State of Connecticut
Department of Developmental Services

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Governor

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WELCOME TO DDS EVV IMPLEMENTATION

The Department of Developmental Services (DDS), together with their partners DXC Technology and Sandata Technologies, are in the final stages of development and implementation of Electronic Visit Verification (EVV) for specific DDS services.

This letter is directed to DDS providers who have already transitioned to EVV for their Department of Social Services (DSS) clients and who have declared they will continue to use their existing EVV system for their DDS individuals (referenced as "overlap providers" throughout this letter). Modifications will soon be implemented in your EVV system to import the necessary DDS content.

This letter serves to communicate the implementation plan, a summary of changes to your current EVV system, the migration to Sandata Mobile Connect, impacts to WebResDay and training information.

Implementation Plan

EVV GO-LIVE is scheduled for September 24, 2020 and it is the expectation of DDS that training for overlap providers will be accomplished throughout the month of October and completed by the beginning of November. Once training is complete overlap providers will begin to use the current system to enter visits for DDS individuals in addition to reporting through WebResDay for a period of time. This method will allow DDS and DSS to ensure accuracy before transitioning to the EVV system fully by January 1, 2021.

Compliance metrics will be determined in collaboration with provider and DDS IT department.

Changes to expect:

- DDS individuals will be added to your current EVV system in a pending status
- DDS individuals will be added with their DDS ID
- DDS tasks will be added to your current EVV system, however, the entry of tasks are optional
- DDS authorizations will be added to your EVV system
- Scheduling is not activated or required for DDS individuals
- Billing functions are not applicable to DDS visits
- The visit capture function via Mobile Visit Verification (MVV) will change to Sandata's new version of the smart phone application called Sandata Mobile Connect (See Sandata Mobile Connect Migration below)

- The telephone number used in Telephonic Visit Verification (TVV) or Fixed Visit Verification (FVV) will not change, however, the Call Reference Guide will be modified to include DDS services
- Confirmed visits will soon be imported into WebResDay for billing purposes

Sandata Mobile Connect Migration

All employees must migrate from using the Mobile Visit Verification application to the new Sandata Mobile Connect prior to DDS EVV training scheduled for late September. For more information, please refer to the Important Message found here:

https://www.ctdssmap.com/CTPortal/Information/Get%20Download%20File/tabid/44/Default.aspx?Filename=SMC_IM_072420.pdf&URI=Important_Message%2fSMC_IM_072420.pdf

WebResDay

In collaboration with providers, DDS is developing 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. Questions regarding WebResDay may be directed to Nicholas.jerard@ct.gov

Training

Sandata will offer two instructor led webinars to provide training to agency staff. These webinars will review upcoming changes to your current EVV system. To register, click on the following link to the Learning Management System.

https://go.oncehub.com/CTDDSSAMOverlapAgencyTraining

Thursday October 8, 2020 3:00 p.m. – 4:00 p.m.

Tuesday October 27, 2020 1:00 p.m. – 2:00 p.m.

Contact Information

If there are exceptions with visits related to individual eligibility or authorization issues that need to be resolved for billing, DDS IT will develop a process in collaboration with DDS Resource Managers and Case Managers.

Where can I find more information about EVV?

DDS has created an EVV webpage on the DDS website.

Please go to the 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

All DDS EVV related material will be updated and posted on this page.