



Providers using an Alt EVV vendor

Dear Medicaid Provider,

As a recipient of this message, you were identified as an agency requesting to use an Alternate EVV solution for the Med-QUEST program. As part of that process, each provider/vendor combination must complete a certification process with Sandata to verify that all state requirements are met. The deadline for certification is October 16, 2020. In order to complete the certification process, you must complete the Sandata process validating the transmission of EVV data to the Sandata aggregator.

Our records indicate that you reported a plan to use an alternate EVV system. **If you have not completed the certification process with Sandata by October 16, 2020**, you will need to send an email to dforsell@dhs.hawaii.gov and cc: HIAltEVV@Sandata.com and you will be transitioned to the Sandata system provided at no charge until the certification process is complete. You will need to take the Sandata provider training.

Starting October 1st, 2020, follow the link below to pre-register and review the *EVV System Overview and Security training*.

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

If you are in the final phases of testing and you think you will be able to finalize testing by October 16th, please take the online, self-paced training. This will allow you to view your Alt EVV vendor visits in Sandata. The “Aggregator Self-Paced” training is available today using this link <https://www.sandatalearn.com/?KeyName=HIaltev>

You can switch from Sandata to your Alt EVV vendor at any time after completion of Sandata testing.

If you are emailing the Alt EVV Verification Support team HIAltEVV@Sandata.com for the first time, please be sure to include your **first and last name**, **your role** in your organization, your **agency’s name**, and your agency’s **Provider Medicaid ID**.

For any questions regarding the EVV program, please reach out to the EVV mailbox at EVV-MQD@dhs.hawaii.gov

Training Registration: Available October 1st

Self-paced Training: Available starting October 1st

Sandata EVV Instructor-led Webinar Sessions: Starts October 5th