



October 5, 2020

Dear Agency Provider:

Instructor-led web-based training begins today for Phase 3 of the Ohio Department of Medicaid (ODM) Electronic Visit Verification (EVV) initiative.

Phase 3 New Provider Training

ODM is taking a new approach to EVV training in Phase 3 based on feedback from providers in prior phases. In Phase 3, you can access the EVV system after one agency representative completes the initial modules. After one agency representative takes the two required courses in the Sandata Learning Management System (LMS), you will receive instructions for how to download your Welcome Kit. The Welcome Kit includes your EVV login credentials. The required courses are:

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

If your agency operates with multiple provider numbers, you must complete the training above for each provider identification number (ID). Each provider ID will use a separate account in Sandata EVV based on your billing practices.

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. ODM recognizes that agency providers may have different people in distinct roles of their organization who will use the EVV system.

Phase 3 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. All Phase 3 EVV training will be conducted remotely. Training options that will be available for registration by agency staff include:

Independent Web-Based Training:

This online, self-paced training method allows participants to access training materials independently. These self-paced courses cover each module of the EVV system and are available 24-hours a day, 7 days a week 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.

Instructor-Led Web-Based Training:

Also known as webinars, these courses cover each module of the EVV system. Participants will register for the desired webinar courses and attend from a remote location, using their own computer with internet access. Participants can listen to the webinars either by calling in by phone or through computer audio.



The instructor-led courses offered are:

Courses Available	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 data 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.	Office staff
Data Entry	60 mins	This course explains how to search for, create, edit, and deactivate client and employee (caregiver) records in the Sandata EVV system.	Office staff
Visit Capture (SMC, TVV)	30 mins	This course walks through the process a caregiver uses to start and complete a visit using mobile and telephony visit verification methods.	Office staff and caregivers
Visit Maintenance	90 mins	This course provides a detailed review of the Visit Maintenance module. It explains how to use the available filters to review visit data, the visit exceptions, and how to clear or resolve each exception. The user also learns how to perform visit maintenance and how to manually create and edit visits.	Office staff
Group Visits	45 mins	This course explains how a caregiver starts and completes a group visit using mobile and telephony visit verification methods. This course also explains how group visit information is viewed in Sandata EVV.	Office staff and caregivers

NOTE: If agency providers would like their caregivers or office staff to be able to view the Visit Capture or Group Visit webinars, an agency administrative user must register for the webinar and then provide the webinar information to the caregiver(s).

Please review the attached document, which describes the workflow for training registration.

If you have any questions on registering for training or regarding any of the other actions to be ready for the **mandated use date of January 1, 2021**, call the EVV Provider Hotline at (855) 805-3505. If you have general EVV questions, email the EVV Unit at EVV@medicaid.ohio.gov.

Thank you for your participation in the EVV program.