My name is Annemarie Hull. I'm with Sandata Technology. I'm here to lead this town hall. We have several other individuals that are here to present certain information related to the EOHHS EVV program to discuss Sandata and our tools that will be made available to you, as well as training opportunities. So, we're going to have several different people presenting.

The first one is going to be Jim O'Brien. Jim is with EOHHS, and he is the Director of Federal EVV Compliance, and he is the Program Lead for this EVV implementation.

We also have Judy Ross. Judy is with Sandata, and she is the Program Design Lead. She has been supporting this implementation by helping set up all the business rules and assisting with the system requirements that we need to be able to make the system available.

We also have Ford Simpkins. Ford is the Technical Account Manager. He also serves as the Solution Architect for this program. So, Ford is going to cover some information as well.

We have Faye. Faye is with Sandata. She is a Product Management Director. She is here to talk about portals. We have a provider portal and a vendor portal. These are tools that you will be taught about. We will show you those. She is going to introduce those to you today.

And lastly, we have Sam. Sam is with our Customer Enablement team, and she is an Implementation Experience Learning Specialist, and she is going to be helping us better understand what type of training opportunities are going to be made available.

As far as this meeting will be run, I would ask that everyone keep their cameras and microphones off, as we will be covering information today that will be recorded.

We will be recording this presentation, and we will double check and make sure I have the recording on, and I do.

We will be making this presentation as well as the recording available to you, through our learning portal, and then we'll also be putting a link to all of the information on the EOHHS EVV web page. So, we'll provide more information about that.

Certain parts of this recorded session may be used as an EVV training resource.

We will make sure there is no personal information on here. We'll do an audit of the recording before we post it on the Sandata portal.

The caption feature is also enabled. So, you'll see on your toolbar, there's a show captions option. If you'd like to see the transcript as it's being recorded, you can do that. We will also save that transcript after the meeting as well, and that will be made available.

As far as questions go, we would ask that you enter your questions using the QA feature. That feature should be at the bottom of your screen. So, you can go ahead and type your questions in there. Questions will be addressed either during the meeting or afterward.

We will respond to questions using that QA feature that will allow us to capture that information so that we can make those questions and answers available, on the portal of the EVV website for the state so that you can access them at any point. So, we do encourage questions. The questions will all be added to a QA document we have already started.

If you joined the EVV forums presented by the state, there were questions being captured and answers formulated, and that document will be made available. And we are just going to build that out further with your questions from these town halls.

If you have questions that you think of after the meeting or at any point, you can always send your questions directly into EOHHS at EVVfeedback@Mass.gov. So please send in your questions if you have anything that comes up later.

After today's town hall, as I mentioned, all the information that we are covering today, the presentation, the recording, will all be saved, and we are also going to ask you to just take a few minutes and complete a survey. This just helps us understand how we did with presenting today's information and gives us an opportunity to see what else you would like to see presented. So, we will have a short survey that will come up after we finish today's meeting.

I'm going to go ahead and go on to the agenda. We have lots to cover today. We will cover an EOHHS program overview, then we are going to talk about Sandata and tell you who we are and our experience. Then we are going to introduce two of the EVV options, Sandata EVV and Alternate EVV. So, we will cover that in detail.

We'll introduce the provider self-registration portal, training options, and then I'll cover the next steps, for the implementation and what you can expect after today. And then we also have an appendix at the end of this presentation that includes terminology as well as several different screenshots of the Sandata EVV system that you can reference, as you begin to get to know, our tools. There's going to be plenty of training opportunities. Today is just an introduction to everything that you'll be seeing as we move forward.

I am going to ask Jim to go ahead and present this first section related to program overview.

Thanks, Annemarie, and, good afternoon, everybody. I appreciate the opportunity to speak with you today. As Annemarie said, I am the Director of Federal EVV Compliance, for MassHealth, but I am here today representing all of EOHHS as well as EOEA and MassHealth.

What is EVV? EVV stands for electronic visit verification. And as you can see on this slide, it's really just a computer-based system that documents and verifies service delivery information for Medicaid service visits.

