



MA EOHHS EVV Focus Group Kickoff

September 18, 2024



Agenda

- ▶ Introductions
- ▶ EVV Implementation Update
- ▶ MA EOHHS Focus Group Program
- ▶ MA EOHHS Ready, Set, Go Implementation Checklist
- ▶ Next Steps & Resources





Focus Group Kickoff Presenters



Annemarie Hull
Sandata
Project Manager



Jim O'Brien
MassHealth
Director of Federal EVV
Compliance



Sam Howe
Sandata
Customer Enablement Lead

EVV Implementation Update

- ▶ EOHHS EVV program launches on Monday, September 30th.
 - ▶ Sandata EVV and Aggregator available
 - ▶ Providers ready to go should start using Sandata SMC app for visit submissions and Sandata EVV for data review.
 - ▶ Agencies using an alternate EVV vendor can begin data submission
- ▶ Training registration for Instructor-Led sessions open on 9/19, [Sandata Learn](#).
- ▶ Sandata LMS is available for self-paced training, [Sandata Caregiver Library](#).
- ▶ Sandata Customer Support team is available for assistance and a support ticket can be opened as needed, [Sandata Zendesk Support Form](#).



MA EOHHS Focus Group Program



Purpose of the Initial Launch Focus Group

- ▶ This group is established to gather firsthand feedback from provider agency users on the following:
 - **Onboarding Feedback:** Experiences with the User Request Form and Provider Registration processes.
 - **Training Feedback:** Input on LMS and instructor-led training in Sandata Learn and resources in Sandata On-Demand.
 - **Customer Support Feedback:** Experiences with Sandata On-Demand for support tickets and interactions with our team.
 - **SMC User Experience:** What you liked about the app and areas for improvement.
 - **Sandata EVV Experience:** Feedback on setup, scheduling, visit maintenance, and other features.
 - **Sandata Aggregator Experience:** Opinions on reporting capabilities and suggestions for improvement.



Focus Group Expectations

- ▶ Initial Launch period: **September 30 – December 6, 2024**
- ▶ Focus group participants must fully engage with the Provider Agency EVV solution
- ▶ Focus group feedback will drive technical enhancements, training effectiveness, and clear communication for the full program launch

Sandata EVV Agency Providers:

- ✓ Provider agency registered
- ✓ User Request Form completed
- ✓ Training completed
- ✓ Employees using Sandata Mobile Connect (SMC) for check-in/check-out and CMS-required data
- ✓ Administrator performing visit maintenance via Sandata Portal
- ✓ Increasing percentage of verified visits

Alternate EVV Providers:

- ✓ Provider agency registered
- ✓ User Request Form completed
- ✓ Training completed
- ✓ Employees using their system for check-in/check-out and CMS-required data
- ✓ Visit data sent in Sandata format to EVV Data Aggregator via alternate EVV vendor
- ✓ Increasing percentage of verified visits

Communication Plan and Timeline

- ▶ These tasks outline communication activities to capture feedback and ensure a successful initial launch

Communication Tasks	Target Date
Host the initial Focus Group check-in and review the Ready, Set, Go checklist.	9/18/2024
Host bi-monthly check-ins to track activity.	10/14/2024 to 11/25/2024
Distribute survey to capture user experience.	
Distribute Outlook Poll for additional feedback.	
Send targeted emails requesting feedback on specific functions or features.	



Training Opportunities

- ▶ Focus group members are encouraged to attend upcoming training and town halls.

What Training is available?

- Self-paced courses available in Sandata Learn.
- Register for and attend Instructor-Led training sessions in Sandata Learn.
- Participate in Town Halls for EVV implementation updates, Q&A, and process changes.
- Attend additional training sessions offered during the launch period, if additional support is needed.



MA EOHHS Ready, Set, Go Implementation Checklist



Pre-Launch Ready, Set, Go EVV Implementation Checklist

- **Providers, Administrators and Staff:**

- **Attend** Sandata town halls or [view recordings](#).
- **Obtain** Provider ID and Service Location (PIDSL) number:
 - [MassHealth Provider Portal](#)
 - [Provider Online Service Center](#)

- **Provider Agency Administrators:**

- **Assign** a primary user for Sandata EVV.
- **Submit** agency-based EVV User Request Form (URF) for SSO credentials.
 - **Note:** Use MyMassGov email for both provider portal registration and URF submission
- **Complete** Sandata EVV registration through Provider Self-Registration Portal.
- **Ensure** employees complete agency training and download the SMC app in preparation to record visits.

**Pre-Launch
Ends
September 29!**

Launch Day Ready, Set, Go EVV Implementation Checklist

- **Provider Administrator:**

- **Access** Welcome Letter with Sandata EVV credentials.
- **Add** office staff to Sandata EVV system.
- **Grant** SMC app access to employees.
- **Align** services with each position in Sandata EVV.

**Launch Day
September 30**

- **Employees:**

- **Download** and **log in** to Sandata Mobile Connect (SMC) to start using the app.
- **Begin** capturing visit data.

- **Contacts and Resources**

- **General Questions:** EVVfeedback@Mass.gov
- **Technical Support:** Submit a Request on [Sandata On-Demand](#) or call 833.511.0164
- **MA-EOHHS EVV Website:** For additional details, visit the [MA-EOHHS EVV](#) website.

Alt EVV Pre-Launch Ready, Set, Go Implementation Checklist

- **Providers, Administrators and Staff:**
 - **Attend** Sandata town halls or [view recordings](#).
 - **Obtain** Provider ID and Service Location (PIDSL) number:
 - [MassHealth Provider Portal](#)
 - [Provider Online Service Center](#)
- **Provider Agency Administrators:**
 - **Assign** a primary user for Sandata Aggregator
 - **Submit** agency-based EVV User Request Form (URF) for SSO credentials.
 - **Note:** Use MyMassGov email for both provider portal registration and URF submission
 - **Complete** provider registration through the Provider Self-Registration Portal.
 - **Ensure** you complete Aggregator training in Sandata Learn.

**Pre-Launch
Ends
September 29!**

Alt EVV Launch Day Ready, Set, Go Implementation Checklist

- **Provider Administrator:**

- **Ensure** employees begin using your chosen EVV vendor to capture visit information.

- **Employees:**

- **Begin** capturing visit data.

- **Contacts and Resources**

- **General Questions:** EVVfeedback@Mass.gov
- **Technical Support:** Submit a Request on [Sandata On-Demand](#) or call 833.511.0164
- **MA-EOHHS EVV Website:** For additional details, visit the [MA-EOHHS EVV](#) website.

**Launch Day
September 30**

Next Steps & Resources



Next Steps & Resources

- ▶ Confirm your participation in the Focus Group Check-in meeting series.
- ▶ Access the [Massachusetts Ready, Set, Go EVV Implementation Checklist](#) to onboard your team.
- ▶ For general questions about the Massachusetts EVV program, email EVVfeedback@Mass.gov or visit the [MA-EOHHS EVV website](#).
- ▶ For technical assistance with the EVV system, [submit a request](#) via [Sandata On-Demand](#) or call Customer Support at 833.511.0164.
- ▶ View the full list of services that require EVV, by service code on this table, [EVV Required Service Code List](#)



Thank You for your participation!

