

Welcome to Sandata Training for Electronic Visit Verification (EVV)

It's time to start training for you and your staff!

Step 1: Complete EVV Administrator Training

You must register for this training first using the EVV Administrator information and email along with your agency Medicaid Number. If you received this email, you are the EVV Administrator on file. Please have the information below ready when registering:

- EVV Administrator Name
- EVV Administrator Email
- Create a Password (you will be able to re-access training as needed)
- Phone Number (Optional)
- Agency Name
- Provider Medicaid Number – enter all agency Medicaid numbers. If you are the EVV Administrator for an agency that serves multiple provider types, please enter the Medicaid provider numbers for each provider type separated by a comma, ex: 134256, 987654, etc. This will ensure that Welcome Kits for *each* of your provider types are released to you and ensures that you have access to all your systems.

If your EVV Administrator has changed, please contact Douglas Forsell at Med-QUEST, dforsell@dhs.hawaii.gov to have the information updated before you access 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>

Step 2: Complete your training.

After training, a confirmation email will be sent to you with instructions on accessing your Welcome Kit. The Welcome Kit includes access to your system along with Call Reference Guides to assist telephony users in logging visits.

Step 3: Share the links.

The confirmation email will also include links to the Video Library where additional staff training is stored and to the Webinar Center where staff can register for upcoming webinars. You can ask your staff



to sign up and complete training. Training covers job-focused subjects and is available via eLearning or in hosted webinars. See the **Training Course Curricula Worksheet Sample** to decide which courses will be needed for your staff. We recommend that all users take the *EVV System Overview* course as a solid introduction to the system. This course is available in the Video Library (using the links included in your completion email).

eLearning courses are available now at the Video Library for convenient review at any time for all users.

Hosted webinars are available at numerous days/times starting Monday, October 5th. Users can sign up for any course they would like. A link for the sign up is also included in the Course Completion email. Please note that each webinar can host 100 users.

Each time the agency's EVV staff signs up for a webinar, the following information is needed:

- Agency staff's first and last name
- Agency name
- Agency's Medicaid Provider ID (only one Medicaid Provider ID is needed)
- Agency staff's email address
- Agency staff's phone number (optional)

Step 4: Set up your agency EVV staff and caregivers in your EVV system.

Step 5: Confirm caregiver can use their own smart device for EVV. If unable to use their own device, please follow the Med-QUEST EVV Device Policy then submit a device order as needed.

Step 6: Verify you can view your members and their authorizations in the Sandata EVV portal.

If you have any questions, please call or email EVV Support at HCustomerCare@sandata.com or 855-928-1141. Support is available 24 hours per day/7 days a week.