



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

Subject: MA Provider Training Registration Open Announcement

Dear Provider Agency:

Electronic Visit Verification (EVV) training is now available through Sandata and includes both the Massachusetts Executive Office of Health & Human Services (EOHHS) state-sponsored EVV system provided through Sandata and the Sandata Aggregator training for those programs using an Alternate (Alt) EVV vendor. We're excited to support you in accessing and using this important tool.

If You Will Be Using the State Sponsored EVV Solution Through Sandata

To get started, please log in to [Sandata Learn](#), the Sandata Learning Management System, and complete the first training. Learners can choose to register for [live instructor-led sessions](#) as scheduled or enroll in self-paced online courses available 24/7. Training will equip you with the knowledge needed to effectively use the Sandata EVV system.

How to Get Started:

1. Sign in to [Sandata Learn](#), using your Provider ID and Service Locator (PIDSL) number in the Medicaid ID field, and create your learning profile.
NOTE: Your agency's staff will also need this number to log in for training.
2. Complete the self-paced MA-EOHHS Sandata EVV: Admin & System Security Course.
3. Review Sandata EVV learning paths and have staff sign up for and complete the appropriate courses (self-paced or instructor-led training) that align to their roles.
NOTE: To see the live, instructor-led sessions, go to **Events** and register for the sessions you wish to attend.

Once you have finished the Admin & System Security Training, you will receive a confirmation email with further instructions. On launch day, September 30, 2024, you will receive an email with instructions on how to download your Welcome Letter. This letter will include your STX (Sandata EVV) account number, along with other helpful information.

We encourage all providers to complete the full range of training to ensure a thorough understanding of the EOHHS EVV system before they begin using the system.

If You Will Be Using an Alternate Vendor EVV System

To get started, please log in to [Sandata Learn](#), the Sandata Learning Management System, and complete the Sandata Aggregator training.

How to Get Started:

1. Find your EVV Identifier from the confirmation email you received when you registered in the portal.
2. Sign in to [Sandata Learn](#), create your learning profile by choosing Alt-EVV User for your role and then Alt EVV Aggregator for your product. Then complete the Aggregator course that you will see in your learning dashboard.

Contacts and Resources

View the [Massachusetts Ready, Set, Go EVV Implementation Checklist](#) for a step-by-step guide on how to get started.

For general questions about the Massachusetts EVV program, please email EVVfeedback@Mass.gov. You can also visit the [MA EVV website](#) for more information.

For technical help in using the EVV system, please [Submit a Request](#) via [Sandata On-Demand](#). You may also call the Customer Support line at 833.511.0164. Please be aware of higher call volume during the go-live period.