You know, obviously, it helps prevent fraud and abuse, but then also make sure that our members are receiving the care that's authorized for them.

Why are we doing it? Well, it's a law.

President Obama signed the CURES Act, the twenty first Century CURES Act back in 2016, which required the use of EVV for certain, home services, home health services and personal care services that require an in-home visit.

Why don't we turn this slide? I think that's enough for now.

Who is required to use EVV? I'm actually just going to read directly from this slide, for the services that will be needing EVV. So, you can see personal care services provided in a home setting, personal care attendant services, our self-directed program, group adult foster care services, you can see the exclusion.

So not ALRs, not assisted living residences.

Home health services, there's a fair amount of services within home health services that require EVV. You can see home health aide services, skilled nursing services, therapies, and then home safety or independent evaluations.

And then finally, certain homemaker and companion services that are provided in a home setting.

Next slide.

For ABI and MFP, we used to include it on that slide, but it was a little confusing. So just to be really explicit, we've carved this out. So, for ABI and the MFP waiver services, the services subject to EVV are listed here. So personal care, home health aide, supportive home care aide, skilled nursing skilled nursing services, and then, like on the other page, physical, occupational, speech therapy visits delivered in the home.

These codes, Annemarie has alluded to the Mass State website. These codes, the service codes, HCPCS codes will be updated on the EVV web page shortly.

Next slide.

What are the requirements for EVV? Well, it's really just six data elements that are required. So, it's who's receiving the service, who's providing the service, what services are being provided, where's the location of the service, and then when. What's the date of the service and the beginning and end time of the service.

These are the elements that are required, per the law. And I might say something now just on location of the service. We have a fair amount of questions that usually come up around GPS.

Just to circumvent that, we are not capturing GPS location in the solution. We strictly capture whether or not the visits are happening in the home or the community, and all we store are those text strings.

Next slide.

The last thing that I'm going to talk about is the state's offering. So, you've heard the term open model solution. And what does that mean? Essentially it means that providers have the option to either use their own EVV system or for free can use the state provided system, which will be Sandata Technologies.

We call ALT EVV is when a provider uses something other than Sandata, uses their own system, and then integrates with us. And how would they integrate? If you use an alternate EVV system, you'll be required to share those same six elements that I showed on the previous slide with the state by feeding the data aggregator. The data aggregator, the EVV aggregator, is also supplied by Sandata Technologies.

That will conclude my update.

Thank you, Jim. I appreciate it. Okay.

Now we're going to switch over, and we're going to talk about Sandata and who we are.

Judy, you are up.

Thank you. Hopefully, everyone can hear me. So, during the first part of this presentation, we've used the name Sandata quite a bit.

But it appears from that original survey that over 90% of you don't really know who we are, aren't familiar with us. So just to give you a little bit of an introduction to us, we are 100% focused on home care as a company.

We see this world as member centric. You can see that in our graphic.

Now for our state Medicaid programs, we do focus on a couple of different, pivotal elements.

The first is making sure that the members get the care they need and the care that's authorized.

We also want to be sure that providers are able to easily fulfill both CMS and state requirements.

These programs have lots of requirements on them, including the 21st Century Cures Act, and we want to make sure that the programs are compliant with the regulations they need to be.

And, of course, you know, one of the biggest focuses is making sure that funding is preserved. So, again, the 21st Century Cures Act, could impact state funding for some of these programs, and we want to make sure that the state receives as much of that funding or all of that funding so those services can be provided.

And we are thrilled to partner with MassHealth to implement this new EVV program for these services.

Next slide, please.

And we are not a stranger in this world.

We currently have over 20 state programs using our products, and that is state Medicaid level programs.

The slide really is there to show that we have extensive experience in all parts of this ecosystem.

In addition to state programs, we work directly with providers and managed care organization, which really puts us in a position to understand all of the different challenges that we all face as part of implementing one of these programs.

Next, please.

