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

The Department of Developmental Services (DDS), in collaboration with The Department of Social Services, Gainwell Technology and Sandata Technologies facilitate and train all qualified DDS providers on the EVV system.

Why is EVV required?

In December of 2016 the 114th United States Congress enacted the 21st Century Cures Act.  Section 12006 of the law requires all states put in place an Electronic Visit Verification System (EVV) for personal care services and home health care services delivered under Medicaid state plan or waiver services.  Personal care is defined as non-medical services that include supporting individuals with activities of daily living (ADL) and can include instrumental activities such as meal preparation, money management and shopping.

All DDS providers are required to identify an EVV Administrator who will attend training in order to access the Sandata EVV System. Providers will then train their staff and begin to use the EVV system to enter visits for DDS individuals in the identified services:

Adult Companion

Blended Supports

Individualized Day Support (vocational and non-vocational)

Individualized Home Support

Group 1:2 IHS

Group 1:3 IHS

Personal Support

Respite In Home- Hourly

Senior Supports- In Home 1:1- (Individuals living in CLA, CRS, SNF excluded)

**Steps to ensure implementation success:**

1. Each Provider is required to identify a EVV Administrator who act as your EVV contact. The Agency Administrator must sign up in Sandata's Learning Management System (LMS) and complete the initial self-paced training to credential the agency for access to the training webinars.
2. A WELCOME KIT providing CREDENTIALS to the system will be sent to the agency contact listed in the DDS Qualified Provider database and will need to be shared with the agency EVV ADMINISTRATOR.

* Go to: <https://www.sandatalearn.com> The Key Name is ctddsagency.
* Enter the required Sign-up information to create a profile
* Please enter your **DDS Provider Identification Number (PIN)** in the Medicaid ID field (Located top right of Agency Provider Profile.)
* Click *My Courses* > *Program* folder
* Click the available online course to begin
* EVV contact completes all lessons of the course

1. Upon completing the online course, an email will be sent to your agency’s main contact identified on the DDS Provider Profile. The email contains the following.

* A link to download a certificate of completion
* Sandata account credentials
* Guidance to provide access to training for your Office staff.

1. EVV Administrator will log into Sandata EVV with the credentials provided in the Welcome Kit and access the Security module to add office staff as system users.

1. EVV Administrator provides video training details from the email in step 2 to the office staff to register for training.

* Office staff use links provided by EVV Administrator to review recorded videos in Sandata's video library.

**POS Contract Providers** - DDS has developed a process for verifying data in WebResDay against EVV Visit data to ensure accuracy of visits, billing, and an overall successful transition to the EVV system. When your agency is comfortable with accuracy of the data Providers will no longer require the dual report and can rely of the accuracy of the EVV system. There is addition information in the DDS EVV Web page. Questions regarding WebResDay may be directed to [Nicholas.jerard@ct.gov](mailto:Nicholas.jerard@ct.gov) Download the Dual Report Process here:

<https://portal.ct.gov/-/media/DDS/evv/EVV_Visits_to_WebResDay_Attendance_Doc_1_22_21.pdf>

**Agencies who provide services through the Individual Budget System** and are paid through a Fiscal Intermediary need to bill the Fiscal Intermediary. Providers will be notified and receive direction to bill when the process to use EVV visit data for payment is completed.

**Contact Information**

EVV system related questions should be directed to the Sandata Customer Care Center at 1-855-399-8050 or by email at [ctcustomercare@sandata.com](mailto:ctcustomercare@sandata.com).

All other questions can be sent to [DDS.EVV@ct.gov](mailto:DDS.EVV@ct.gov)

**Additional Information can be found on the DDS Electronic Visit Verification Web Page.** <https://portal.ct.gov/DDS/OperationsCenter/EVV/Provider-EVV-Information>