

DDS Case Management

Electronic Visit Verification (EVV) Overview:

When an individual or Employer of Record (EOR) / Sponsoring Person has decided to Self-Direct, they must work with the Case Manager/Broker (CM) to follow and complete the below noted actions. ALL new EORs must be referred to Public Partnerships, LLC (PPL) for new EOR training, including a general overview of the requirement to use the EVV system for certain services when they have made the decision to self-direct.

1. CM establishes allocation within the IP-6 Budget System and adds the identified line items to complete the service package.
2. The addition of waived supports & services will require the use of EVV. These identified services and supports may not be processed for payment by the Fiscal Intermediary (FI) until the budget is approved and submitted to Sandata and inputted into the EVV system. This includes any newly added or amended EVV identified services in an existing budget. ALL new services must have a new Individual and Family Agreement with DSP (IFA) completed and sent to the FI. (EVV service types are noted below).

EVV Required Waiver Services:

- 1) Adult Companion/Sleep Assignment
- 2) Blended Supports
- 3) Individualized Day Support
- 4) Individualized Home Support
- 5) Peer Support, Personal Support
- 6) Respite In Home- Hourly
- 7) Respite In Home – Daily
- 8) Senior Supports – In Home

NON EVV Required Waiver Services:

- 1) Individual Goods and Services Supervisor (IDGSS)
- 2) Respite out of home- Daily
- 3) Respite out of home-Hourly
- 4) Paid Time Off (PTO)
- 5) Shared Living
- 6) Virtual Services (via telephone/computer- outlined in the Individual Plan (IP))
- 7) **NO PAPER TIMESHEETS 1/1/22**, ALL NEW EORs and DSPs are to start on EVV exclusively for all EVV required services

**All other supports and paid time off will still require completing a paper timesheet for payment.*

***Department of Developmental Services (DDS) funding is different than services provided through the Department of Social Services (DSS). Community First Choice (CFC) is a program funded through DSS. As an employer, it is your responsibility to know how much**

funding is provided through each program and that you stay within the allocation of each. Contact your DDS case manager/broker or DSS care coordinator to assist you in understanding what is allowable through the different state programs.

3. Each year you will work with you're the Employer of Record (EOR) to rollover/renew your budget. This is the best time to make changes. Remember adding a new service will need a new Individual and Family Agreement (IFA). **The budget should be rolled over/renewed before the end date to ensure the new authorizations are sent to Sandata/EVV and ready for the upcoming budget year.**

The CM will discuss the onboarding process with the EOR, which includes the completion of the following:

A. ALL new EORs must be referred to Public Partnerships, LLC (PPL) for new EOR training (see timeline below), including a general overview of the importance of utilizing the EVV system when they have made the decision to self-direct. (Use PPL Referral Form.)

B. PPL will assist EOR with review and completion of the *Self-Directed Support Agreement* (SDSA). PPL will forward SDSA to CM.

C. EOR will work with case management for assignment of Fiscal Intermediary (FI).

D. FI establishes the EOR as an employer, assigned Federal Employer Identification Number (FEIN#).

E. EOR must have an established email address and phone number (cell/home or both) to be provided to the FI, as noted on Self-Directed Support Agreement (SDSA).

F. FI will upload EOR information to Sandata to establish Employer Identification within the Electronic Visit Verification (EVV) system.

G. ALL EORs are required to learn how to correctly utilize the EVV online portal to make corrections as needed and add additional information as a method to approve visits. (See EOR Toolkits link below).

H. CM will assist the EOR with the necessary documents to begin the hiring process. This includes the following items:

- *Self-Directed Support Agreement (SDSA)* – (PPL will assume lead role within PPL training process).
- *Individual/Family Agreement w/Direct Support Professional /Employee (IFA).*
- *Hiring packet as provided by the identified FI when a DSP/Employee is identified.*
- *EVV Toolkits for EORS and DSP's (PPL may also provide overview of EVV resources in training process).*

I. All hired DSP/employees are also required to utilize EVV for every visit using the EVV smartphone application (SDS) or the telephonic (TVV) method. The DSP will be issued a password

from the identified FI, and additional instructions may be acquired from the FI, and/or the EOR regarding proper use.

J. The EOR will then verify that the information for every visit is entered correctly and approved through the EOR EVV Portal.

K. GWI general wage increases are associated with a specific DSP and **CAN NOT** be used for increases current services or adding new services or rates.

Troubleshooting:

EVV Customer Support Center: 1-833-656-1021 Technical Support (ie: Assignment of Passwords, etc...)

Fiscal Intermediaries:

Sunset Shores (Fiscal Intermediary) # 1-800-887-0647

Allied Community Resources (Fiscal Intermediary) #1-866-275-1358

DDS Website:

<https://portal.ct.gov/DDS/OperationsCenter/EVV/EVV-Info-for-Self-Direction>.

Electronic Visit Verification (EVV)- Information for Self-Direction and Employers of Record

Electronic Visit Verification (EVV) is a telephonic and computer-based system that documents the precise visit times and services provided by your staff.

I am an EOR and have EVV related questions. Who do I contact?

Contact your FI (Sunset Shores or Allied) if you need to:

- Update your email
- Update your address
- Update your phone number
- Update the location of the supports/services being provided

All other questions should go to the **DDS EVV Customer Support at [1-833-656-1021](tel:1-833-656-1021)**

Electronic Visit Verification System Resources for the Employer of Record

- [Sandata Quick Start EVV Portal Guide- for Employers of Record \(EOR\)](#)
- [Sandata EVV Guide- the individual's guide on how to use the EVV system](#)
- [Sandata Electronic Visit Verification Manual 2020](#)
- [Sandata Visit Maintenance EVV Portal Guide- For Employers of Record \(EOR\)](#)
- [Creating a Manual Call EVV](#)
- [Reset Password EVV](#)
- [Sandata EVV Guide- the employee's guide on how to use the EVV system](#)

Training Resources

- **Sandata Electronic Visit Verification Training for EOR's and Case Managers.**
A recorded version of the Employer Webinar is now available. It is located under the DDS folder in Sandata Learning Management System. A user will be asked to log on to LMS and when they do, this course will be immediately presented
<https://www.sandatalearn.com/#/online-courses/466ea47a-955b-42db-ace-2af6c0ef4907>
- [Connecticut DDS Agency Provider Training Channel](#) Short how-to videos

Telephonic Visit Verification (TVV) Resources for the Direct Support Professional/ Employee

- [Notice to add Polish language to EVV 9-1-21](#)
- [CT DDS SDS TVV Toolkit English](#) and [Spanish](#)
- [Services and Task List English](#) and [Spanish](#)

Sandata Mobile Connect APP (SMC) Resources for the Direct Support Professional/ Employee

- [Sandata Mobile Connect Manual v5](#)
- [Download and Log-in to SMC](#)
- [Reset Password SMC](#)
- [Start and Complete a Visit SMC](#)
- [Sandata Mobile connect app instructions for individuals](#)

EVV Frequently Asked Questions (FAQ)

- [EVV FAQ- Self Directed Updated 2-2-21](#)

Additional Resources

- [DDS EVV Introductory Video](#)

Contacts

- EVV system questions for Self-Direction, please contact Customer Support 1-833-656-1021
- EVV questions pertaining to EVV-related programmatic issues that arise will be addressed in the individuals IP.

EOR has a separate sign-on to the EVV portal for the DDS and CFC programs.

- DDS Santrax ID- DDS EVV Call Center: 833-656-1021
- CFC Santrax ID- CFC EVV Call Center: 833-675-4306