

# interChange Provider Important Message

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

(Last updated on 10/06/2016) 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 non-medical services to November 1, 2016 and all Home Health related services to January 1, 2017 in order to provide more time for providers to incorporate DSS' EVV into their systems. Non-medical service providers who would like to begin using the EVV system on September 1, 2016 are encouraged to do so. Acquired Brain Injury Service Providers who choose to begin using EVV on November 1, 2016, must bill their claims directly to Hewlett Packard Enterprise beginning with dates of service September 1, 2016 to obtain reimbursement for services provided to ABI clients prior to beginning their use of EVV.

**Important Electronic Visit Verification Notice:** Attention Connecticut Home Care (CHC), 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 non-medical services listed in the [EVV Service Code Listing](#) located below, you will be required to use DSS' Electronic Visit Verification system beginning with dates of service November 1, 2016 and forward. In order to receive your EVV Welcome Kit, you are required to complete mandated training located on the Learning Management System Website. Instructions for accessing this training are also listed below. **Providers who fail to implement EVV by November 1, 2016 will experience claim denials for services that are mandated for EVV use.**

**IMPORTANT:** DSS has received feedback from the Home and Community agency based provider community regarding the requirement to add staff social security number (SSN) information in Sandata's EVV software. DSS has decided

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to require only the last 5 digits of the staff member's SSN. Please use the example below as a reference when entering staff SSN.

Example:

Staff SSN is 123-45-6789

Providers will enter into Santrax: 000-05-6789

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](mailto:ctevv@hpe.com). For questions and issues related to the Santrax software please send an email to the following email address: [ctcustomer@sandata.com](mailto:ctcustomer@sandata.com).

## EVV Implementation Overview

Effective for dates of service November 1, 2016, providers who deliver non-medical 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.

Home Health agencies will be required to implement the Department's EVV system effective for dates of service January 1, 2017.

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

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- 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.

## Important Documentation:

### Training Publications and Videos:

If you have not begun and/or completed the mandatory EVV training, please follow the directions below to enroll in the Learning Management System (LMS). LMS is a web-based learning system that will provide the training and documentation needed to request and receive your Welcome Kit. Additional training videos are also available for your convenience.

### Learning Management System Enrollment Instructions

#### Learning Management System Website -

[Provider Webinar Recording - Part 1](#)

[Provider Webinar Recording - Part 2](#)

[Provider Webinar Recording - Part 3](#)

[FVV Device Call Process Video](#)

[MVV Check In & Out Process Video](#)

[EVV Call Process Video](#)

If you have already attended and completed training and require a refresher, the PowerPoint slides are below:

1. [Program introductory](#)
2. [Telephony, MVV and FVV](#)
3. [System Overview](#)
4. [Staff Module](#)
5. [Client Module](#)
6. [Scheduling](#)
7. [Visit Maintenance](#)

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- 8. [Billing](#)
- 9. [Reports](#)

## Welcome Kit

[What to do when you get your Database](#)

[CT DSS EVV Caregiver Message to Clients](#)

[Billing Rates](#)

[Provider Checklist](#)

## General Information

[EVV Service Code Listing](#)

[Frequently Asked Questions](#)

[Finalized Task List](#)

[Finalized Reason Code List](#)

## FVV

[FVV User Guide](#)

[FVV Fact Sheet](#)

[FVV Acknowledgement Form](#)

[FVV Request Form](#)

## MVV

[CT DSS MVV Supplement](#)

[CT DSS EVV MVV User Guide](#)

## Interface Specifications

[CT DSS EVV Interface Specification Data Mapping](#)

[CT DSS EVV 3rd Party Interface Specification Connecticut Data Mapping](#)

[CT DSS EVV Interface Testing Process](#)

[CT DSS EVV Sandata Standard Interface Specification Schedules](#)

[CT DSS EVV 3rd Party Interface Specification Schedules](#)



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[CT DSS EVV Sandata Standard Extract Completed Visits](#)

[CT DSS EVV Sandata Standard Extract Payroll](#)

## [Workshop Presentations](#)

[Introductory Webinar](#)

[Introduction to Electronic Visit Verification](#)

## [Publications](#)

[PB16-56 - Electronic Visit Verification Reporting a Change in Client Condition](#)

[PB16-54 - EVV Caregiver Time Capture Best Practices FVV Request Form](#)

[PB16-44 - Electronic Visit Verification Notification to Clients](#)

[PB16-43 - CT DSS EVV Webinar Based Training](#)

[PB16-41 - EVV Training Important Information](#)

[PB16-33 - EVV Third Party Interface Support](#)

[PB16-29 - EVV Introductory Webinar Registration Now Open](#)

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



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