

interChange Provider Important Message

Important Electronic Visit Verification (EVV) Notice: Attention Connecticut Home Care, Personal Care Assistance (PCA) and Acquired Brain Injury (ABI) providers who are currently providing services to clients enrolled in the CHC, PCA and ABI programs.

If your agency is providing services listed in the [EVV Service Code Listing](#), located on the EVV Important Message on www.ctdssmap.com, you will be required to use DSS' Electronic Visit Verification system beginning with date of service November 1, 2016. In order to receive your EVV Welcome Kit, you are required to complete mandated training located on the Learning Management System Web site. Instructions for accessing this training are located on the EVV Important Message under Training Publications and Videos. **Providers who fail to implement EVV by November 1, 2016 will experience claim denials for services that are mandated for EVV use.**

For questions and issues related to prior authorizations, claims and the EVV implementation, please send an email to the following e-mail address: ctevv@hpe.com. For questions and issues related to training or the Santrax EVV software, please send an email to the following email address: ctcustomercare@sandata.com.