Dear Agency Provider:

# This is a notification that training registration is now open for the Sandata Electronic Verification Visit (EVV)™ system.

# Provider Training

You can access your Sandata EVV system credentials once you complete the initial, self-paced, training modules in the Sandata Learning Management System (LMS) system. Once you complete the initial two training courses in the LMS, you will be sent a training completion confirmation email with information on how to take additional trainings as well as how to share training opportunities to the remaining agency staff members.

Watch a short video that will walk you through the Sandata EVV training process at <https://sandata.wistia.com/medias/iy9m02lcwu>

On **October 3, 2022**, the LMS will open and allow each Agency Administrator to sign up for a learning profile and to take the initial training courses to receive their Agencies Welcome Kit, containing the Agencies system credentials. Please use this link to access the LMS, <https://www.sandatalearn.com?KeyName=RIEVVAgency>.

Initial training courses include:

| Course | Duration | Content Overview | Intended Audience |
| --- | --- | --- | --- |
| Overview | 60 mins | This course supplies an overview of the modules in the Sandata EVV system. The course covers login requirements, common elements, functionality available throughout the system, an explanation of the different modules, and a description of the information available within each module. It also includes an introduction to running standard reports available in the Sandata EVV system. | Designated Agency Representative/Security Administrator |
| Security | 40 mins | This course covers how users are added, managed, and deleted from an Agency’s EVV account. Agency providers need this course to set up administrative users who will manage the Agency’s EVV portal account. | Designated Agency Representative/Security Administrator |

After taking these initial courses in Sandata’s LMS, you will receive weblinks that you and other agency staff can use to take additional EVV system training.

EVV training is role-based. Training topics are broken into shorter courses that can be taken separately by agency staff members who need each course. Training options that will be available for registration by provider agency staff include:

## **Self-Paced Video Trainings**

This online, self-paced training method allows participants to access training materials independently. The self-paced courses are accessed through Sandata On-Demand and cover each module of the EVV system. They are available for the life of the program. Independent, web-based training can be a great resource as a refresher or a way to train new staff.

To view the training resources, sign up to access Sandata On-Demand at <https://sandata.zendesk.com/hc/en-us/signin>.

## **Live, Instructor-Led Webinar Trainings**

These courses cover each module of the EVV system. Participants register for the desired webinar courses and attend remotely, using a computer with internet access. Participants can listen to the webinars either by calling in or through computer audio.

Sign up for a live, instructor-led webinar training at <https://go.oncehub.com/RIEOHHSProviderWebinarTraining>.

## Training courses offered include:

|  |  |  |
| --- | --- | --- |
| Training Topic (Provider Training Topics) | Duration | Description/Scope  *NOTE: Sandata Training is offered in modules so that a staff member can choose the courses that are relevant to the role they serve.* |
| Sandata Agency Management Overview | 1 hour 30 mins  (75 mins) | This session will give you an overview of the Sandata Agency Management (SAM) system and navigates through the various modules to highlight how to optimize the management of an agency. |
| Sandata Agency Management Data Entry Entry/Authorizations: Client and Staff | 1 hour 45 mins | This session provides an overview of client records in Sandata Agency Management and includes demonstrations of editing and inactivating client records while avoiding claims denials. This session also provides an overview on how member and authorization records are imported into Sandata Agency Management. Also, this session has an overview of staff records in Sandata Agency Management, and includes demonstrations of creating, editing and inactivating staff records |
| Sandata Agency Management Visit Capture. | 1 hour 30 mins  (90 minutes) | This course walks through the process a caregiver uses to start and complete a visit using the mobile and telephony visit verification methods. This session will include instructions on the Speaker Verification service used during the telephony visit. |
| Sandata Agency Management Scheduling | 1 hour 30 mins  (90 minutes) | This session will give insight to creating, editing, and canceling schedules for both individual and recurring schedules. |
| Sandata Agency Management Visit Maintenance | 2 hours | The Visit Maintenance session will give you best practices to review visit data, understand various visit exceptions, and how to clear/resolve exceptions. |
| Sandata Agency Management Billing | 1 hour 30 mins  (75 mins) | This session will give you an insight into the billing module and it's features within the Sandata Agency Management system. |

**It is recommended that each provider agency take all training courses to fully know how to use the Sandata EVV system.**

About 5 business days after you complete the initial, self-paced training courses in LMS, you will receive an email with information on how to download your welcome kit. The welcome kit includes information on how to:

* Access and download your initial Sandata EVV system credentials.
* Access information needed to log visits using the Sandata EVV telephony system.
* Other helpful system information as you get started in Sandata EVV.

If you have any questions on registering for training, contact Sandata EVV Customer Care at 855.781.2079 or email [RIcustomercare@sandata.com](mailto:RIcustomercare@sandata.com).

Thank you for your participation in the Sandata EVV program.