

## PA-DHS Alternate Electronic Visit Verification (AltEVV) Systems Recertification **Quick Reference Guide**

This document is intended to briefly describe the required Alternate EVV (AltEVV) vendor testing and recertification process for agencies using an EVV System *other* than the free DHS EVV system, Sandata Agency Management, or HHAExchange (HHAX).

**Note:** This document is intended only for EVV vendors whose EVV systems were previously certified in Pennsylvania during the launch of the PCS EVV program. New vendors should review the [PA-DHS Third-Party/Alternate EVV Webpage](#) for the “PA-DHS Alternate EVV Quick Reference Guide (New Vendor Certification).”

**Due to changes in the “Alternate EVV Technical Specifications” targeted to be deployed on August 10, 2022, *all vendors* are required to adopt the changes, “re-test,” *and* recertify AltEVV systems for PCS and/or HHCS with the PA AltEVV Support Team. **Failure to re-test and recertify will result in file rejections and PCS claims to deny after the deployment.****

The testing and credentialing process is a collaborative effort between the PA AltEVV Support Team and the provider’s AltEVV vendor. Vendors only need to complete testing and credentialing once (for all provider agency clients) before submitting live PCS and HHCS EVV data.

Vendors are expected to collaborate with their provider agency clients throughout the testing process. It is advised that vendors take time to review the AltEVV specification documents with each of their provider agency clients.

**PLEASE NOTE: All 6 steps in the testing process will be completed in the same (one) support ticket, per vendor.**

**Step One:** Provider downloads and reviews the Alternate EVV Documents on the PA-DHS Third-Party/Alternate EVV Webpage

Vendors and provider agencies can locate the “Alternate EVV Technical Specifications” on the PA-DHS Third-Party/Alternate EVV webpage by clicking [here](#). Technical Specifications are condensed into **one specification** document containing information for both Personal Care Service and Home Health Care Service programs.

**\*\*Please bookmark the [Third-Party/Alternate EVV Webpage](#) (Link) so you can locate technical specification document updates and helpful guides on this page for the life of the PA-DHS EVV Program.**

**Step Two:** Sandata is sending all PA DHS PCS certified vendors an email with a testing checklist, testing credentials, and testing instructions.

Once the vendor has addressed the changes and is ready to begin the process, the Provider’s AltEVV vendor begins testing using the detailed instructions provided to them in email. If a vendor has not received the testing email by April 18, 2022, please contact [PAAltEVV@sandata.com](mailto:PAAltEVV@sandata.com) for assistance and copy: [rapwevissues@pa.gov](mailto:rapwevissues@pa.gov).

You may also update the vendor contact information with the PA AltEVV Support Team. Please note that one email is sent “ccing” all vendor contacts in the same email.

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:** Testing email and checklist are emailed to the vendor only

During this time, provider agencies are **encouraged** to take a moment and review the training “Pennsylvania Alt EVV – AGGREGATOR Self-Paced” via [the Learning Management System](#) (LMS).

**\*\* Previously Certified PA DHS Vendors \*\***

**Step Three:** Vendors conduct self-paced testing, as the PA AltEVV Support Team assists with any issues or errors encountered.

This is the lengthiest of all the steps. **Step Three** is *anticipated* to take between **2-4 weeks**. The length of time is dependent upon the vendor, the vendor system, and/or the level of engagement by the vendor. Please monitor emails regularly. **Important – Testing credentials and testing sites are unique to the PA-DHS program. Use of other state payer program’s credentials and/or testing sites will not work, and vice versa.**

**Step Four:** Once testing is complete, vendors submit the completed testing checklist to the PA AltEVV Support Team by “replying” to the email they received with the Testing, Instructions, and Checklist ([PAAltEVV@sandata.com](mailto:PAAltEVV@sandata.com)) for validation of successful completion.

PA AltEVV Support Team will review the checklist and email the vendor their results (**allow 5 business days for a response**).

If the vendor does not pass testing, PA AltEVV Support Team will indicate which item(s) in the checklist need review or correction. The vendor will resubmit the checklist back to the PA AltEVV Support Team in the same support ticket until they pass. Once a checklist passes or is deemed “completed,” the provider may move to Step Five.

**Step Five:** Once the vendor passes testing, Sandata informs the vendor via email.

**The vendor should contact all their providers to inform the providers of their success.**

***New provider agencies in the DHS EVV program needing credentials.*** New provider agencies in the DHS EVV program need to complete the online [PA DHS New Provider Enrollment](#) form to receive their provider agency credentials. The form link can be located on the [Third-Party/Alternate EVV Webpage](#) starting April 15, 2022. (**Note: provider agencies using HHAX as their sole EVV Vendor do not need to perform this task**)

Sandata will create provider agency credentials within **5 business days** of the vendor passing their checklist. The PA AltEVV Support Team will deliver Production Credentials with instructions to providers only, via secure email. Production credentials will be active immediately. However, the work is **not** complete.

**Step Six:** Provider agency works with their vendor to confirm live data is in the DHS EVV Aggregator.

It is highly recommended that the vendor and provider agency work collaboratively to validate data is arriving into the DHS Aggregator accurately. Providers should log into the DHS EVV Aggregator Portal and verify that live EVV data is flowing correctly into the production portal (the portal provides read-only access to users) at <https://evv.sandata.com/VM/Login>.

If any data is absent, or incorrect, the provider agency *and* their vendor should work collaboratively with the PA AltEVV Support Team to troubleshoot any issues.

If you have any questions:

Contact

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Email: [PAAltEVV@sandata.com](mailto:PAAltEVV@sandata.com)