This graphic is intended to show kind of the world that is our EVV solution.

It starts with our data integration, and we will be receiving data from the state, and we will be receiving data from EOEA as well. And that data will make it easier for all of you, for all of our providers to register, and it's also going to make it easier for all of you to be able to reduce data entry. So instead of having to enter a lot of data, we will be taking that data from the state systems wherever possible.

Now the next step is really how do we capture that data? How do we capture all of those data elements?

For this program, we're going to be launching our mobile application. It's called Sandata Mobile Connect or SMC.

This will allow those providing services in the field to easily capture all of those Cures elements and we'll be talking a little bit more about that later. Now the third one, our portals, and you notice we have both Sandata EVV portals and Sandata Aggregator portals.

We are believers in provider choice. We originated that concept many years ago. And, essentially, what that means is providers can use the EVV system of their choosing, which means they can use the state provided Sandata system, or they can use a third-party system that they perhaps are working with already or may procure in the future.

Both of these groups have logins to the Sandata systems.

For providers who choose to use the state supplied system, they would log in through our EVV portal, and they would be able to use all of the tools, all of the reporting that we have available there, and Sam will tell you all about the great training options we'll have so you can feel comfortable using those tools.

For those users who choose to use their own, 3rd party EVV system, we will be asking your vendors to send that data to our aggregator system, which will combine the data from their systems and the data collected in our system.

Those third parties or those third-party users will be able to log in to our aggregator to see that data as it's been received and as the state will be seeing that data.

And, of course, for oversight and analytics, we offer reporting for both communities, and it is similar reporting.

That way, they can keep track of what's in the system, how things are progressing, what work might need to be done.

We also, by the way, do offer some advanced analytics for the state, and it really allows them to easily provide the required reporting that they need for CMS and to satisfy CMS on an ongoing basis.

Annemarie, back to you.

Thank you, Judy. I appreciate it.

Okay. Now we're going to transition and talk about the two options that Judy was speaking of, Sandata EVV and the aggregator. So, we're going to ask Ford to cover this next section.

Thank you, Annemarie.

Let's first focus on Sandata EVV.

Each provider agency will need to register, and that actually that first bullet will be whether you're Alt EVV or, Sandata EVV. But we'll get into the details of that in a bit.

Next, the Sandata EVV provider will complete training.

You would record visits, and we'll get to how in a minute on our SMC app, and a few details about that.

But providers can view and update visits. So, if there's something about the visit that needs to be addressed before it is sent to the aggregator from Sandata EVV. We'll have the chance to do that.

Authorizations will be available for some sources to assist in scheduling.

But either way, you will be able to record all the details of the visit that meet the Cures Act.

And, finally, member information will be supplied to Sandata by specific data sources, so you will not have to manually enter all elements of the member.

The items that Judy was talking about, how we will streamline the process for you.

Next slide, Annemarie.

This is a quick look at Sandata Mobile Connect (SMC).

Most importantly, it does work in connected or disconnected mode.

It does capture the GPS coordinates at the start and the end of the visit if that's turned on, in the application itself, for example, over the phone.

But, again, we're not going to be tracking GPS throughout the day. It literally is at those very specific points.

It does support multiple languages. I believe there are six for Massachusetts.

And, Annemarie, I think we were going to show a short video of how to use SMC, from a basic level so everybody could see what the app can do.

Yep. I can. Let me go ahead and launch that for you, Ford.

Thank you.

Visit using client verification.

Sign in to the SMC app.

There are four ways you can start a visit.

- ▶ By selecting a client from your schedule list as shown here on the visit screen.
- ▶ You can go to the client screen and select a client from that list.
- ▶ You can also search for a client and select them from there.
- ▶ You can start an unknown visit from the bottom of the search screen. This feature is used only when the client you are about to provide service for doesn't show up in your scheduled visits or during a search.

When starting an unknown visit, you will be required to enter the client's first and last name.

The Medicaid ID field is optional.

Let's start a visit from the visit screen where we can view scheduled clients.

