Electronic Visit Verification Training Registration Guide for Provider Administrators
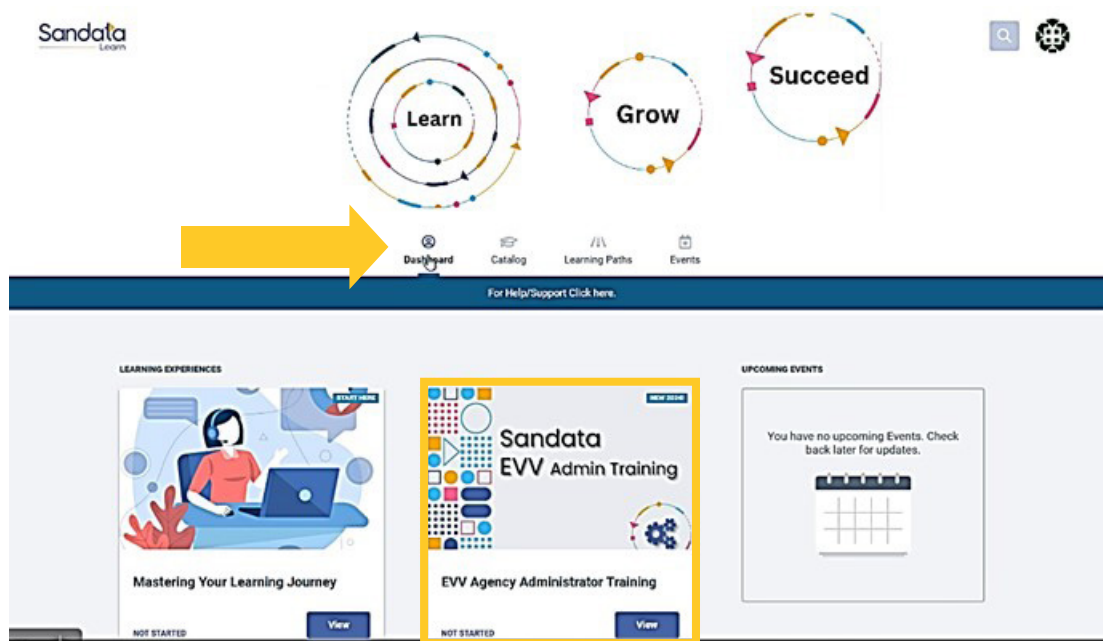
Provider electronic visit verification (EVV) administrators, including independent nurses, must complete required administrative trainings on the Sandata system. The videos do not cover Wisconsin-specific details within the Sandata system. Administrators should also reference the Wisconsin EVV Supplemental Guide at dhs.wi.gov/publications/p02745.pdf 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 sessions or all at once. The videos are 90 minutes long in total.

1. Open a web browser. Sandata recommends Microsoft Edge, Mozilla Firefox, or Google Chrome. Other browsers may not register training properly.
2. If you're already enrolled with Wisconsin Medicaid, proceed to Step 3. If you're not currently enrolled as a Medicaid provider, you will need to enroll with Wisconsin Medicaid:
    a. Download the PDF to learn how to enroll with Wisconsin Medicaid at forwardhealth.wi.gov/WIPortal/Subsystem/Public/ExternalPage.aspx?id=training_altc_ waiver_presentation, or watch a video about how to enroll at vimeo.com/1081527513? share=copy.
    b. Start your Wisconsin Medicaid enrollment application at forwardhealth.wi.gov/WIPortal/Subsystem/Certification/ProviderCertification.aspx.
3. Go to www.Sandatalearn.com, and select **Sign Up** at the bottom.
4. 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**.
5. Complete the next screen:
    • Agency Name
    • Agency ID # (optional)
    • Medicaid ID # (eight–nine 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
6. **Select a Role** and choose from the drop-down menu, **Agency Admin/Manager**.
7. **Select a State** (Wisconsin).
8. Select **Agency EVV**.
9. Select **Submit**. This will open the SandataLearn dashboard.
10. On SandataLearn, select **Dashboard** to see the training options.
11. Select **View** in the Sandata EVV Admin Training box.

Sandata Learn

| Agency Name |
| Agency ID # (Optional) |
| Medicaid ID # |
| Provider ID # |
| Select a role |
| Wisconsin |
| Agency EVV |
| Non-Agency EVV |
| Alt EVV Aggregator |
| Submit |

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12. 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 two to three 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: dhs.wi.gov/evv/training.htm.
- Reference the Wisconsin EVV Supplemental Guide at dhs.wi.gov/publications/p02745.pdf to learn what is different in Wisconsin.

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