



# Training Workers for Electronic Visit Verification

There are many resources available for workers' training on the Wisconsin Department of Health Services (DHS)-provided Sandata electronic visit verification (EVV) solution. Use the combination of resources that makes the most sense for workers' needs and local conditions. Most workers will **not** need to access all the resources.

The employer should decide which type of training and which resources will be most effective for their situation. This guide can help choose the best combination.

The Electronic Visit Verification (EVV): Training Workers webpage, <https://www.dhs.wisconsin.gov/evv/training-workers.htm>, contains all resources to print, download, or link. Translations in Spanish and Hmong are available for all written resources and can be provided in other languages if requested. Translations in other languages can be requested via email; please allow 30 business days for additional written translations. For more information on setting up a successful training, refer to the Successful Training tip sheet: <https://www.dhs.wisconsin.gov/library/p-02706.htm>.

## Step One

To introduce EVV initially, use of either of these optional resources is recommended:

- Informational video (three minutes): [http://www.youtube.com/watch?v=rt29rXY\\_td8](http://www.youtube.com/watch?v=rt29rXY_td8)
- Member flyer: <https://www.dhs.wisconsin.gov/library/p-02730.htm>

## Step Two

To train EVV, the employer can decide which type of training will be best.

In Person Training Options	Remote or Independent Training Options
One-on-one coaching, in person	One-on-one coaching, online or by phone
Small group training, in person	Small group training, online
Larger group training, in person	Larger group training, online
	Emailed or mailed packet or a thumb drive of materials for independent study
Follow-up one-on-one coaching after mailed or emailed packet, in person	Follow-up one-on-one coaching after mailed or emailed packet, online or by phone
Follow-up small or large group training after mailed or emailed packet, in person	Follow-up small or large group training after mailed or emailed packet, online

### Step Three

The employer can decide which resources will be needed. Group Visit resources, marked with an asterisk (\*), will apply to visits with more than one member or participant at the same address during the same visit.

What method to check in/out will be used by the worker?	If written resources are preferred (available for translation)	If video resources are preferred (not available for translation)
Mobile Visit Verification	EVV Service and Task list	Video 1: Initial Setup and Credentials
	Downloading the Sandata Mobile Connect App from the App Store (for iOS)	Video 2: Starting a Visit
	Downloading the Sandata Mobile Connect App from the Google Play Store (for Android)	Video 3: Completing a Visit with Tasks and Client Verification
	Sandata Mobile Connect App Guide for Employees	Video 4: Starting a Group Visit*
	PowerPoint 6: Sandata Mobile Connect	Video 5: Completing a Group Visit at the Same Time*
	PowerPoint 10: Group Visits*	Video 6: Completing an Individual Visit in a Group Visit*
		Video 7: Starting an Unknown Visit
		Video 8: Completing an Unknown Visit
		Video 9: Adding an Unknown Client to a Group Visit*
		Video 10: Abandoning a Group Visit*
Telephonic Visit Verification	Call Reference Guide—Basic	Video 1: Call in with FVV Prompt
	Call Reference Guide—Group Visits*	Video 2: Call out with FVV Prompt
	PowerPoint 7: Telephonic Visit Verification	
Fixed Visit Verification (FVV)	Call Reference Guide—FVV	Video 1: Fixed Visit Verification Call Process
	PowerPoint 8: Fixed Visit Verification	

**For more information, visit**

**<https://www.dhs.wisconsin.gov/evv/training.htm>,**

**email [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov), or call 833-931-2035.**