Tap on the client that you're about to start a visit with.

Your client's information such as name, service type, time of scheduled visit, and address are displayed.

To get GPS directions to the client's place of the visit, tap the directions button.

To call your client, tap the call button.

Let's start the visit.

Tap the client's name you want to start a visit.

Then, tap start visit.

Tap yes to confirm you want to start the visit.

Depending on your agency's setup, notes may or may not be required to enter in order to complete a visit.

Notes are for informational purposes only and does not satisfy any documentation requirements and nor should it contain any clinical data.

Please complete notes as required by your agency.

Tap tasks and then tap add tasks to select which tasks that you will be providing during your visit.

Tap done when finished.

Your visit started with your notes and tasks entered.

When completing the visit, sign back into the app.

The visit that is in progress will appear at the top highlighted in blue.

Tap the visit to complete it.

Tap each task on the list to indicate whether it was completed, or the client refused it.

Again, if notes are required by your agency, be sure to tap notes and add information.

Depending on your setup, you may be required to answer observation questions.

After answering the observation questions, tap complete visit to continue completing the visit.

When ready, tap complete visit to begin the client authorization steps.

Tap confirm after viewing the summary detail screen.

Client authorization may or may not be required by your agency, and you will always have the option to skip these steps if you need to.

Tap continue and pass the device to your client.

They will complete the following steps.

The client will select their preferred language if they need to, and then tap continue.

The client will tap either confirm or deny regarding both service and visit time and then tap continue.

The client will have a choice of either signing or speaking their confirmation.

By tapping on the voice recording tab at the top, then press the blue record button and state their name and date of the service.

John Francis. August 3, 2023.

They'll tap the red stop button when done and will have the option to either erase it and signature option.

The client can use their finger or a stylist to sign their name on the screen.

Like the audio recording, they will have the option to either clear it and do it again or tap continue if they are satisfied with it.

The visit is now complete.

Either the client or the caregiver can tap the done button.

Thank you, Annemarie. Before we move on, I did want to note that tasks will not be required for this program, and neither will notes be required.

Next slide, Annemarie.

Now we're getting into what the agency will see when they log in.

This is the initial dashboard, that'll show the exceptions that are on visits that are for today so that you can click into each of these exceptions here and pull up the specific visits that may need attention.

Next slide is the client screen.

What I wanted to point out here is you will see all the clients, but there are filters that'll allow you to get to a grouping of clients or individual clients by either name or what payer they're with, or what service is being rendered. The screen will show you what to expect, but also how you can actually get to the information. When you click on a record, much more detail will show. What's their address? What are the associated Medicaid IDs, etc., will all be available once you click through.

Next slide, Annemarie.

This is the employee section. It'll list all the employees. You can sort them any way you want. You can filter them to bring up a group of employees.

When you click through, there will be a lot of details to see about each of the employees that you enter.

There will be a bulk upload option so that you won't have to manually enter each employee.

If you do have a sizable amount, that is an option just for everybody to be aware of.

These would be the employees that you will be assigning to the different visits to see each client or member.

Next slide, Annemarie.

This is an optional feature, but one that I wanted to point out. You will be able to schedule your visits in advance, which I think could be very helpful because it'll make the visit easier to find on the app.

But there are a lot of sub tools within the scheduling module.

You can set up a visit to reoccur on a regular basis.

You can set the visit to be change individual.

Once you set up the reoccurrence and they change, you can change each schedule there.

The scheduling really will make things easier if you progress through the system.

It is recommended but optional. You do not have to, by any means, use it, but it is available for you.

Next screen, Annemarie.

This is what you would see once a visit has been recorded.

This is what it would look like when it came through. If there were items that needed to be addressed, you will see them as these colored dots. Often, the common colors are yellow or red.

Red means there's something that needs to be fixed or addressed. For example, in the first line, you see how there's a call in and call out red dot. You would need to add in the times of that visit occurred. This visit was scheduled, so you see the times here, but we don't know when it actually took place. It might have been at that time, or it might have been at another time.

