

interChange Provider Important Message

Electronic Visit Verification (EVV) - Creating Claims in the Santrax System

Click Update! Some providers are experiencing an increase in both denied and failed claims generated from the Santrax system due to the failure to click Update when creating an invoice. If Update is not clicked prior to the creation of an invoice, providers may experience errors that result in a failed claim export and/or claim denial. Clicking Update ensures your claim is being created with the most current data such as rates, prior authorization, schedule details, TPL and/or ABN information.

Please see the direction below for instruction in and creating an invoice in the Santrax system.

Creating an Invoice

Complete the following steps to create a billing invoice.

1. Click the **Billing** button from the top menu bar to display the **Billing Review** screen.
2. Select the **Show Only Items OK to Bill** checkbox.
Selecting this option will only display schedules with a status of **02-Confirmed** that have all required authorization information.



Note: If you are using a telephony system, such as Santrax® TVV, the system will automatically verify events when there are no call exceptions.

3. Select your billing period.
4. Filter by the appropriate **Payor**.
5. Filter by any other desired options and then press <Enter> or click **Refresh**.
6. **Click Update.**
7. Click the **Create Invoices** button.

The screenshot shows the Santrax Billing Review interface. Callout 1 points to the 'Billing' button in the top menu. Callout 2 points to the 'Payor: Private Pay' dropdown. Callout 3 points to the 'Date From' and 'Date To' filters. Callout 4 points to the 'Show Only Items OK To Bill' checkbox. Callout 5 points to the 'Refresh' button. Callout 6 points to the 'Update' button. Callout 7 points to the 'Create Invoices' button. The main table displays a list of services with columns for Date, Client, ChanID, Service, EC, IN, OUT, T2, Qty, Units, Rate, Hrgs, Am, Copy, Supplies, Status, DRN, Override, Auth hp, Auth Meas, Tasks, and Payor. A summary table at the bottom shows: Items: 0, Pending: 0, \$0.00, Visits: 0, OK To Bill: 18, \$438.00, Hours: 18.00, Billed: 0, \$0.00, Units: 0, Total: 0, \$438.00, Crpay: \$43.00, Supplies: \$0.00, No Item(s) Selected \$0.00.

Figure 1: Billing Review Screen

Reminder: Providers may have questions about who to contact regarding EVV related issues. If after reviewing the information below you are unsure who to contact for assistance, please send an e-mail to ctevv@dx.com. You are also encouraged to send an e-mail the ctevv@dx.com mailbox if you feel you need

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additional support resolving your issue. Please be sure to include your Sandata ticket number if applicable.

If you are missing a client from your Santrax system and have verified the client's eligibility on the www.ctdssmap.com portal or have clients that you are unfamiliar with, please send a secure email to ctevv@dx.com.

If a prior authorization (PA) is present on the www.ctdssmap.com portal but is not present in the Santrax system, please send an email to ctevv@dx.com.

If you are experiencing issues with the Santrax system and its functionality please contact Sandata Customer Care They can be reached at 1-855-399-8050 or by email at ctcustomer@sandata.com.

Important: Do not email client identifying data unless you encrypt your e-mail.