DELAWARE HEALTH AND SOCIAL SERVICES

Dear Provider,

Thank you for registering for Electronic Visit Verification (EVV)! Your next step is training.

To use an EVV system – either Sandata EVV or an Alternate EVV (Alt EVV) – training is required of Home Health Care Services (HHCS) and Personal Care Services (PCS) providers, so please start training today!

Training Steps for Sandata EVV Users
1. Click on the Sandata Learn link to sign up for an account or log in to an existing account: https://www.sandatalearn.com/?KeyName=DEEVVAgency.
2. Watch the required DE System Overview on Sandata Learn.
   - When you have completed the DE System Overview course, you will receive a Welcome Kit email, which includes a link to Sandata On-Demand (see step 3). Sandata On-Demand provides the Delaware Recorded Webinars listed below for training you and your office staff.
3. Click on the Sandata On-Demand link to log in: https://sandata.zendesk.com/hc/en-us/articles/12082325640595--Delaware-Recorded-Webinars.
4. Watch the Delaware Recorded Webinars on Sandata On-Demand.
   - You and your office staff are to read the Delaware Recorded Webinar descriptions below and watch the ones that can help you with your job duties within your agency.
5. Share the Sandata On-Demand link (see step 3) with your office staff so they can be trained.

Delaware Recorded Webinars	Descriptions
DE System Overview	This session provides an overview and demonstration of the Sandata EVV system. Users will understand system and login requirements and will be able to recognize common elements throughout the EVV system.
DE Visit Capture	In this session, you are introduced to the process of how a caregiver starts and completes visits using the Sandata Mobile Connect app. Navigation in the app is demonstrated. The process for recording visits using a client's telephone, or Telephonic Visit Verification (TVV), is also covered.
DE Data Entry	In this session, you will be introduced to the Client and Employee modules. This session covers how to search for and update client and employee records and how to add new employee records. You will also see how to make clients or employees inactive.
DE Visit Maintenance	This session provides a detailed overview of the Visit Maintenance module. You will learn how to search for visits using available filters, understand visit exceptions, and resolve different types of exceptions. The user also learns how to manually create visits.

DE Group Visit Agency	In this session, you will gain an understanding of how to view, edit, and add group visit information in the EVV system. You will see how caregivers record group visits using the Sandata Mobile Connect app and using Telephonic Visit Verification (TVV).
DE Group Visit Caregiver	Users will see a demonstration of how a caregiver starts and completes a group visit using the Sandata Mobile Connect app. You will also understand how group visits are recorded using Telephonic Visit Verification (TVV).
DE Scheduling	In this session, you will learn how to create, edit, and cancel schedules in Sandata EVV. You will also see how to create a recurring schedule template for clients with repeating schedules.

Training Steps for Alternate EVV (Alt EVV) Users

1. Start training after you have received a Sandata email stating that your Alt EVV vendor has passed testing with Sandata.
   - The email will include a link to Sandata Learn (see step 2).
2. Click on the Sandata Learn link to log in: https://www.sandatalearn.com/?KeyName=DEAggregator.
3. Watch the required DE Aggregator course on Sandata Learn. The DE Aggregator course is a series of self-paced videos that includes information on how to ensure that you entered your client visits correctly. Topics include:
   - Navigation
   - Adding users and users' roles
   - Viewing visit data
   - Running reports

Assistance

If you have any questions, we are here to help! Please reach out to the Customer Support team if needed using the following contacts:
   - Sandata EVV: decustomercare@sandata.com or 1.833.542.2603.
   - Alt EVV: dealtevv@sandata.com or 1.833.542.2604.

Thank you!