Those can easily be fixed by just clicking into each visit.

Next slide, Annemarie.

This is our reporting, and we have over fifty reports that'll be available that'll allow you to slice and dice the data any which way you want. They all can be downloaded into Excel, for you to further slice and dice, and analyze yourself.

I wanted to point out that this is available, and this will be part of training and I would definitely recommend taking the training on the reporting as it'll help you manage those visits on an ongoing basis.

Here are some custom features that I definitely want to call out because these are great features that I think will help the agencies.

- There will be a feature in the SMC app where you can chat with the office staff and the employees in the field.

- There will be another option where employees can simply request a visit to be rescheduled, at the touch of a button, without having to chat, without having to do anything else. It's very easy to do

- Employees will also get a reminder if they haven't checked out from a visit when it's time on their phone. If you forget to check out, you can still go in and check out as close as you can to the end time, which should help reduce the items that need to be fixed once the visit comes back for the agency to review and modify if necessary

- The advanced scheduling, which we did go over, does have the recurring option.

- You can check if an employee is available meaning, if they're already scheduled to be somewhere else, the system will let you know that.

- You can validate schedules against the available authorizations, which means you can look at the authorizations and know if you're going to go over units if we do this one. So, that is an option that is available if you use schedule.

Next slide.

That gives you a general overview of how the system functions if you're going to choose the Sandata EVV. Now let's look at the providers who choose to use a third-party system at this point.

What is Alt EVV?

It's any other EVV vendor system out there. There are many.

As we've said, the vendor will need to submit your data to the aggregator.

Agencies will be able to see the data that's submitted on their behalf in the aggregator as well, and the qualified state users and payers may also see the data that applies to the agency once sent into the aggregator.

The vendor certification process because every vendor or other alternate EVV system out there will need to be certified that they can send us the right data in the right format and in a way that we can ingest it.

How the vendor certification process works begins with a single provider agency designating the vendor, in the provider self-registration portal as their EVV vendor. As I had noted in the very beginning when I started talking, every provider will need to go through the self-registration process, this is what I was alluding to.

The portal, you at that time, you will give us an idea if you're going to use Sandata or an EVV vendor, and we will take that information when you register. And for those who do designate an EVV vendor, you'll tell us who.

Then the vendor will have to register as well to begin the certification process.

Once the vendor completes testing to be certified, which is an automated process, where they send us test data, for us to look at. And if we say, you know, they need to fix something, they can send it to us again. But once they do complete the testing, they will then be given production credentials to be able to hook up to the production aggregator.

Next slide.

As I've said, there are many possible vendors out there that can be chosen.

The provider will need to work with their vendor to use the capabilities of that system, to capture the data elements required for it.

Then you will make the changes in that vendor system and want to ensure that all the required information is there.

But once it is, then at that point, the vendor would send the data to the aggregator.

The vendor system will transmit all information at least daily, is what we highly recommend, using the specifications, which will be released in the future to any EVV who would like to go through certification.

Sandata will apply the rules of the Massachusetts program to the data received.

And there may be things that we've identified that may need to be fixed in the vendor system and then resubmitted to us. But that's all part of the testing process, and the vendor would become familiar on how to do that.

Next slide.

So once the data is in the aggregator, you can review it.

If you happen to not see it there, you know, the vendor will have should have a log of the visits they've sent to us to provide additional information, and we may need to get some of that information from that vendor in order to determine why something didn't make it in. But common causes are data was incorrectly formatted or not sent in it, sent in per the specs.

Or perhaps the member hasn't come in yet, via the feeds from MassHealth or EOEA, so we don't have a member to match to yet.

But if you do have exceptions, just be mindful if you do choose an alternate EVVV.

Many of those exceptions will need the change will need to be made in your original system and then resubmit it.

Next slide.

What is the aggregator? It's what we've talked about it, but it's much like what we showed for Sandata EVV.

It will allow you to see every visit that's made it in that applies to you, where you, and you'll see, again, the red dot, the commonality that we talked about for exceptions, are often things that would need to be fixed, in this case, in the original vendor system.

