

# interChange Provider Important Message

## Welcome to the Connecticut Medical Assistance Program Electronic Visit Verification Implementation Important Message

(Last updated on 051716) Please note: Revised data will appear in red.

The Department of Social Services (DSS) has recently finalized contract negotiations with Hewlett Packard Enterprise, their MMIS contractor, to implement Electronic Visit Verification (EVV) in the CT Medical Assistance Program (CMAP). Hewlett Packard Enterprise is partnering with Sandata to implement their suite of products (Santrax™) that will be integrated with interChange. Detail system design has begun, and this Important Message will provide up to date information on the implementation. Providers are encouraged to visit this site often to obtain the most current information published to the provider community.

DSS has received feedback from the Home and Community Based provider community regarding the initial implementation date of July 1, 2016. After careful consideration, DSS has moved the implementation date of EVV to September 1, 2016 in order to provide more time for providers to incorporate DSS' EVV into their systems.

### EVV Implementation Overview

Effective for dates of service September 1, 2016, providers who deliver select home and community based services (Please refer to the listing below for the complete list of services impacted) will be required to implement the Department's new EVV system for purposes of scheduling, visit verification and claim submission. Hewlett Packard Enterprise and Sandata have developed a Frequently Asked Questions (FAQ) document which provides answers to many questions received since the initial provider workshop was held in November, 2015. Links to the FAQ and workshop presentation are located below.

A new survey is being distributed to better understand the needs and capabilities of your agency to support EVV. All providers who deliver services contained on the list of mandated EVV service codes (CHC, PCA and ABI clients only) are required to complete this survey. Please complete this survey by June 12, 2016 to ensure that your EVV system will be implemented successfully and in time for this state-wide change. Click [here](#) to complete the survey.

Before you proceed, please have the following information available to complete this survey:

- Primary and secondary contact for your locations, including their address, phone, email address.

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- The contact information for the primary technical contact or systems administrator in your office who is knowledgeable with your current hardware and software resources.
- The number of caregiver and administrative staff in your agency.

DSS has finalized the list of services, located in the link below, which will be implemented into EVV. This list includes both mandated and optional services. The list of mandated services will require providers to utilize EVV. The list of optional services are not mandated, however, DSS encourages providers to use EVV for these services due to the many benefits it provides.

[EVV Service Code Listing](#)

[Frequently Asked Questions](#)

Workshop Presentations

[Introduction to Electronic Visit Verification](#)

Publications

[PB16-23 - Introduction to the Department of Social Services' Electronic Visit Verification Implementation](#)

Questions related to the Department's EVV implementation may be sent to the following e-mail address: [ctevv@hpe.com](mailto:ctevv@hpe.com).