Electronic Visit Verification (EVV)

It is time for you, the Employer of Record (EOR), and your employees to begin using EVV! As you may know, EVV is a federal requirement for ongoing participation in self directing your supports. It offers you the advantage of approving your employee's time in an electronic system called the EVV portal provided by DDS. By using the EVV system, eventually you won't have to send, fax or scan the paper timesheets to your fiscal intermediary.

Everyone receiving or providing any of the following identified supports must begin using EVV by January 1, 2021.

- Adult Companion
- Adult Companion/Sleep Assignment
- Blended Supports
- Individualized Day Support
- Individualized Home Support
- Peer Support, Personal Support
- Respite In Home- Hourly
- Respite In Home – Daily
- Senior Supports – In Home
- Shared Living

Each time your employee works for you and is providing any of these supports it is called a 'visit'.

As the EOR, you are considered to be the "Client" or the "Client Designee" in the Sandata EVV System. The term, "Client" refers to the Individual who receives supports. The term "Client Designee" refers to the person the individual receiving services has designated as their EOR (ex. Parent, family member, friend). Both terms will be used throughout the EVV system. Your Direct Support Professionals/PCAs/Staff are referred to as "Employees'.

You may be asking, how does the EVV system work?

There are two different methods your Direct Support Professional/Employee will use for collecting the required information.

1. Download an App to Direct Support Professional/Employee smart phone; OR

2. Use a landline, otherwise called Telephonic Visit Verification (TVV). Please refer to the attached document with the TVV Toolkit for those who want to use the land line. It is important to note that this the quickest way to start using EVV.

How it Works

- The Employee arrives at the Client's home, opens the SMC app, clocks in and begins the Visit.

- SMC uses either Wi-Fi or data to transmit information of the visit.

- SMC does NOT store any information on the employee's phone.

- A visit can be started and/or ended by using the app and/or the telephone method in combination.

- EVV is a web based system, nothing to install on your computer.

- Clients can view, edit and make changes to visits so they can be verified for payment.

To make this an easy transition for you as the EOR and your employees, DDS has arranged for you to participate in simple online training that you can do at your own pace. We want to make sure everyone understands the system and is comfortable using it to document the time/support provided to individuals.

You as the EOR, will be registering for online training based on the first letter of the last name of the person receiving services, also referred to as the "Client". As the person receiving services has a last name beginning with a letter between H-Q and you have been identified as the EOR, this letter serves as your invitation for training. **You have one month from the date you receive this letter to complete the training.** More information on training is provided near the end of this letter.

On January 1, 2021 all DDS identified supports will be using EVV. Every EOR will be responsible for learning and using the EVV system. You will continue to be responsible for approving your employees' time on both the paper timesheet and the EVV system until EVV entries are error free. It is very important that you learn how to use EVV as soon as possible and approve your employees' time electronically without errors. The FIs will update you with your progress so that in the future, EVV will replace paper timesheets **after** you have demonstrated you can successfully use the system.

Your employees are being notified that they must begin using EVV by January 1, 2021. If your employees do not receive the Welcome to EVV Email, they should check their spam or junk mail folder.

Your employees will also be receiving training on how to use the EVV system. The employee will be given the Telephonic Visit Verification (TVV) Toolkit and the Sandata Mobile Connect app Guide with more in-depth details on how to use SMC. Your employees will have access to

take the online Sandata Mobile Connect app course to learn how to install, setup and use the app for visits. Once your employee completes the training, they will be receiving a $15.00 one-time payment.

It is important that you, as their employer, make sure they complete their training on time. Together, you and your staff will make sure that all the information provided in the EVV system is accurate.

Training Information

There are two methods of training that will instruct you on the EVV portal and the available options for your employees to check-in and check-out. There is both an instructor led webinar and recorded webinar option for the EOR and self-paced training for the employee. As the employer, you can receive training on the use of the EVV portal to view and approve visits. You must have an email address on file in order to access the portal. As soon as you are enrolled in EVV, you will receive an email regarding portal credentials for you as the EOR and portal and SMC credentials will be sent to your DSP/employee. **Please contact your Fiscal Intermediary to update your email address. Instructions for registering for training are attached to this notice.**

1. There are initial instructor-led webinars for employers being held within your training month. This training is not intended for employees and should *not* be used to train your employees on EVV. If you wish to participate in the instructor-led webinar, you must register by accessing the LMS at this website https://tinyurl.com/DDSCDSforemployer. Select 'Register' next to the EVV Webinar Training for Employers.

2. After the initial 30 days, there will be a pre-recorded webinar available for you to view at your own pace. You can access the LMS at this website https://tinyurl.com/DDSCDSforemployer by clicking 'Launch' next to the EVV Recorded Training for Employers/Participants. This training can be viewed at any time and as often as needed to learn the EVV system.

Questions & Answers

Where can I find more information about the EVV system?
DDS has created an EVV webpage on the DDS website.
Please go to https://portal.ct.gov/dds and scroll down to "Electronic Visit Verification (EVV)" under "Helpful Resources" on the main page or go directly to:
https://portal.ct.gov/DDS/OperationsCenter/EVV/Electronic-Visit-Verification

How do I register to take training online?
Go to: https://tinyurl.com/DDSCDSforemployer
Instructions for registering for training are attached to this notice.

I have finished my portal training and received my user ID and temporary password. How do I access the portal?
Go to: https://evv.sandata.com

If you or your employee need assistance using the EVV system, please call the EVV Support Center at **833-656-1021**. Our Support Center will explain all EVV options, such as a mobile application and web portal, and the associated training available to you.

Attachments:
TVV Toolkit
Instructions for registering for trainings