But, again, you will see common, dots for exceptions in either red or yellow color.

And there will be a way once you click into a visit, you will be able to see what exceptions need to be cleared for every visit.

From there, that's the first part of the aggregator, is being able to see everything. Now you cannot change anything here, but you definitely can see all the data. Next slide, Annemarie.

And just like for Sandata EVV, there is comprehensive reporting.

Again, additionally, over fifty available reports, and they are often very similar reports to what we have for our EVV vendors, to help you analyze your data to spot trends, but also help you see what might need to be corrected in order to make sure everything's flowing appropriately.

Annemarie, I think that's it at this point.

Thank you, Ford. I appreciate it.

We've given you some information about EVV versus all TVV, which is a choice that you will make when you begin to onboard with us. So, we have Faye here, and she is going to discuss the provider self-registration portal, which will be opening soon. I'm going to turn it over to Faye.

As you just mentioned, the provider self-registration portal will session initiate, your provider account creation for the Sandata EVV, or allow you to or providers to enter their alternate EVV vendor of choice.

It will also initiate account creation for our support portal, which is Zendesk.

It is a very critical step in the process, that's easy to follow.

Providers that essentially will be providing personal care services or home health services would need to register here if they have not already.

The provider identifier needed to register is the provider identifier with service location or the PIDSL.

Please, do enroll with MassHealth directly if you do not have that, but it is a prerequisite for the provider registration portal.

And as Annemarie mentioned, it will be expected to open in late August.

Next slide, please.

What you see here is a couple of snippets of our provider portal landing page, where providers would be directed.

They would select register as a provider, which takes you to the next screen where they would select the Massachusetts EOHHS program, and enter their PIDSL ID, at the bottom there to register. This is required.

Next slide.

And, again, you know, the provider registration portal will ensure that those providers who are required to use the EVV system, are registered, are in the system, and, essentially, will help end to end, program reporting.

It will make sure that we have the latest, up to date, contact information for providers, and it's essentially one place for them to register for both EVV programs, or if they're using, the alternate EVV program vendor rather.

It is a pretty, easy process to enter once you've entered your ID. The portal will guide you through other required fields and through the EVV onboarding process as well.

That is, it for now. Just a reminder, the provider self-registration portal, will be open in late August.

We're going to be showing you a lot more about the provider registration portal when we meet the next time. So, again, this is just an introduction to let you know that everyone, all provider agencies will need to register in the portal using their pixel.

We'll be teaching you a ton more about the portal as we move forward.

Now we're going to transition into the training that we're planning for you, and I'm going to turn this over to Sam.

Thank you so much, Annemarie.

First, I'm going to talk about what training is available for providers that are using Sandata EVV as their solution.

First and foremost, we have a required online course for agency administrators. It's self-paced, takes up to two hours.

We also have online courses available for not only agency administrators, but for office staff. And I'll be going into a little more detail, in just a moment.

If that's not for you, you're not a big fan of self-paced environments, we also will have virtual instructor case, you know, we see people are struggling with them something. We'll have hot topic sessions, where folks can come in and ask their questions.

We have Sandata on Demand, which you will have access to a video library and guides on Sandata EVV and also Sandata Mobile Connect. And surveys and evaluations help us improve the training process, make sure that we are listening to our learners to improve what we have. Let's go on to our next slide.

Sandata on Demand.

Two screenshots available. The video that was shown earlier of Sandata Mobile Connect is on Sandata on Demand. We have a lot of different articles and videos like that available.

It's a self-serve access. A lot of times, we have state specific resources available, and it's also where we have our customer support. Very important there. We have something called the caregiver library, actually, but it's for employees in the field.

And that caregiver library, again, that's the name of it, is the videos and guides.

It's focused on visit capture.

The great thing about that is if you would like to check more about Sandata Mobile Connect, there's no login required to view those materials.

For the guides, I think the last time I counted, there's thirteen or fourteen different languages available. The videos are in English, but all of our guides are in a wealth of different languages.

