DATE: October 7, 2020

TO: Sandata EVV System Users

FROM: Dara Johnson, Program Development Officer

SUBJECT: Sandata Training Notice

AHCCCS is pleased to announce that training registration for the Sandata system is now available. You are receiving this notice because you have been identified as the primary point of contact for EVV (agency administrator) for your provider agency **AND** your agency has either elected to use AHCCCS's EVV solution vendor, Sandata Technologies **OR** you have not notified AHCCCS of your intent to utilize the State's EVV system or an alternate EVV vendor of your choice.

The following are the steps you need to take in order to support your agency to comply with EVV and prepare for use of the system by 01/01/21. As a reminder, if you received this email, you are the primary point of contact on file. The agency's EVV primary point of contact was identified by the agency on the Differential Adjusted Payment attestation submitted earlier in the year or subsequently was confirmed by one of the health plans.

If you believe you have received this notice in error, please call Sandata Customer Care at 855-928-1140 for assistance.
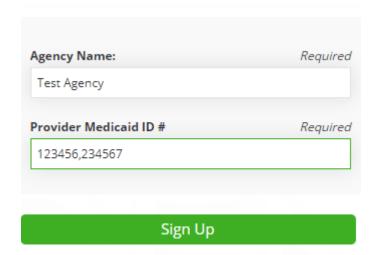
Step 1: Register for pre-requisite training for the EVV primary point of contact including a system overview and a security module that should take no more than two hours.

Follow this link to register and take the required pre-requisite *EVV System Overview* and *Security training*.

[link]

You will need the following information to complete training registration:

- EVV Contact Name
- EVV Contact Email
- Create a Password
- Phone Number (Optional)
- Agency Name
- Provider Medicaid ID (AHCCCS Provider ID) – Enter your agency's 6 digit AHCCCS Provider ID.
  NOTE: If you are the EVV Contact for an agency representing multiple Provider IDs, please enter each Provider ID separated by a comma, (ex: 123456,234567, etc.). This will ensure that the completion of your pre-requisite training is captured for all your associated Provider IDs.

Agency Name: *Required*

Test Agency

Provider Medicaid ID # *Required*

123456,234567

Sign Up

Step 2: Complete your required training. After you have completed the pre-requisite training, you will receive a confirmation email with links to e-Learning that will be ready for staff viewing immediately and links to register for the live interactive (web-based) training beginning October 19, 2020.

Step 3: Share the links with staff who need to complete <u>some</u> or <u>all</u> of the training based upon their roles and responsibilities. The following are a few things to keep in mind when thinking about <u>who</u> needs <u>what</u> training.

- The training content is modular, which allows staff to be assigned and to take training that is needed based on their role within the agency. For example, certain topics, such as Visit Capture, can be attended/viewed by caregivers. While other sessions may be attended or viewed by office staff such as the scheduling module.

- Live interactive (web-based) training is available at numerous days/times beginning October 19th through December 9th. Please note that each webinar seats 100 users. Please reference the training schedule for details.

- Please reference the **Training Course Curricula Worksheet Sample** to help you decide which courses will be needed for staff. *We recommend that all users take the EVV System Overview course that serves as a solid introduction to the system to help them understand the workflow of EVV from beginning to end.*

- Not all staff are required to take the live interactive (web-based) training and have the flexibility to take part of their training through e-Learning AND live interactive (web-based) training OR only take e-Learning supported training.

- E-Learning videos will be accessible 24/7 and throughout the life of the EVV program. These can be viewed as many times as necessary by an unlimited number of staff.

- Each time an agency worker signs up for a webinar, the following information is needed:
  - Agency worker's first and last name
  - Agency name
  - Agency's AHCCCS Provider ID (only one Provider ID is needed)
  - Agency worker's email address
  - Agency worker's phone number (optional)

- Persons with a disability may request a reasonable accommodation for training. Requests should be made as early as possible to allow time to arrange the accommodation. Please make

your request by emailing EVV@azahcccs.gov. ***NOTE:*** Sandata is already scheduled to provide American Sign Language Interpreters and captioning for the following live interactive (web-based) training. E-Learning videos are also equipped with captioning.

Date	Webinar Class	Time of the class (all Mountain Time)
October 29 (Thursday)	Visit Maintenance	12:00 pm – 2:00 pm
	Client and Employee	2:30 pm – 3:15 pm
	Group Visit Agency	4:00 pm – 4:45 pm
October 30 (Friday)	Visit Capture	9:00 am – 10:15 am
	Scheduling	11:00 am – 12:30 pm
November 5 (Thursday)	Group Visit Caregiver	10:30 am – 11:15 pm

Step 4: Wait for forthcoming information from AHCCCS and Sandata on when and how to obtain your credentials to access the EVV system and the AHCCCS Service Confirmation Portal. In the interim, please continue to review any and all policy notices that are sent out by AHCCCS and posted to the AHCCCS EVV webpage (www.azahcccs.gov/EVV).