NCDHHS Training Video Links for Home Health Providers

Creating a client:

Training video to search and create clients

- **Create Client - Sandata EVV (wistia.net) (4:31 minutes)**

Record authorization to associate client to provider:

In the Home Health program, there are services that do not require a prior authorization in NC Medicaid Direct.

These services include:

- Aide visits - RC570
- Skilled nursing visits - RC550, RC551, RC559, RC580 & RC581

For these services, an association needs to be established in the Sandata system between the client record and the provider agency, if it does not exist already. This association allows the provider to view and manage the visits for these clients.

Training videos to create, manage and view record authorizations

- **Creating an Authorization - Sandata EVV with Scheduling & Billing (wistia.net) (2.55 minutes)**
- **Updating an Authorization - Sandata EVV with Scheduling & Billing (wistia.net) (2.01 minutes)**
- **Viewing an Authorization - Sandata EVV with Scheduling & Billing (wistia.net) (1:34 minutes)**

Note: This instruction applies to Sandata EVV only, not to Alternate EVV solutions
This association does not apply to PT, OT and Speech Language Pathology which require a PA in NCTracks

Schedule Entry:

All Home Health visits in Sandata will require one of the following actions:

Option 1:

Enter a scheduled visit in the system that aligns with the time and date of services provided

Option 2:

Clear the unscheduled visit related exception from the visit maintenance section to allow the visit to go into verified status

The services requiring either a schedule or a cleared exception include:

- Therapy visits – RC420, RC424, RC430, RC434, RC440 & RC444
- Aide visits - RC570
- Skilled nursing visits - RC550, RC551, RC559, RC580 & RC581

Training video to create a Home Health visit schedule

- **Creating a Schedule for a Single Day - Sandata EVV with Scheduling & Billing (wistia.net) (3:21 minutes)**

Full video library can be found at:

[Sandata Technologies (zendesk.com)](zendesk.com)

Enter your Zendesk credentials to login