

interChange Provider Important Message

Electronic Visit Verification (EVV) – 1546P Prior Authorization Issue Resolved

An issue was found in the Santrax Payer Management (SPM) system where Prior Authorizations (PAs) for service code 1546P- Independent Living Skill Development/Training were unable to be viewed and/ or scheduled. This issue affected all Acquired Brain Injury (ABI) service providers and clients with PAs for service code 1546P. The issue has been resolved and PAs for service code 1546P are now visible in the EVV system and can be scheduled.

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 the Santrax software please send an email to the following email address: ctcustomer@sandata.com.