

interChange Provider Important Message

Electronic Visit Verification Service Providers (EVV) – Consecutive Services Enhancement

The Department of Social Services (DSS) is pleased to announce that, based on provider feedback, beginning on August 3, 2018, Electronic Visit Verification (EVV) service providers will have additional functionality known as the Consecutive Services Enhancement to assist them in using the Santrax system.

What is the Consecutive Services Enhancement?

The Consecutive Services Enhancement allows caregivers who are performing consecutive services, also known as back-to-back services, to capture one (1) check-in at arrival and one (1) check-out at departure. When this enhancement is enabled for their agency, caregivers will not have to make calls at the change in service. This enhancement can only be used when consecutive services are provided by the same caregiver to the same client. This enhancement also requires that a scheduled visit is in place prior to the start of the first scheduled visit in order for the call values to attach as detailed below.

At this time, the Consecutive Services Enhancement cannot be used by caregivers who check-in/-out using the Mobile Visit Verification (MVV) app. When this enhancement becomes available for use in the MVV app, providers will be notified.

How does the enhancement work?

The Consecutive Services Enhancement requires one (1) check-in to begin services and one (1) check-out to conclude services. If the total duration of the visit performed matches the duration of the visit scheduled in Santrax, the check-in and check-out times for the visits scheduled between the first visit and final visit will be assumed to have been completed as scheduled. If the duration of the visit equals the duration of the scheduled visits, all visits will auto-confirm and the missing visit times will automatically populate according to the schedule in place. The visits with assumed check-in or check-out values will be identified with an underline in Visit Maintenance (see Figure 1). Effective August 17, 2018, visits with assumed visit call data will also set a new warning exception, "Assumed Call". The "Assumed Call" information exception is a warning and does not require additional intervention from the provider.



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For example,

A caregiver is scheduled for the following schedule for the same client:

10:00 - 11:00 Homemaker

11:00 - 12:00 Companion

In the Consecutive Services Enhancement, the caregiver will check-in at 10:00 to begin the shift and check-out at 12:00 to end the shift. The caregiver will enter the tasks performed during both visits at the final check-out call. At the conclusion of the call, Santrax will automatically enter a check-out value of 11:00 for the first visit, a check-in value of 11:00 for the second scheduled visit and attach the captured tasks to all visits performed.

Total Shown: 4													
O	Date	Coord	Client	Service	Staff	Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs
	07/05/18-Th		HTest2, KMS	HHA	HTStaff1, KMS	21:40	22:00	0.33	21:44	22:03	0.32	0.25	0.25
	07/05/18-Th		HTest2, KMS	PCA	HTStaff1, KMS	22:00	22:30	0.50	22:03	22:30	0.45	0.50	0.50

Figure 1

Who can use the enhancement?

Any provider that wants to use this Consecutive Services Enhancement may do so when it becomes available. This feature will be automatically enabled for all EVV mandated services providers that use the Santrax system for visit time capture. **If you do not want to use the Consecutive Services Enhancement, please contact Sandata Customer Care for assistance in disabling this enhancement.** Sandata Customer Care can be reached at 1-800-855-3990, Monday - Friday, 8:00 am-5:00 pm.

When would it not be appropriate to use the Consecutive Services Enhancement?

The Consecutive Services Enhancement cannot be utilized by caregivers whose check-in and/or check-out value is more than 24 hours apart. If there are more than 24 hours between a visit's check-in or check-out, the caregiver must use the traditional method of visit time capture (a check-in and check-out for each service performed) or the 3-call process. The 3-call process is when a provider checks-in at the start of care of the first visit, checks-out of the first visit which serves as the check-in for the second visit, then checks-out of the second visit.

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Will there be training opportunities?

Webinar based training will be held to educate providers on the Consecutive Services enhancement. To register, please select the appropriate link for the training you wish to attend. Providers are encouraged to register for training early because there are a limited number of seats available in each training.

<u>Date</u>	<u>Time</u>	<u>Registration Link</u>
Wednesday, 8/8/18	10-10:30 AM	https://sandata.zoom.us/webinar/register/WN_WW6aLrmxQtK1dAW18-hfjQ
Wednesday, 8/8/18	1-1:30 PM	https://sandata.zoom.us/webinar/register/WN_4gTTZjktSTS6-3nrjFMbVA
Friday, 8/10/18	10-10:30 AM	https://sandata.zoom.us/webinar/register/WN_nGMEvm9OSG6U6FA8rdutAA
Friday, 8/10/18	1-1:30 PM	https://sandata.zoom.us/webinar/register/WN_bDyEsAOVT2WeFfiLL5BxGg

As a reminder, for the Consecutive Services Enhancement to be utilized:

- The services must be provided by the same caregiver to the same client.
- Scheduled visits must be in place prior to the start of the first scheduled visit.
- This enhancement is not valid for services that have more than 24 hours between the check-in and check-out.
- The "Assumed Call" exception is a warning and does not require intervention from the provider.

For questions regarding the Consecutive Services Enhancement, please contact the EVV mailbox at ctevv@dx.com.