Sandata
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Vermont HHA Production Support: Quick Reference Guide (QRG)

This document is intended to **describe** the production support process for the ALT-EVV Providers and their respective agencies once their vendor has completed testing (aka production)

Provider Agencies (HHAs) should validate their own data is appearing in the Vermont Aggregator as often as you process data. It is recommended that HHAs review the Vermont Aggregator **daily** and provide feedback as needed, to their vendor. If you are unfamiliar with the Vermont Aggregator, please complete the Learning Management System course by clicking here.

If an HHA encounters an irregularity, you may require support assistance. Support tickets should be opened by the agency and should include the vendor *if* there is a data issue. ** *HHAs should not rely on vendors to open support tickets. However, If your vendor does open a support ticket, tickets should be exclusive to your HHA to ensure PHI integrity.*

**Support for Alt EVV Vendors and Agencies**

1. When a provider encounters an issue with their data, first contact your vendor to ensure your data was correctly processed. Begin the troubleshooting with the vendor, to ensure issues did not occur at the "origin."
    a. If your vendor confirms accurate data processing, then reach out to VT ALT EVV Support.
    b. Please ask your vendor for JSON files and UUIDs to include with the ticket request.

2. Provider reaches out via email to the ALT EVV support team at Sandata to submit a written request for assistance and includes Vendor contact information.

HHA's Main contact will email VTAltEVV@sandata.com to request support assistance. In that email request it is **very important** to provide the following :

1. Agency Name
2. Aggregator Account Number (aka STX #):
3. Contact Information:
4. Who the vendor contact is;
5. Vendor contact email address;
6. Vendor contact direct phone; and
7. Description of issue:
8. When Issue began:
9. Include screenshots, JSON files, and UUIDs (*JSONs and Screenshots should be sent securely*)**
    a. ==*UUIDS and JSONs are required to investigate any visit data/visit issues*==

Important Tips:

*   ==***Please be specific*** *- the more information you provide the better as the support team works with 15,000 agencies nationally and they will need as much information as possible about your agency and issue.*==
*   *Ticket responses with Support Ticket Numbers should be received within a few minutes. This is an auto-response. If you do not receive this email, check your spam folders. If not received, then call the support number to receive your ticket number.*
*   *Each support ticket should only contain one issue topic. If you encounter multiple issues, please open separate tickets for each.*
*   *Please refrain from including or using the ticket emails for extraneous email conversations. These email conversations get captured each time, and recorded into the ticket as an entire email string, for each email.*
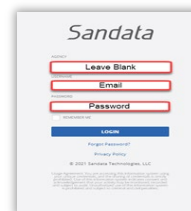
*   Vermont Aggregator can be located at **https://evv.sandata.com/VM/Login**

Vermont HHA/ ALT EVV Support Contact:
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Phone: (855) 424-4655