the Division of Health Service Regulations (DHSR) and other guiding clinical coverage policies for State Plan PCS and the Community Alternatives Programs for Children and Disabled Adults (CAP/C and CAP/DA). Sandata, the state's EVV solution offers an option for tasks to be documented and can be used at the discretion of providers.
Q. How will providers document deviations from the service plan? Will a paper timesheet and POC still be needed for licensure requirements? A. Providers will continue to document deviations from the service plan/plan of care (POC) utilizing their current aide documentation practices. POC licensure requirements remain the same. Providers are to adhere to clinical coverage policy for the Medicaid service plan/POC requirements.
Community Alternatives Program – 1915(c) HCBS

• EVV requirements for CAP/C and CAP/DA
  – Waiver participants are required to comply with EVV
  – Minor deviations in aide tasks/day/time are permitted
  – Unscheduled visits can be created for unplanned occurrences and short-term services

• Exceptions for CAP/C and CAP/DA
  – Consumer direction
    • Don’t required scheduled visits
  – Paid live-in caregiver
    • Exempt from EVV
    • Attestation form for provider validation and claim adjudication
EVV Website Review

NC Medicaid EVV Webpage


Electronic Visit Verification

What is EVV?

Section 12006 of the 21st Century Cures Act requires that the North Carolina Department of Health and Human Services (DHHS) begins using an Electronic Visit Verification (EVV) system for Personal Care Services (PCS) by Jan. 1, 2021 and for Home Health Care Services (HHC) by January, 2023.

EVV uses technology to record the times, dates and specific services that are given. These help make sure that people who should receive services, in fact, receive them.

+ Beneficiary Info
+ EVV Provider Information
EVV Website Review
EVV Website Review

Medicaid Bulletin Updates

- Electronic Visit Verification Stakeholder Meeting - May 14, 2021
- Electronic Visit Verification Implementation: Claim Adjudication Based on EVV Data Begins June 1, 2021 - April 30, 2021
- Electronic Visit Verification Implementation Update: Alternate EVV Solution Deadline for Compliance - April 16, 2021
- Electronic Visit Verification for CAP/C and CAP/DA Waiver Beneficiaries - March 23, 2021
- Electronic Visit Verification Implementation for Innovations and TBI Waivers Administered by LME/MCOs - March 17, 2021
- Electronic Visit Verification Update: Alternate EVV Solution Deadline for Compliance ID - March 4, 2021
- Electronic Visit Verification Update: Implementation Flexibilities - Feb. 3, 2021
- Personal Care Services Policy JL Posted for Public Comment - Jan. 19, 2021
- Electronic Visit Verification – Implementation Update - Dec. 31, 2020
- Electronic Visit Verification Training Reminder - Dec. 17, 2020
- Electronic Visit Verification Stakeholder Meeting - Dec. 16, 2020
- Electronic Visit Verification and In-Home Caregivers - Dec. 16, 2020
- Provider Selection of Electronic Visit Verification Vendor Required for Jan. 1, 2021 Implementation - Dec. 11, 2020
- Electronic Visit Verification Billing and LME/MCO Update - Dec. 11, 2020
- Required Electronic Visit Verification Survey Deadline Extended - Dec. 3, 2020
Provider Meetings and Trainings

Visit this page frequently for newly-added learning opportunities.

Upcoming Meetings
Friday, May 21, 2021, at 10 a.m. Stakeholder Meeting
- More Information

Training information for NCDHHS Electronic Visit Verification (EVV) Program
- NC Training Announcement
- EVV Provider Agency Training – Video Library
- Detailed Training Registration Process
- NCDHHS Sandata EVV Training Supplemental Materials Guide (Nov. 24, 2020)

Previous Meetings
State Plan PCS Virtual Regional Trainings
Electronic Visit Verification Implementation – Training will provide policy updates to Clinical Coverage Policy 3L to include EVV requirements. Additionally, we will walk through the QibilPort system changes to the PCS Service Plan process.

EVV Regional Training, Nov. 17-19, 2020
- Recording
- Slide Deck
Provider Resources and Service Codes

**EVV Flier**

**Fixed Visit Verification (FFV)**
- [NC FFV Order Form – Purchase](#)
- [NC FFV Order Form – Lease](#)

**Third Party Alternate EVV**

**Alternate EVV Addendum**
- [NC OMB Alt EVV Addendum – FESS](#)
- [NC OMB Alt EVV Addendum – LME-MCO](#)
- [NC OMB Alt EVV Addendum – PHP](#)
- [Requirement Specification for Receipt of Alternate Electronic Visit Verification Systems Data Unit (EVV)](#)
  - [Part of the EVV Series of Interfaces](#)

Webinar held Nov. 12, 2020
- [Presentation](#)
- [Recording](#)

**Service Codes**

The following service codes will be required for EVV implementation effective Jan. 1, 2021.

**State Plan PCS**
- [HCPCS 99509](#)
FAQ, and Terms and Acronyms

- EVV Frequently Asked Questions
- EVV Terms and Acronyms

+ Contact Information

+ Medicaid Bulletin Updates

+ Innovations/Traumatic Brain Injury

+ LME-MCO Contacts

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Next Steps

**LME/MCO**

EVV implementation for Innovations, TBI waiver programs, as well as for (b)(3) services administered by LME-MCOs is planned for June 30, 2021.

An [LME-MCO](#) directory and information on the [HHAeXchange](#) are available for your use on the NC Medicaid EVV Webpage.

**Managed Care**

EVV implementation for beneficiaries enrolled in Managed Care Health Plans is planned for July 1, 2021.

Contact the Health Plans for more information.
Resources

NC Medicaid EVV Webpage

Email question and concerns to Medicaid.EVV@dhhs.nc.gov

Sandata Customer Support Team:
- NCCustomerCare@Sandata.com or 855-940-4915
- For assistance with Training, Welcome Kits, etc

Alternate EVV Support:
- NCAltEVV@Sandata.com or 844-289-4246
Resources

Training information for NCDHHS Electronic Visit Verification (EVV) Program - NC Medicaid EVV Webpage under Provider Meetings and Trainings.

NC Training Announcement

EVV Provider Agency Training – Video Library

Detailed Training Registration Process

NCDHHS Sandata EVV Training Supplemental Materials Guide (Nov. 24, 2020)