

Important Information Requiring Your Immediate Action in Sandata

Our primary goal is to ensure that the individuals we serve receive the services outlined in their Person-Centered Support Plan (PCSP). One way we achieve this is by asking agencies to verify visits electronically. As you know, you have a contractual obligation to make sure your team uses the Sandata Tablet or an alternate method (i.e., bring your own device or telephony) to clock in and out of a visit.

We've worked closely with the Division of TennCareSM and the other Managed Care Organizations (MCOs) to enhance our Electronic Visit Verification (EVV) system to prevent overlapping visits. These visits occur when an employee clocks in at multiple locations during the same time line.

How Does This Affect You?

As our valued provider, we want to let you know about two important process changes coming soon:

1. Social Security Numbers (SSNs) in Sandata

We've updated Sandata to capture each workers' SSN. **On July 1, 2019**, please begin loading the SSNs for all current employees. You'll have approximately 60 days to enter this information, and this will be a requirement for all new hires moving forward.

Attached, please find a job aid that will walk you and your staff through this process. Please note the MCOs can't see your employees' full SSNs in Sandata, so you shouldn't be concerned about maintaining your team's privacy.

Each employee's first and last name, as well as the last four digits of their SSN, will be shared with the other MCOs to collect information that will help us detect overlapping visits. We'll work together to address these visits and may request an employee's full SSN from Sandata if needed for further analysis.

2. Claims Update

Please make sure all valid SSNs are loaded **by September 1, 2019**. If they aren't loaded by this date, you won't be able to export claims for payment.

Please keep this notice for future reference and distribute it to anyone in your agency who loads employee information in Sandata.

We're Here to Help

If you have questions, contact your provider network manager.

Thank you for the quality service that you provide.

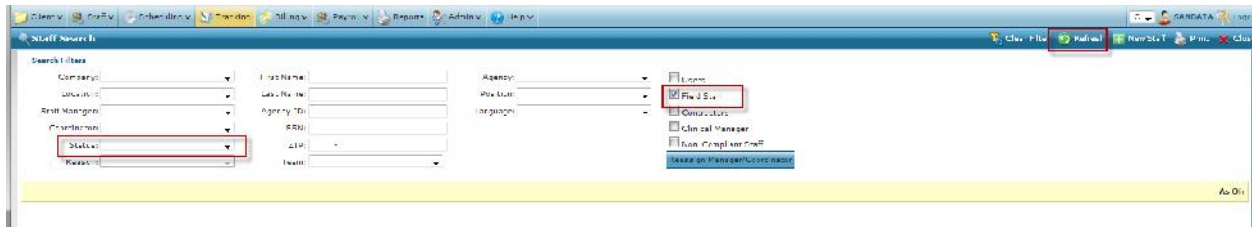
Enclosure

Adding SS# to Field Staff

Navigate to Staff Screen



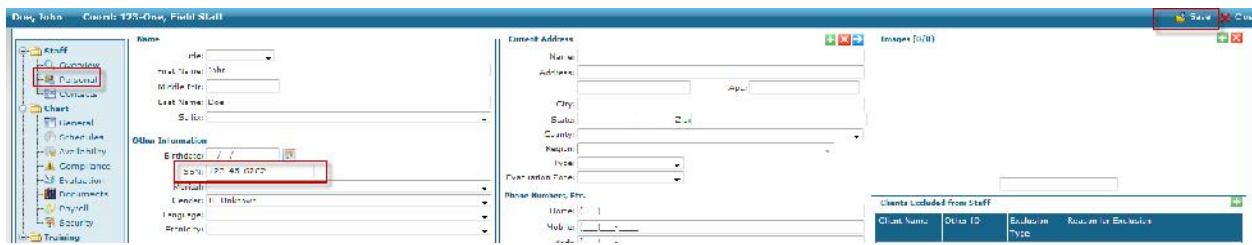
Search for All field staff: change status, select Field Staff and click Refresh



Select a field staff and double click to open record

	Doc, Anthony	000006989	02	06/03/2015	06/03/2015		
	Doc, John	000000083	02	06/23/2015	06/23/2015		

Navigate to the Personal Screen, enter the Social Security Number and then select Save



*Note – When BlueCare Tennessee personnel view Staff records, only the last 4 digits of SS# will be visible

Providers should use the report “Staff Demographic CSV” to monitor staff still requiring SS# to be entered

