

interChange Provider Important Message

Claim Adjudication and Electronic Visit Verification

This Important Message will help providers understand how to verify that claims have been successfully exported from the Santrax system and how to verify that claims have been accepted by Hewlett Packard Enterprise (HPE). EVV claims submitted through the Santrax system and subsequently displayed on the Remittance Advice (RA) are available to be viewed in the DSS portal at www.ctdssmap.com. However, the method to confirm submitted and accepted claims has changed.

As a reminder, providers are encouraged to submit their claims through Santrax timely, in order to allow sufficient time for the claim to be processed prior to the end of the appropriate claim cycle. Because claims are exported to HPE for adjudication through a claims translator, it may be several hours for the claim to reach HPE for processing. Providers are encouraged to submit claims early and often during the claim cycle.

The claim cycle schedules are published twice a year for the periods of January - June and July - December, approximately one month prior to the first cycle date. Providers can access the claim cycle schedule from the www.ctdssmap.com Home Page by clicking on Information > Publication > Enter Year of publication > Select All Provider Types, by clicking the drop-down arrow > click search.

How to view your exported claims in Santrax:

A successful claim export from the Santrax system can be verified by viewing the billing history in Santrax. You can access the billing history by selecting "Billing" and then selecting "History"



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To see the claims exported on specific dates, click on the + next to "Billing", then the + next to the appropriate year, and the + next to the month you wish to review. You can then select a specific date to review. You will then see the client, dates of services and the billed amount.

Date	Client	Chart ID	Invoice	Items	Amount	Comments
01/25/2017			000000002	1	\$47.70	
01/25/2017			000000004	1	\$29.36	
01/25/2017			000000005	1	\$38.16	
01/25/2017			000000007	1	\$38.16	
01/25/2017			000000001	2	\$62.32	
01/25/2017			000000003	1	\$4.12	
01/25/2017			000000006	1	\$57.24	

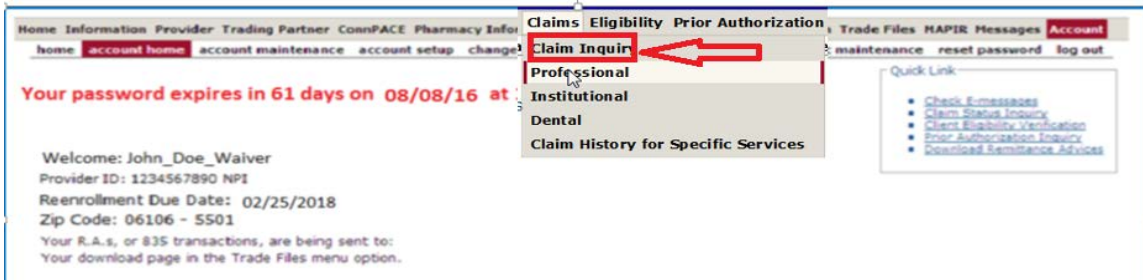
How to view your exported claims in the DSS portal:

To view your accepted claims in the DSS portal you would first login to the secure site, using your user ID and password, then select "Claims" and then "Claim Inquiry".

PLEASE NOTE: If you have not yet set up a secure Web account, for the AVRS ID under which claims are being submitted, click set-up account and enter the initial ID sent you via your enrollment approval letter and PIN sent to you under separate cover. Please refer to chapter 10 of the provider manual under publications for information on setting up your secure Web account and related clerk accounts.

The image shows two screenshots of the Connecticut Department of Social Services (DSS) portal. The left screenshot shows a navigation menu with categories: Home, Information, Provider, Trading Partner, Pharmacy Inf, and Inf. Under the 'Provider' category, there is a list of links including 'Secure Site'. A red arrow points from this 'Secure Site' link to the right screenshot. The right screenshot shows the 'Home Information Provider Trading Pa' page with a navigation menu. Under the 'Provider' category, there is a list of links including 'Secure Site'.

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You can search by the client ID number and the dates of service, i.e. FDOS and TDOS.

NOTE: It is not recommended that you search by the "FDate Paid" or "TDate Paid" fields, as submitted claims will not have a paid date until after the claim cycle.

The screenshot shows the 'Claim Search' form for provider 1234567890 NPI. The 'Client ID' field is highlighted in red. Below it, the 'FDOS' and 'TDOS' fields are also highlighted in red. To the right, the 'Pending Claims' checkbox is highlighted in red. The 'search' button is also highlighted in red. Other fields include ICN, TCN, Prescription No (Pharmacy Only), Claim Type, Status, FDate Paid, TDate Paid, and Exclude Adjusted Claims. A 'Records' dropdown is set to 20.

Providers can also check the pending box to view all claims not yet paid for the client or by removing the client ID, all claims submitted and not yet paid for all clients.

On the next screen you will see the claims that have been received for that client for the dates of service that you entered. If the "Date Paid" field does not have an entry that does not mean it has been denied payment. An entry will not be in the "Date Paid" field until after the claim has fully adjudicated.

Search Results										
ICN	Client ID	Client Name	Prescription No	FDOS	TDOS	Claim Type	Status	Date Paid	Amount Billed	Amount Paid
2016026600026				12/31/2015	01/05/2016	Professional Claims	Paid	01/29/2016	\$500.00	\$105.73
5616026001001				12/31/2015	01/02/2016	Professional Claims	Denied	01/29/2016	\$500.00	\$0.00
5616025001001				12/31/2015	01/02/2016	Professional Claims	Denied	01/27/2016	\$500.00	\$0.00

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What happens if the claim file is rejected by Sandata?

If the claim file is rejected by Sandata it will not be exported to HPE. It will not be listed in the Billing History in Santrax, nor will you be able to view the claims in the DSS portal. For assistance in resolving the issue that caused the file rejection please contact Sandata Customer Care at 1-855-399-8050 or by email at ctcustomercare@sandata.com.

What happens if the claim file is rejected by HPE?

If the file successfully exports from Santrax but is not accepted by HPE, Sandata will receive a rejected 999 from HPE. Sandata Customer Care will then contact the provider to advise them that the 999 has been rejected and provide solutions to the issue that caused the 999 rejection and next steps.