Next slide, please.

This is specifically for those providers who are choosing Sandata EVV.

First and foremost, as Faye had mentioned, as Ward has mentioned, is making sure you are registering in that provider portal. That is step one. If you have indicated that you are choosing Sandate EVV, you will receive an email, and you would the agency admin, very specifically, will create an account in our learning management system. You're not quite sure what that is, if any of you had kids or grandkids, nieces or nephews during the pandemic, going to Schoology or Blackboard, it's very much like that. It's where you would go to take those training courses and access those materials.

And, again, agency admin, they take that required course, EVV overview and security course. There's two things that happen after that, but I'm going to focus on the first. Once that course is complete, the agency admin is going to receive an email.

You completed it. You're going to get a Sandata Learn link. It's the name of our LMS, Sandata Learn, and you're also going to get a link for Sandata on Demand.

Provider agency admins and their office staff are able to take training on that LMS on Sandata Learn is very choice based.

We also have webinar courses available.

Our agency admin would pass that link along, that Sandata link Sandata learn link, that's way too many else, to our agency office staff. And from there, depending on their role in the agency, there's different learning paths, and I will go into those learning paths more in our next town hall. If someone is doing intake, client intake, they would take data entry. And, again, those are available in instructor led training and on that LMS.

If you're somebody who is more comfortable being in a training session with somebody where you can ask questions to that person, you can take the instructor-led training.

Maybe you want to do both. Maybe one course you found, I want to do that with a person, have them walk me through it, but this other one, I can probably do by myself. You are absolutely able to do that. There's a complete option and choice on how you want to do this.

Now for that second part, once the agency admin has taken that required course, the EVV overview and security course, they're going to get an email letting them know that they can download their welcome letter, and that's that very last box where it says welcome kit e track.

After successful completion of that course, they'll be able to access Sandata EVV portal at Go Live using their EOHHS ID to log in to the virtual gateway.

Thank you, Emery. Next slide. Now that was specifically for providers. Now we're going to look at what training is available for those who indicate they are choosing an alternate vendor, in that provider portal. Next slide.

And, again, the path is very similar.

Agency admin goes to the provider portal. They indicate they're using an alternate EVV vendor.

They get sent to the LMS, but the course is specifically for aggregator.

There's an online course, and you're all done. Pretty straightforward for that one. So, there's an online course for the agency users. There's virtual instructor led training for state entity users for any of our state folks that are on. And then, again, with Sandata aggregator, you also have access to a video library and guides in Sandata on demand.

That wraps up our training piece. Thank you very much, Annemarie.

Thank you, Sam. Appreciate it. And as Sam mentioned, there'll be a lot more that she'll be able to share with you on our, next town hall. So, again, this was just an introduction to let you know that there are multiple training options that we will be introducing to you and making available to get you, ready to go for this program launch.

I'm just going to sort of wrap things up with what the next steps are and give you some guidance on additional town halls.

And then, as I mentioned earlier, there's an appendix section in the back of this presentation that will give you more visuals of Sandata EVV as well as some terminology that you'll see in our system that you'll want to get used to.

As far as our next town halls we have we are planning for three more town halls.

We have them tentatively scheduled, so we'll talk again on August twentieth.

And during that town hall, we are going to dig in more on the provider registration process. So, what Faye was showing you, we're going to really go into that in more detail.

Sam's going to go over a lot more on the training opportunities that will be presented to you, and then we will also be reviewing the technical specifications for any alternate EVV vendors that any of you might choose to use. So if you opt to go with an alternate EVV vendor or you have one now, we'll want them to attend our August twentieth town hall because part of that, presentation will be focused and will be speaking directly to them on the specifications, on the documentation that they will have access to in order to program their system so that they can send in your EVV data on your behalf.

We're going to talk about registration. We're going to talk about training, and then we're also going to make sure the alternate EVV vendors have information about how they can get started to set up their systems.

The town hall after that will be in September. We're going to focus on the vendor self-registration portal.

