

# interChange Provider Important Message

## **Attention: Electronic Visit Verification (EVV) Service Providers – Reason Code Survey**

Providers are required to provide a justification when a visit is not performed as scheduled in the Santrax system. For example, when a caregiver forgets to check-in to the visit or there is a change made to the actual visit time worked, an appropriate reason for the change must be selected from the list of reason codes in the scheduled visit. In reviewing the "Schedule Edit/ Alteration Reasons" list options in the Santrax system, the Department of Social Services (DSS) has decided that the reason "Other; Documentation Provided" will be removed from the Santrax system and will not be a valid option to justify changes made. DSS would like your assistance in developing a more complete list of schedule edit reasons and ask that you provide reasons that cause your agency to currently choose "Other; Documentation Provided". Below is a survey to gather suggestions for a replacement reason code(s).

Please click on the link below to complete this survey by **November 17, 2017**. Thank you for your participation.

[Survey](#)

