

PA-DHS Alternate Electronic Visit Verification (ALT-EVV) Systems Testing Process

Quick Reference Guide

This document is intended to describe the testing process for the ALT-EVV credentials for any provider using an ALT-EVV that is not DHS Sandata EVV or HHAx. The testing and credentialing process is a collaborative effort between Sandata, the provider, and the provider's ALT-EVV vendor.

All parties must be engaged, and regularly monitor emails, and take needed actions promptly, to make this process as seamless as possible. Any delays in the process, or skipping a step, may result in your inability to send EVV Data in time for the January 1, 2021 federal mandate.

Please Note: As the provider progresses through each step of the testing process a new support ticket will be generated for each step. It is important not to combine steps into a single support ticket. This will only slow down the testing process.

If your agency has multiple unique 9 digit Master Provider Index number (MPI#), testing must be done separately for each MPI#s.

Step One: Provider downloads and reviews the Technical Specs and Alternate EVV Addendum for OLTL and ODP (2 Documents)

Providers can locate the Alt-EVV specifications at the PA DHS ALT-EVV page by clicking [here](#). There are 2 documents you will need. 1) [Alternate EVV Technical Specifications](#) and 2) [Alternate EVV ODP & OLTL ONLY Addendum](#). Providers need to thoroughly review both documents. **** It is important to ensure the documents you are using match those documents on the PADHS EVV site.** *We have encountered vendors using incorrect documents and or technical specs from other states. This can cause delays in your testing.*

Step Two: When Provider is prepared to Test and receive credentials; Provider reaches out via email to PA ALT EVV support team at Sandata to submit a written request for credentials, and include Vendor contact information.

Once prepared to begin the process, the Provider's Main Alt-EVV contact needs to email PAAltEVV@sandata.com to request their testing credentials. In that email request it is **very important** to provide the following :

1. Who your EVV Vendor is;
2. Who the vendor contact is;
3. Vendor contact email address;
4. Vendor contact direct phone; and
5. Provide PA ALT EVV support team at Sandata *permission* to work with them on your behalf, and send them emails.

Step Three: PA ALT EVV support team at Sandata creates testing credentials and Provider completes DHS Aggregator Training in LMS at Sandatalearn.com

PA ALT EVV support team at Sandata will create testing credentials for the provider. This process may take up to 5 business days. Please monitor your email and spam filters for the delivery of test credentials every day as testing credentials are sent via Secure Email. **Please Note:** Credentials and the Testing Checklist are emailed to the provider only via Secure Email. It is the provider's responsibility to forward these items to their respective vendors.

During this time, and before Sandata can move forward with issuing Production Credentials, agencies must also register and complete the training for Sandata Aggregator via the [Learning Management System](#) (LMS). Once completed, agencies must notify PA ALT EVV support team at Sandata via email PAALTEVV@sandata.com and share their copy of the Certificate of Completion.

Step Four: Provider and Vendor work together to conduct testing, as PA ALT EVV support team at Sandata assists with any issues or errors encountered.

This is the lengthiest of all the steps. **Step Four** is *anticipated* to take between 2-12 weeks. The length of time is dependant upon the vendor, the vendor system, and /or the level of engagement by both the provider and the vendor. During this step, Please monitor emails regularly. Again, it is important to note that Sandata, the Vendor, and Provider Agency should be included in all emails!

During Step Four, Vendors are NOT permitted to correspond with the PA ALT EVV support team at Sandata without provider inclusion.

In the event a Vendor requires a phone call with the PA ALT EVV support team at Sandata, the provider must give written consent in the **Step Four** support ticket. This is necessary to ensure all parties are kept informed throughout the entire **Step Four** process.

Step Five: Once testing is complete, the Provider submits the completed testing checklist to the PA ALT EVV support team at Sandata at PAAltEVV@sandata.com for validation of successful completion.

PA ALT EVV support team at Sandata will review the checklist and email the provider their results (allow **5** business days for a response). If the provider does not pass, the email from the PA ALT EVV support team at Sandata will indicate which item in the checklist needs review or correction. The Provider will resend the checklist back to the PA ALT EVV support team at Sandata in the same support ticket until they pass. Once a checklist passes or is deemed “completed” the provider may move to Step 6.

Step Six: Provider emails to the PA ALT EVV support team at Sandata and identifies Go-Live date/requests production credentials.

Providers will email PAAltEVV@sandata.com to request their Production Credentials **within 5 business days** of *passing* their checklist. In that same email, the provider will also indicate the date they wish to transmit their live data to the DHS Sandata Aggregator (aka Go-Live). **This needs to be completed within 10 business days of the provider’s receipt of the Go-Live email.**

PA ALT EVV support team at Sandata will then respond with Production Credentials and verify the provider's go-live date!

Step Seven: Provider confirms live data is in the DHS Sandata Aggregator.

On the go-live date, the provider will log into the DHS Sandata Aggregator and verify that live EVV data is flowing correctly into the Read-Only Production DHS Sandata Aggregator. If any data is absent, or incorrect, the provider will work with the PA ALT EVV support team at Sandata and their Vendor to troubleshoot any issues. Once successful data transmission is confirmed, the Provider emails Sandata to confirm successful data transmission in the production DHS Sandata Aggregator.

Step Eight: Sandata Notifies Provider of AltEVV testing completion via email

PLEASE NOTE- Your Agency is certified **only** when you have completed **all 8 steps**.

If you have any questions:

Contact:

Phone: 855-705-2407

Email: PAAltEVV@sandata.com