If, any provider agency that registers in the provider self-registration portal indicates that they're going to use an all TV vendor, At that point, that all TV vendor will also need to register in the vendor portal because in the vendor portal is where they will have step by step, instruction on how to complete the testing.

I think it was Ford who spoke to every alt alternate EVV vendor will have to go through a certification process.

The certification process is to make sure that they have taken the technical specifications that we're going to review in the next meeting and that they've set it up correctly in their system.

We have testing cases that they'll be able to access and run some scenarios to make sure their systems are going to operate as they need to. So, a lot of vendors focus on the one that we will have in September.

And then, when we go live, towards the end of the year, we will have a final town hall. And, during that time, we will cover some of the things we've already talked about, but, hopefully, all of you are registered already. You're getting your training started. You've chosen whether you're going to use an all EVV provider or Sandata EVV.

We're really going to focus on go live, really talk to you about, you know, launching this program, what we need for you to be able to do, what you're aware of. We're going to talk about customer support. Sandata will be here for you with a team of customer support representatives to handle any questions that you have as you begin to get used to this process. So, please look for invitations that will be coming in the future for these subsequent town halls.

Just like you did today, you registered. You'll be registering for these as well as the next steps to engage with us. So, we're going to be sending out communication.

You could get communication from EOHHS, from Sandata, or your contracting entity on, EVV and the implementation that we're working on. So if you have emails coming through to you and they're they talk about EVV, please stop and check all of those out during this time period, this implementation time period.

You could also go to the [MA webpage](#) and access all sorts of information about EVV and the implementation we're working on.

Attend all these sessions that we're offering, please.

Some of it might sound a little repetitive, but, again, it's confirmation if you've heard it before.

Sandata will be hosting multiple town halls and making sure that we're giving the provider agencies as well as the alternate EVV vendors the information they need to be ready.

If you have questions, please send them to the EVV mailbox, which is EVVfeedback@Mass.gov. And, that mailbox is being managed by MassHealth, and they will provide you with information of responses back, and we'll support you along the way.

That is where we're wrapping up today.

As I mentioned, I just want to thank everyone for taking the time today. I know that we're all busy, but this was a really important presentation for you to attend. So, thank you for attending. If you have other people on your team that weren't able to attend and you would like them to be able to hear what we cover today, we will be making today's recording as well as the presentation available on Sandata on Demand, which Sam had mentioned. That's the Sandata training portal.

We will provide a link to that portal, and we'll make that available on the EOHHS EVV web page. If you already have that web page, saved, then you will start to see the Sandata on Demand link there, and you'll be able to come over to our tool and start taking, advantage of the trainings that are available as well as seeing the town hall information as well as the recording.

Look for that in the next week or two. We're going to be working on getting everything captured. We have to audit everything first and get it ready to publish. Give us a week or two, and we'll make that information available.

As I had mentioned in the back of this presentation, there is an appendix section, and in there, you'll see terminology and some additional screenshots.

If you are a visual person, those screenshots might be helpful for you to check out. But, again, during training, you will see the screens and, you know, we have user manuals that we'll be making available to you as well with all of that type of information.

As we close today, again, mark your calendar. The next one is slated for August 20th, and we'll be sending you a Zoom invitation, to be able to click on that and register.

Once we end the Zoom there'll be a short survey made available to you. And I know we all get surveys about a ton of different things, but we would ask that if you could take just a minute or so and answer those questions, that information will be reviewed by our team and we will take that information and apply that information into our upcoming town halls. Your feedback is really appreciated. If you have the time, please take the survey for us. Again, I want to thank everyone for joining us today. If there are any questions that were on that we were not able to

answer, we will be answering all questions, and we will make those questions available on the [EOHHS EVV webpage](#) on a Q & A document.

The questions from today will take a week or two to answer but we will get all your questions answered and make that information available to you as well as the next event.

And, again, if you have questions, please send them into the [EVV mailbox](#).

Thanks, everyone. Have a great day.