



Ready, Set, Go EVV Onboarding Checklist

Your success is our priority. This checklist is tailored to keep you on track as you start using the Sandata Electronic Visit Verification (EVV) System.

Administrators

- Ensure emails from @Sandata.com are not going to your junk folder. Speak to your IT administrator if you need help.
- Read all Sandata emails for important information.
- Complete training for administrators via [Sandata Learn](#).
(Required to get your Sandata EVV login credentials which will be sent as part of your Welcome Kit)
- Choose your billing vendor (either Sandata if using Sandata's EVV system or a third-party vendor if using an Alt EVV system). You must communicate new EVV Payer IDs to your billing vendor.

New EVV Payer ID: Services provided to members will be billed using newly published EVV Payer ID values. These new values will route to the appropriate parties as needed and indicates the need for EVV Validation to occur.

Payer Name	Current Payer ID	New EVV Payer ID
State of Nevada	NVMED	NVFFS
Molina Health Plan	MLNNV	NVMOL
Health Plan of Nevada UHC	76342	NVHPN
Anthem BCBS of Nevada	NVBCBS	NVANT
Silver Summit Health Plan - Centene	68069	NVSIL

- Review [Sandata EVV learning pathways](#) and have staff view the appropriate recorded training videos here: [Nevada DHCFP EVV Recorded Training Webinars – Sandata Technologies](#).
- Open the Welcome Kit you will receive by email and download the included documents.

As well as your EVV system login information, the kit includes:

- Welcome Letter
- Telephonic Visit Verification (“TVV”) Call Reference Guide
- Group Visit Call Reference Guide
- Service and Task Lists

**Remember to get your Welcome Kit you must take the training for administrators listed in and linked to step 3 above*

- If you will be using Sandata as your billing vendor – you must have selected Sandata’s EVV system – enroll in the Change Healthcare “ConnectCenter” and select your payer. Review [Claim/Billing Setup](#) Information.
 - [Enrolling Payers in the ConnectCenter as a Provider](#)
- If you are using an Alt EVV vendor, complete [Sandata Aggregator training](#).

Agency Staff

Billing Staff

- Review [Sandata EVV learning pathways](#) and have staff view the appropriate [Nevada DHCFP EVV Recorded Training Webinars – Sandata Technologies](#).
- Clean up any outstanding billing issues in Authenticare (deadline December 30, 2023).
Note: Authenticare claims are only for dates of service before 12/15/2023.
- Review [Claim/Billing Setup](#) information.
- For those using Sandata as your billing vendor:
 - Enroll in the Change Healthcare “ConnectCenter” and select your payer. Complete special payer-specific instructions to begin receiving remittance files.
 - [Enrolling Payers in the ConnectCenter as a Provider](#)
 - [Locating Special Instructions for Setting Up Remittance](#)
 - Begin using the ConnectCenter to access claim status information and to get information on claim corrections needed.
 - [Identifying and Fixing Rejected Claims with the ConnectCenter](#)
 - [NV Billing: Not Ok to Bill Reasons Guide](#)

Managing Employees

- Review [Sandata EVV learning pathways](#) and have staff view the appropriate [Nevada DHCFP EVV Recorded Training Webinars – Sandata Technologies](#).
- Develop training for your caregivers on the Sandata Telephonic Visit Verification (“TVV”) IVR and Sandata Mobile Connect (“SMC”) visit data entry capture tools.

Caregiver Training Toolkit

- Check the system to see if your employees are in the EVV system.
 - **If your employee is not there**, create the employee and check the box to allow employee access to the SMC app.
[How to Create a New Employee](#)
 - **If your employee is there**, grant SMC app access to all current employees who need it. In the EVV system, on the Employees screen, check the “Mobile User” box at the bottom left of the screen. This will trigger an email to be sent to their email with a temporary password for them to sign into the app.
[How to Edit an Existing Employee](#)

The screenshot shows the 'Employee: Westbrook, Jackie' form in the Sandata EVV system. The form is divided into several sections: Personal, Address, Phone Numbers, Etc, and Agency. A red box highlights the 'MOBILE USER' checkbox at the bottom left, which is checked. A red arrow points to this checkbox. A red circle with the number '3' is above the 'MOBILE USER' checkbox, and a red circle with the number '4' is above the 'SAVE & CLOSE' button.

NOTE: Please let employees know that they will receive this email and should open it from their mobile device after they have downloaded the SMC app.

NOTE: You should see your current authorizations and their associated clients in the system.

Caregivers

- Download the Sandata Mobile Connect (“SMC”) app through the [Apple Store](#) or [Google Play](#). You will be able to log in once your employer has given you access.
- Attend employer-led training for Caregivers on visit capture through the Sandata Telephonic Visit Verification (“TVV”) visit data entry system and SMC App.

- Complete your first-time log in to SMC.
[How to Log In to SMC the First Time](#)
- Begin entering visit information through the SMC app. If you cannot use the app, use the alternative method (telephone) as approved by your employer.
[How to Start and Complete a Visit in Sandata Mobile Connect](#)
- If you do not have access to the SMC app, notify your agency and complete your scheduled visits using the alternate visit verification method chosen by your Agency.
- Review the Call Reference Guides to become familiar with the information required during a visit and to understand how to access the TVV system.
- Access the [Caregiver Library](#) section of Sandata On-Demand to review training documents for the [Sandata Mobile Connect app](#).

Contacts and Resources

Review the [Frequently Asked Questions](#) document for quick assistance.

For general questions about the DHCFP EVV program, please email NVEVV@dhcfp.nv.gov.

For technical assistance in using the **DHCFP EVV system**, please contact the Customer Support team at 833.545.0394 or Submit a Request on [Sandata On-Demand](#).

For technical assistance with **Alternate EVV**, please contact 833.545.0395 or Submit a Request on [Sandata On-Demand](#).