

Rhode Island Sandata Agency Management EVV Provider Checklist

Dear Sandata Agency Management (SAM) Provider,

The Rhode Island Executive Office of Health and Human Services (EOHHS) would like to remind you that the countdown to the 21st Century Cures Act Compliance Date is soon approaching. To ensure no interruption of claims payments for all eligible Electronic Visit Verification (EVV) services, each EVV claim must have an associated EVV visit record for payment. As we countdown the final months for Cures Compliance, EOHHS is providing a checklist of activities that you will need to complete to be prepared and ensure EVV compliance.

Complete Provider Training

- All Providers who plan to use the SAM system are required to complete the self-paced training by **November 16th**. You can access the self-paced training via the following link. <https://www.sandatalearn.com?KeyName=RIEOHHSEVV>
- After you have completed training and have obtained your certificate of completion, please send an email to the Sandata Customer Care team at RIcustomer@sandata.com to request your welcome kit. Your welcome kit will include your username and temporary password to access the SAM system as well, as useful guides to help you start to successfully use your EVV system. Please note that only one user from each agency will obtain login credentials. That user will then be able to add and set up all other users and caregivers.

Set Up Your Staff

- After you receive your welcome kit/login credentials, you will need to take some time to start to set up your staff.
- Please make sure your caregivers are in an active status before they begin to create visits.

Deliver Staff Training

- Provide training to your caregivers on how to create a call in and out. It is strongly recommended that caregivers use the Sandata Mobile Connect (SMC) application as the primary method to capture all visits. Telephony (TVV), and Fixed Visit Verification (FVV) are also available as backup options.
- If you need assistance with setting up your caregivers for the SMC application, please reference the SMC setup resources available on <http://www.eohhs.ri.gov/Portals/0/Uploads/Documents/MA%20Providers/Home%20Health/SMC%20-%20New%20User%20Download%20Guide.pdf>

Begin using EVV

- You are now ready to begin to use your Sandata Agency Management System.

Stay Up to Date

- Make sure you stay in the loop with the latest EVV updates. EOHHS sends updates and communications via e-mail as well as post them to the Rhode Island EVV website. [http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerification\(EVV\).aspx](http://www.eohhs.ri.gov/ProvidersPartners/ElectronicVisitVerification(EVV).aspx). If your e-mail contact information has changed, please contact Meg Carpinelli via e-mail at Margaret.Carpinelli@ohhs.ri.gov