



## DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*

# DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

## AHCCCS EVV UPDATE

Target Audience - Qualified Vendors and Providers

Transmittal Date - 08/24/2020

### Vendors who will use the Sandata EVV System:

Today AHCCCS announced that live and interactive (webinar-based) training for the EVV program is coming in October 2020. Training will be conducted by Sandata Technologies, AHCCCS' EVV solution vendor.

- Training will be offered in several formats including live and interactive instructor-led webinars (October – November 2020) and e-learning (i.e. recordings of live instructor-led webinars and instructional videos).
- E-learning will be available beginning in October and can be viewed by users as many times as necessary and throughout the life of the program.
- The vendor's EVV Contact (agency administrator) will receive an email in September about the training registration and requirements. EVV Contacts will also be responsible for completing some basic EVV training including a system overview and security module training. They will also be responsible for assigning staff to attend/take EVV courses.

### Vendors who will use their own alternate EVV System:

- Vendors planning to use an alternate EVV system, should contact 855-289-4246 or [AZCustomerCare@sandata.com](mailto:AZCustomerCare@sandata.com) as soon as possible to initiate the process to send information to the Sandata aggregator to comply with EVV. Vendors who have chosen to use an alternate EVV system at the start of the program, must have their system approved and functional by October 16, 2020. If the Alternate EVV Vendor's system will not be compliant by this date, the vendor agency will be expected to complete all required training offered by Sandata in preparation to use the Sandata EVV system should the alternate system not be ready on January 1, 2021.

Alternate EVV users will be required to complete some basic online training beginning October 5, 2020. This training is specific to viewing their data sent to the EVV aggregator.

If you have questions about using an alternate EVV system or are waiting for testing information, please contact support at 855-928-1140 or [AZCustomerCare@sandata.com](mailto:AZCustomerCare@sandata.com).

### Stay Informed

Sign up for the AHCCCS Constant Contact email list to receive any and all EVV notices from AHCCCS under the "Stay Informed" tab on the [AHCCCS website](#).