

interChange Provider Important Message

Attention: Home Health Providers - Electronic Visit Verification (EVV) Duration Exceptions

The Department of Social Services has received feedback from the Home Health provider community that the visit duration exceptions in Santrax cause an undue burden when the service is defined as a visit. Providers receive one of two duration exceptions in the Santrax system when performed visits are less than or greater than the scheduled duration by more than seven (7) minutes. These exceptions are 'Actual Hours More Than Scheduled Hours' and 'Payroll Hours Less Than Scheduled Hours'. Effective August 1, 2017, these exceptions will become a warning only in the Santrax system when the service code is S9123, S9124, H0033, T1001, T1021, T1502, T1503, 431, 441, or 421. If no other exceptions exist, the visit will be auto-confirmed (the font on the line for the visit will be green). As a result, providers will no longer need to resolve the duration exception in visit maintenance prior to claim creation. This modification **does not** apply to the remaining Home Health services (T1002, T1003, and T1004) which are provided in fifteen (15) minute increments. These services will continue to require visit maintenance to resolve these exceptions.