Electronic Visit Verification (EVV) Training Registration Guide for Provider Administrators

Provider EVV administrators, including independent nurses, must complete required administrative trainings on the Sandata system. The videos do *not* cover Wisconsin-specific details within the Sandata system. Administrators should also reference the Wisconsin EVV Supplemental Guide while watching the self-paced videos to learn what is different in Wisconsin.

Note: Administrators must watch all the videos in the series to receive access to the Sandata EVV portal. This can be done in several sittings or all at once. The videos take about 90 minutes total.

1. Open a web browser. Sandata recommends Microsoft Edge, Mozilla Firefox, or Google Chrome. Other browsers may not register training properly.
2. Medicaid-enrolled providers and providers with a National Provider Identifier (NPI) may proceed to Step 4. Users who are not currently enrolled as a Medicaid provider will need to complete the provider agency ID process:
   a. Read how to obtain a unique provider agency ID, or view video instruction of how to obtain a unique provider ID.
3. Start the process to obtain a unique provider agency ID.
4. Go to http://www.Sandatalearn.com and select **Sign Up** at the bottom.
5. Complete the **Create an account** screen. Enter the email address that matches what is on file for the agency in the ForwardHealth Portal. Select **Sign Up**.
6. Complete the next screen:
   - Agency Name
   - Agency ID # (optional)
   - Medicaid ID # (Medicaid ID or Provider Agency ID from ForwardHealth) This will be 8-9 digits long. *A provider NPI number (10 digits) is not acceptable here.* Call Wisconsin EVV Customer Care if you need assistance: 833-931-2035
   - Provider ID #: Re-enter the number from above.
7. **Select a Role** and choose from the dropdown menu, **Agency Admin/Manager**.
8. **Select a State** (Wisconsin).
9. Select **Agency EVV**.
10. Select **Submit**. This will open the SandataLearn dashboard.

11. On SandataLearn, select **Dashboard** to see the training options.
12. Select **View** in the Sandata EVV Admin Training box.

13. Begin the lessons.

Next Steps
Once all lessons are complete, Sandata eTRAC will send a Welcome Kit to the provider email address listed in the ForwardHealth Portal. Be sure to check the email's spam and junk folders. The Welcome Kit has a link and temporary password that provides access to the Sandata EVV Portal, allowing the provider to start using EVV.

If the eTRAC Welcome Kit isn't received in 2-3 days, or for any other questions, contact Wisconsin EVV Customer Care:

vdxc.contactevv@wisconsin.gov
833-931-2035
Monday-Friday, 7 a.m.–6 p.m. Central time

Additional Information
- If the user is unable to finish the video lesson in one session, Sandata will save the progress. The user can resume the lessons by logging in with their email and password to https://www.sandatalearn.com.
- Find Wisconsin-specific training materials to review or train others on the Department of Health Services EVV Training webpage: www.dhs.wisconsin.gov/evv/training.htm.
- Reference the Wisconsin EVV Supplemental Guide to learn what is different in Wisconsin.

WISCONSIN DEPARTMENT
of HEALTH SERVICES