State of Connecticut
Department of Developmental Services

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WELCOME TO THE NEW DDS EVV PORTAL 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 DDS services. This letter is directed to DDS providers who are new to EVV or providers currently using the Santrax (SAM) system for DSS services and are choosing to utilize the NEW DDS PORTAL for documenting EVV visits. The following information will provide your agency with the details needed to move forward as we move into the training phase.

Once staff training is complete, providers are to begin to use the EVV system to enter visits for DDS individuals in the identified services:

- Adult Companion
- Blended Supports
- Individualized Day Support
- Individualized Home Support
- Peer Support
- Personal Support
- Respite In Home- Hourly
- Respite In Home- Daily
- Senior Supports- In Home
- Shared Living

During this transition period, providers are required to continue to report attendance in WebResDay. This will allow DDS and DSS to ensure the accuracy and consistency of the data before fully transitioning to the EVV system on January 1, 2021.

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

Implementation Plan

EVV GO-LIVE is scheduled for September 24, 2020. Due to the move to online webinars precipitated by COVID-19 our training paradigm shifted from a train-the-trainer model to instructor led webinars recorded for future reference as needed. Training webinars will be open to all agency staff participating in EVV. The process below outlines how this will work:

STEP 1

Each agency will assign a staff person to be the designated EVV contact or Agency Administrator. 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. **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?KeyName=ctddsagency
•Enter the required Sign Up information to create a profile
 Please enter your DDS PIN in the Medicaid ID field

•Click *My Courses > Program* folder
•Click the available online course to begin
•EVV contact completes all lessons of the course

STEP 2

Upon completing the online course, the EVV contact receives an email containing information on how to:

•Download a certificate of completion
•Access the agency Welcome Kit, containing the account credentials
•Get agency office staff entered into agency system for training

If the agency contact is not the agencies EVV Administrator this email should be shared with the agencies designated EVV Administrator so that they can add staff to agency system.

STEP 3

EVV contact logs into Sandata EVV with the credentials provided in the Welcome Kit and goes to the Security module to add office staff as system users

STEP 4

EVV contact provides webinar and video training details from the email in step 2 to the office staff to register for training.

STEP 5

Office staff use links provided by EVV contact to:
•Sign up for live instructor-led webinar training sessions
•Review recorded videos in Sandata's video library

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

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

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.