



# Electronic Visit Verification (EVV) Training Registration Guide for Provider Administrators

Provider EVV administrators, including independent nurses, can complete the steps below to access trainings on the Sandata system. The Sandata self-paced videos cover the Sandata system. The videos do *not* cover Wisconsin-specific details within the Sandata system. Provider EVV administrators are strongly encouraged to reference the [Wisconsin EVV Supplemental Guide](#) while watching the self-paced videos to learn what is different in Wisconsin.

**Note:** Provider EVV administrators must watch all the videos in the series to receive credentials and access to the Sandata EVV Portal.

1. Open a web browser. Microsoft Edge, Mozilla Firefox, or Google Chrome are recommended. Other browsers may not register training properly.
2. Medicaid-enrolled providers and providers with a National Provider Identifier (NPI) may proceed to Step 4. Users who are not currently enrolled as a Medicaid provider will need to complete the provider agency ID process:
  - a. [Read how to obtain a unique provider agency ID](#), or [view video instruction of how to obtain a unique provider ID](#).
3. [Start the process to obtain a unique provider agency ID](#).
4. Go to [Sandatalearn.com](#). Select **Sign Up**. Type “WiEVVAgency” in the **Key Name** field and click **Sign Up** again.

The screenshot shows the Sandata Login page. It has a title 'Login' and a subtitle 'Login below to see all your courses.' There are two input fields: 'Username' and 'Password'. Below these is a 'Login' button. There is a checkbox for 'Keep me logged in' and a link for 'Forgot Password?'. Below the login section, there is an 'OR' separator and a 'Sign Up' button, which is highlighted with a yellow box.

The screenshot shows the Sandata Sign Up page. It has a title 'Sign Up' and a subtitle 'Please enter the enrollment key name, then click 'Sign Up''. There is a 'Key Name' label above an input field containing the text 'WIEVVAgency'. This input field is highlighted with a yellow box. Below the input field is a large blue 'Sign Up' button. At the bottom right, there is a link for 'Back To Login'.

5. Complete the required fields in the **Sign Up** screen:
  - a. First Name
  - b. Last Name
  - c. Email (this must match the email shown in the ForwardHealth Portal's "Mail to" field)
  - d. Password: The password must be at least eight characters long and include at least one letter and one number.
  - e. Agency Name
  - f. Provider Medicaid ID # (or Provider Agency ID from ForwardHealth). This will be 8-9 digits long. A provider NPI number (10 digits) is not acceptable here. Call Wisconsin EVV Customer Care if you need assistance: 833-931-2035

Select **Sign Up**.

The screenshot shows a 'Sign Up' form with the following fields and labels:

- First Name (Required)
- Middle Name
- Last Name (Required)
- Email (Required)
- Password (Required)
- Re-enter Password (Required)
- Agency Name (Required)
- Provider Medicaid ID # (Required)

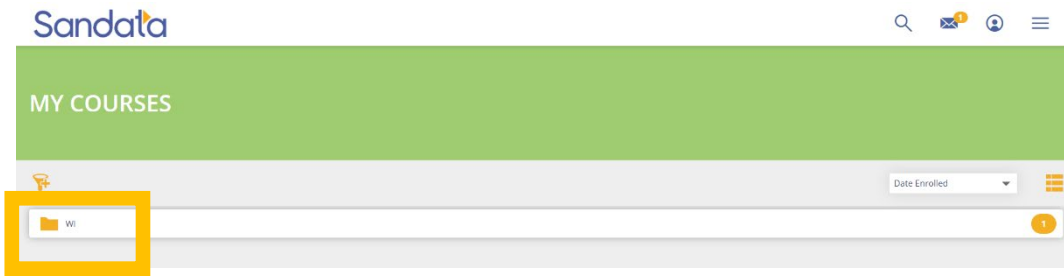
At the bottom of the form, there is a blue 'Sign Up' button and a link for 'Back To Login'.

6. Select **My Courses**.

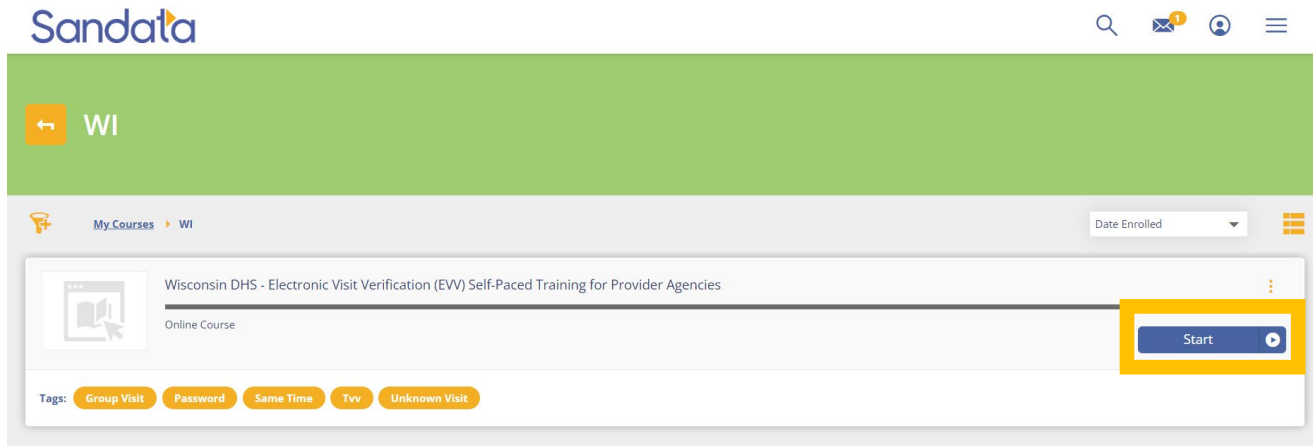
The screenshot shows the Sandata user interface. At the top left is the Sandata logo. On the right are icons for search, notifications (with a '1' badge), user profile, and a menu. Below the header is a banner image of a healthcare worker smiling at an elderly patient. The text 'Welcome, M P' is overlaid on the banner, with 'We are happy you stopped by.' underneath. Below the banner are three navigation buttons:

- Nothing to resume yet**: View Catalog >
- My Courses**: See courses you are enrolled in (This button is highlighted with a yellow border)
- Catalog**: See a complete list of available courses

7. Click the **WI** folder to view the courses.



8. Click **Start** to launch the Wisconsin DHS–Electronic Visit Verification (EVV) Self-Paced Training for Provider Agencies menu.



9. Click **Play** to begin the lessons. Users may replay any video by clicking on the lesson name to the right.



## Next Steps

Once all lessons are complete, Sandata eTRAC will email a Welcome Kit to the provider address listed in the ForwardHealth Portal. Be sure to check the email's spam and junk folders. The Welcome Kit has links that provide access to the Sandata EVV Portal, allowing the provider to start using EVV.

If the eTRAC Welcome Kit isn't received in 2-3 days, or for any other questions, contact Wisconsin EVV Customer Care:

[vdxcontactevv@wisconsin.gov](mailto:vdxcontactevv@wisconsin.gov)

833-931-2035 Monday-Friday, 7 a.m.–6 p.m. Central time

## Additional Information

- If the provider EVV administrator is unable to finish the video lesson in one session, Sandata will save the lesson progress and resume the next time the user logs in.
- Find Wisconsin-specific training materials to review or train others, including videos, PowerPoints, and written materials, on the Training webpage:  
[www.dhs.wisconsin.gov/evv/training.htm](http://www.dhs.wisconsin.gov/evv/training.htm).

