

PA-DHS Alternate Electronic Visit Verification (Alt EVV) Systems New Vendor Certification **Quick Reference Guide**

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

Note: This document is intended only for EVV vendors whose EVV systems were NOT previously certified in Pennsylvania during the launch of the PCS EVV program. Vendors previously certified should review the [PA-DHS Third-Party/Alternate EVV Webpage](#) for the “PA-DHS Alternate EVV Quick Reference Guide (Recertification).”

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

New Home Health Care Services (HHCS) providers are expected to complete their certification process to begin submitting HHCS AltEVV files to the DHS EVV Aggregator starting August 10, 2022.

PLEASE NOTE: All 6 steps in the new vendor integration testing process will be completed in the same (one) support ticket. This support ticket should only be used for the integration testing process.

Step One: New vendor downloads and reviews the Alternate EVV Documents on the PA-DHS Third-Party/Alternate EVV Webpage, at which time all new provider agencies complete the online “PA-DHS Home Health Alternate EVV New Provider Registration Form.”

New vendors and new provider agencies can locate the “Alternate EVV Technical Specifications” and the “PA-DHS Home Health Alternate EVV New Provider Registration Form” 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 [PA-DHS 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.

Please note: Vendor testing credentials will not be distributed until at least one provider agency has registered.

Step Two: PA AltEVV Support Team creates testing credentials and checklist and emails them directly to the vendor

PA AltEVV Support Team will create testing credentials for the vendor. This process may take up to **5 business days**. Please monitor your email and spam filters for delivery. Testing credentials are sent via secure email. Sandata will then contact all provider agency(ies) working with the vendor, to inform the provider agency(ies) that their vendor has received testing credentials.

PLEASE NOTE: The testing credentials, testing information, and testing checklist are emailed to the vendor only

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

Step Three: The vendor conducts 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 **2-6 weeks**. The length of time is dependent upon the vendor, the vendor system, and/or the level of engagement by vendors. 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) 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 and creates production credentials for registered provider agencies to the PCS and/or HHCS EVV program(s).

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 recommended that the vendor and provider agency work collaboratively to validate data is arriving into the DHS Aggregator accurately. Provider agencies 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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