

Sandata

Get more right from the start

North Carolina DHHS

Stakeholder meeting, August 25th



What does a provider need to do to create an account to begin capturing visits?

- Accounts have been created for all NC providers from a provider file we've received from the state.
- If you are not actively using Sandata EVV for FFS, please take the webinar training and self-paced videos offered in EVV Provider Agency Training-Video Library link posted on the NC EVV Website under Provider Meetings and trainings section.
- After training, please contact the Sandata Provider support line at 855-940-4915 and they will walk you through how to access your welcome kit. The Welcome Kit will give you the log-in credentials for your account.

– Provider Meetings and Trainings

Visit this page frequently for newly-added learning opportunities.

Upcoming Meetings

EVV Stakeholder Meeting and Technical Support Webinar Aug. 25, 2021, 1 p.m.
[Register here](#) ^{CF}

Training information for NCDHHS Electronic Visit Verification (EVV) Program

- [NC Training Announcement](#)
- [EVV Provider Agency Training – Video Library](#) ^{CF}
- [Detailed Training Registration Process](#)
- [NCDHHS Sandata EVV Training Supplemental Materials Guide](#) (Nov. 24, 2020)

Webinars

LIVE (RECORDED) WEBINARS



1 HR 4 MIN

NC EVV System Overview



1 HR 16 MIN

NC Visit Capture



1 HR 43 MIN

NC Visit Maintenance



1 HR 5 MIN

NC Data Entry



57 MIN

NC Group Visits for Agencies



53 MIN

NC Group Visits for
Employees/Caregivers



1 HR 2 MIN

NC Scheduling



Self Paced Training Videos (example)

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 (2-4 mins 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



If a provider chose to use an Alt EVV vendor, what should be the steps for the provider?

- The Provider should email the Alternate EVV Support line at 844-289-4246 or email NCAltEVV@Sandata.com
 - Include all NPIs
 - Provider contact information
 - Vendor contact information
- The Vendor will be sent testing credentials to begin testing.
 - If the vendor has already passed testing, the provider's information will be sent to internal teams at Sandata to set up Production Credentials.
 - Production credentials will take up to 7 days to create.



What are the integration steps and timeline to become an Alt EVV vendor?

- Please access the Webinar held on Nov. 12, 2020 under the Provider **Resources and Service Code section.** The program steps are detailed in slide 9.
- Most Vendors have already passed testing. Providers interested in using an Alt EVV will need to email NCAltEVV@Sandata.com.
- Vendor will be sent testing credentials to begin testing. If the vendor has already passed testing, the provider's information will be sent to internal teams at Sandata to set up Production Credentials.
 - 38 Total Vendors have passed testing
 - 6 have not submitted checklists



How should a provider seek help to resolve an EVV issue, and are tickets important?

- Issues related to Sandata EVV can be forwarded to NCCustomerCare@Sandata.com or call 855-940-4915. You will receive a ticket number for tracking purposes.
- If you are in the EVV portal, you can click the chat button and chat directly with an agent. You will be emailed your ticket number after the chat ends.



Reminders

- Aggregator is a Read Only system. If you are using an Alternate EVV, you will need to update the visit in your source system.
- Stakeholder meeting on 5/21/21 posted on the NC Website
 - Reviews top 5 Exception reasons and how to get your visit to verified status.



Provider Support

Sandata Customer Support Team:

- ▶ NCCustomerCare@Sandata.com or 855-940-4915
- ▶ For assistance with Training, Welcome Kits, etc

Alternate EVV Support:

- ▶ NCAItEVV@Sandata.com or 844-289-4246

