DIVISION OF DEVELOPMENTAL DISABILITIES

Sent on Behalf of DES/DDD

AHCCCS EVV UPDATE SEPTEMBER 2020

Target Audience - Qualified Vendors and Providers

Transmittal Date - 09/21/2020

Providers who will use the Sandata EVV System:

AHCCCS has announced that training will be available beginning October 5, 2020. The training will be available in both a pre-recorded, eLearning format as well as through live interactive (web-based) training for the EVV program. Training will be provided by Sandata Technologies, AHCCCS' EVV solution vendor.

The provider agency's primary EVV contact (agency administrator) can expect to receive an email on or around October 1, 2020, regarding the details, including how to register for the pre-requisite training and requirements for agency administrators. The agency's primary EVV contact was identified by the agency on the Differential Adjusted Payment attestation submitted earlier in the year or subsequently was confirmed by the DDD Customer Service Center.

The EVV contact must first complete two pre-requisite training courses, including a system overview and security module. On October 1, 2020, these courses will be available via e-learning and accessible 24/7. This training should take less than two hours to complete. Once completed, the agency administrator will receive an email confirmation regarding training completion. This email will contain links to eLearning that will be ready for staff viewing on October 5, 2020, and links to register for the live interactive (web-based) training. The EVV contact will also receive instructions on how to access the Sandata EVV system.

The following are some highlights about training:

- The EVV contact must first complete the prerequisite training before the agency can begin registration for the live interactive (web-based) training.

- Individuals do not have to take the live interactive (web-based) training. They will also have the flexibility to take part of the training through e-learning AND live interactive (web-based) training OR only take e-learning supported training.

- Live interactive (web-based) training will be limited to 100 individuals per session for each session. However, 113 sessions representing six topics will be held on various days and times to accommodate a wide range of participants.

- Registration for live interactive (web-based) training will open on October 5, 2020, for sessions beginning October 19, 2020 through December 9, 2020.

- The training content is modular, which allows staff to be assigned to participate in training needed based on their role within the agency. For example, certain topics, such as Visit Capture, can be attended/viewed by caregivers, while other sessions may be attended or viewed by office staff such as the scheduling module.

- E-learning (recordings of live instructor-led webinars and videos) will be accessible 24/7 and throughout the life of the EVV program. These can be viewed as many times as necessary by an unlimited number of staff.

Providers who will use their own alternate EVV System:

- If you plan to use an alternate EVV system, please contact 844-289- 4246 or AZAltEVV@sandata.com as soon as possible to initiate the process to send information to the Sandata aggregator in order to comply with EVV. If you choose to use an alternate EVV system at the start of the program, your system must be approved and functional by October 16, 2020.

- Alternate EVV users will be required to complete some basic online training beginning October 5, 2020. This training is specific to viewing your data sent to the EVV aggregator. You should have already received a link to this training from Sandata.

- If the Alternate EVV Vendor's system will not be compliant by October 16, 2020, the provider 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. AHCCCS and Sandata will monitor Alternate EVV vendor progress to conduct provider specific outreach to ensure providers are ready to comply with EVV on January 1, 2021.

If you have questions about using an alternate EVV system or are waiting for testing information, please contact support at 844-289-4246 or AZAltEVV@sandata.com.