

# interChange Provider Important Message

## **Attention: Electronic Visit Verification (EVV) Service Providers – Back-to-Back Services Survey**

Providers have shared with the Department of Social Services (DSS) that although the 3-call time capture process for back-to-back services reduces the number of calls made by caregivers, exceptions often occur when caregivers are late in making the second call. DSS is exploring a possible modification to reduce exceptions for back-to-back services and would like to get your feedback.

Please click on the link below to complete this survey by **August 18, 2017**. Thank you for your participation.

<https://www.surveymonkey.com/r/FVVZFJ7>

