

interChange Provider Important Message

Electronic Visit Verification (EVV) Alternate Claim Solution

Effective January 1, 2017 for non-medical service providers and April 3, 2017 for Home Health agencies, the Department of Social Services (DSS) successfully implemented Electronic Visit Verification (EVV) in the Connecticut Medical Assistance Program (CMAP). EVV mandated services are required to be serviced through the Santrax system which includes scheduling, check-in and check-out time capture and exporting claims from the Santrax system to DXC Technology.

While many providers have benefitted from the Santrax claim submission feature, feedback received has indicated that some providers prefer to submit claims directly to DXC Technology from their own claim submission software. DSS is committed to continually improving the EVV system and is pleased to announce that in the near future will be implementing an alternate claims solution for EVV mandated providers. Providers will be allowed to submit claims outside of the Santrax system.

The alternate claims solution will allow both non-medical and medical providers the option to bill using one (1) or more of the following methods. Providers can:

- continue to use Santrax to submit claims to DXC Technology for adjudication
or
- submit or adjust claims directly through the DSS portal at www.ctdssmap.com
or
- submit or adjust claims through their own or vendor software using the ASC X12N 837 I (Institutional) or P (Professional) format
or
- continue to use Santrax to submit claims for select clients, and use either the DSS portal and/or vendor software for other clients.

There will be no restriction on which method the provider chooses.

The alternate claims solution also allows providers to use the 835 Electronic remittance advice to post payments in the manner they did prior to the implementation of EVV.

Claims submitted outside of Santrax will be edited against visit data stored in Santrax to ensure that only those claims with a confirmed visit are paid. It is important to note that the following requirements will remain in place in order to maintain current program integrity:



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- Use of single EVV solution (Santrax) for DSS Waiver clients
- Entry of schedules/staff with utilization of the check-in and check-out process for EVV mandated services
- Perform visit maintenance to ensure visits are confirmed prior to exporting claims in any of the three claim submission methods for adjudication.

DSS will provide additional information regarding this alternate claims solution, including a target date of implementation, as soon as it becomes available.

If you have additional questions: 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@dxc.com. You are also encouraged to send an e-mail the ctevv@dxc.com mailbox if you feel you need 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 or have clients that you are unfamiliar with, please send a secure email to ctevv@dxc.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@dxc.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.