



**TO: Home Health Agencies, Community First Choice, Personal Care Assistance, Acquired Brain Injury, and Connecticut Home Care Program Service Providers**  
**RE: Updated: Electronic Visit Verification Refresher Training Invitation**

This is a revision to include the modules to be covered in each training session.

The Department of Social Services (DSS) Electronic Visit Verification (EVV) system will be implemented on January 1, 2017 for non-medical providers and February 1, 2017 for Home Health providers. Training on the EVV system was provided to both non-medical and Home Health providers in July and August 2016. This training was recorded and can be found on the Learning Management System (LMS) located on the Electronic Visit Verification Implementation Important Message.

This bulletin invites all providers to attend refresher web-based EVV training. These EVV training courses are intended to educate new providers on the Santrax system, provide guidance on modifications specific to the Home Health provider community and act as a refresher for providers who previously completed the mandatory training.

*This training is not appropriate for field staff employees.*

Refresher training content for the EVV system will be divided into modules, as outlined below.

### Provider Training Modules

- Module #1: DSS EVV Project Overview
  - Benefits
  - Core Functionality
  - Training Overview
- Module #2: Telephony Process  
(*Santrax<sup>®</sup> Electronic Visit Verification<sup>™</sup> with Assured Coverage<sup>™</sup>*)
  - Call Process for Visits (Telephony, Mobile Visit Verification, Fixed Visit Verification)
  - Telephony Troubleshooting
  - Training Field Workers (Call Reference Guides)
- Module #3: Getting Started with EVV System Overview
  - Accessing the System
  - Online Documentation
  - Additional Resources
- Module #4: Staff Module
  - Search and View Staff
  - Add/Modify Staff
  - User Security
- Module #5: Client Module
  - Data Feed Process
  - Search and View Clients
  - Updating Client data
  - Reviewing Authorizations
- Module #6: Scheduling
  - Searching and Viewing Schedules
  - Creating Schedules
  - Editing Schedules
- Module #7: Visit Maintenance
  - Dashboard
  - Reviewing Activity
  - Understanding and Correcting Visit Exceptions
- Module #8: Billing
  - Billing Procedures
  - Generating and Viewing Exports
- Module #9: Reporting
  - Accessing and Running Reports
  - Setting Filters
- Review of SANTRAX EVV best practices: How you will 'put it all together'
- Getting started and next steps
- Skilled Provider Requirements

- Entering/Assigning Physicians
- Entering Diagnosis Codes
- Physician Signature
- Scheduling for nurse visit-based services
- Third Party Liability

To register for these refresher trainings, select a date and click on the “Click to Register” link below:

Date	Time	Modules Covered	Registration Link
1/9/17	11 am – 1 pm	1, 2, 3	<a href="#">Click to Register</a>
1/10/17	11 am – 1 pm	4, 5, 6	<a href="#">Click to Register</a>
1/11/17	11 am – 1 pm	7, 8, 9 and Skilled Services Refresher	<a href="#">Click to Register</a>
1/17/17	2 pm – 4 pm	1, 2, 3	<a href="#">Click to Register</a>
1/18/17	2 pm – 4 pm	4, 5, 6	<a href="#">Click to Register</a>
1/19/17	2 pm – 4 pm	7, 8, 9 and Skilled Services Refresher	<a href="#">Click to Register</a>