TO: Home Health Agencies, Community First Choice, Personal Care Assistance, Acquired Brain Injury, and Connecticut Home Care Program Service Providers

RE: Introduction to the Department of Social Services Electronic Visit Verification Implementation

The Department of Social Services (DSS) has mandated that many Home and Community-based services provided by care-givers under the Connecticut Medical Assistance Program (CMAP) will now be required to utilize Electronic Visit Verification (EVV) as of **September 1, 2016.**

To meet this goal, DSS and its MMIS vendor, Hewlett Packard Enterprise, have partnered with Sandata Technologies, LLC. to implement this EVV system as well as to provide program orientation & training.

Electronic Visit Verification (EVV) is a telephonic and computer-based system that documents the precise time worked by your care-givers. DSS is implementing EVV to ensure that individuals are receiving the services authorized and that the claim submitted for payment contains the correct client, service and duration. Starting **September 1, 2016**, your care-givers will be required to check in and out via a call to a toll-free number, or by using a Fixed Visit Verification (FVV) or Mobile Visit Verification device as applicable when they initiate services to the client and again upon completion.

Participation in the EVV implementation is mandatory for clients enrolled in the following benefit plans:

- CT Home Care Program (CHC)
- Personal Care Assistance Program (PCA)
- Acquired Brain Injury (ABI)

Within these programs, the home and community based services that will be included can be found on the EVV Service Code Listing located on the EVV Important Message at www.ctdssmap.com. **Some home and community based providers do not provide any of the services mandated in this list, such as meals or adult day center services. In this case, the provider will not be required to implement EVV.** Providers should refer to the EVV service code listing to determine if the services they provide are included in EVV.

Sandata Technologies, LLC. is the partnered EVV provider for the CT DSS EVV Program. Sandata welcomes your agency to the Santrax Telephony Electronic Visit Verification System and the implementation process.

In the coming weeks, Hewlett Packard Enterprise and Sandata will be sending out information to all impacted agencies about the EVV Program. To begin this effort, Sandata is using a survey tool to gather key information to support implementation and training activities, including information about your agency's computer set up as well as current demographic and client information. Please be sure to include your questions and comments in the "comments" section at the end of the survey.

Please be sure to complete this survey by 5:00 p.m. on Sunday, June 12, 2016.

Please refer to the link to the survey located on the CMAP Web site:

http://tinyurl.com/CT-DSS-Survey2

As the EVV implementation progresses, DSS, Hewlett Packard Enterprise and Sandata Technologies, LLC. will provide your agency with the following support materials:

- **Mid-May:** Sandata will distribute the provider survey to gather critical information for the successful implementation of the EVV program.
- **Late-May:** Registration and information regarding the Introductory Webinar will be distributed to all affected providers.
- **Late-May/Early-June:** EVV Introductory Webinar sessions to familiarize the agencies with the steps involved with setting up and using EVV.
- **Mid-June:** A toll-free Customer Service line to support EVV user questions.
- **Mid-June:** Registration for full-day classroom and webinar based EVV training will become available to all providers.
- **July:** Training materials to ensure the EVV program meets user needs.
- **July:** Full-day, instructor led EVV training, available in-person as well as via online webinar.
- **July:** Agency-specific toll-free numbers for attendant EVV calls.
- **Mid-July to Early-August:** Providers get access to their web-based EVV system to support administrative requirements.
- **September 1, 2016: Agencies must submit bills via the EVV system.**

To help get your agency started, Sandata has provided the following support documents (attached to this bulletin), in order to provide you with an introduction to the EVV systems, and a better understanding of how the implementation will proceed:

- Information about the upcoming EVV Introductory Webinars
- EVV Training Information (for later this summer)
- Information about CT DSS EVV notifications to clients receiving services

Updates and additional information regarding the EVV Project will also be available on the [CMAP Electronic Visit Verification (EVV) implementation page.](#)

We look forward to working with you on a successful EVV Project. Please feel free to contact the toll-free Customer Care Number at 1-855-399-8050 or you can email Sandata at ctcustomercare@sandata.com, Monday through Friday between 8:00 a.m. and 6:00 p.m. Eastern Time, if you have additional questions.

Attachment 1: EVV Introductory Webinar

To learn more about the upcoming Electronic Visit Verification (EVV) implementation, please plan to attend the EVV Introductory Webinar. During this 30-minute session, Sandata Technologies will present:

- an overview of the EVV Project
- a demonstration of the EVV telephony, MVV, and FVV systems
- a demonstration of the administrative functions within the EVV system
- a review of the implementation's frequently asked questions
- a detailed explanation on the registration process for the upcoming EVV training

The information provided during this webinar will help to ensure your agency is prepared for the mandatory DSS EVV program on September 1, 2016. The introductory webinars are 30 minutes in length and will be held in late May/early June 2016.

Additional information regarding registration and timing for the introductory webinars will be sent out in mid/late May.

Hewlett Packard Enterprise

Need assistance? Call the Sandata Customer Care Number at 1-855-399-8050. Mon. – Fri. 8:00 a.m. – 6:00 p.m. or you can email Sandata at ctcustomercare@sandata.com. Program information is available at www.ctdssmap.com.

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Attachment 2: EVV Training Information

It is mandatory to have at least one agency representative attend and complete at least one EVV training session- either the on-line trainer-led webinars, or one FULL day of classroom training.

Sandata Technologies will be providing agency training sessions in both virtual (on-line) as well as live, in-person classes. Both types of training are instructor led, and cover the in-depth familiarization with the EVV system, usage, setup and support.

The information provided during these training sessions will be critical to help ensure your agency is prepared for the launch of the CT DSS EVV program on September 1, 2016.

One-day Sandata instructor-led classroom trainings:

This full day training is an in-depth review of the EVV environment pointing out features, structure, limitations and requirements. Classroom training is a hands-on experience where each student will have access to a computer. In order to maximize the opportunity for all provider agencies to attend classroom training, class sizes are limited. Sandata recommends a limit of two representatives per agency attend the classroom sessions. The classroom training will take place in July 2016. Registration and location details for classroom training will be distributed to all agencies in mid-June.

Instructor-led Webinars:

This training will consist of a series of live training sessions delivered via the web, utilizing a trained instructor and interactive PowerPoint presentations. These virtual sessions will cover the same content as the classroom training, but without the hands-on usage of the EVV system. Time will be set aside at the end of each session for Q&A. The instructor-led webinars will be held in July 2016. Registration and access details for the instructor-led webinar training will be distributed to all agencies in mid-June.

Pre-Recorded Webinars:

These webinars consist of a series of previously recorded training sessions, utilizing PowerPoint presentations and recorded from previous live presentations done for the CT DSS program. The recorded webinars will be available after training is complete for on-going future reference. Access to these pre-recorded webinars will be accessible from the CMAP Electronic Visit Verification (EVV) Implementation page.

When your agency training is complete, you will receive a Welcome Kit via email; which will contain the information you will need in order to access to your EVV system.

For additional information regarding the EVV implementation, please refer to the CMAP Electronic Visit Verification (EVV) Implementation page.

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Attachment 3: Notification to Clients regarding the DSS EVV program

DSS will be providing notification to clients who will be impacted by the EVV program. This notification will let clients know that their attendants may need to use their home phone for visit arrival and departure, and that there is no charge for EVV toll-free calls. The notification will also advise that Sandata will provide a Fixed Visit Verification (FVV) device to clients who do not have a telephone or prefer not to have the attendant use their phone.

Hewlett Packard Enterprise

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