

interChange Provider Important Message

**Attention: Electronic Visit Verification (EVV) Service Providers
– Intermittent Telephony Outage - Updated 5/9/19**

Update: As of 5/9/19 the intermittent telephony issue as identified below has been resolved. If an agency continues to experience issues when using the telephony method of check-in or check-out, please contact Sandata Customer Care for assistance at 1-855-399-8050.

The Department of Social Services (DSS) is aware of an intermittent issue that continues to affect some EVV service providers whose caregivers use telephony to check-in and check-out of their visits. As of Monday, May 7, 2019, the primary and secondary toll free 1-800 numbers associated to some EVV service providers are experiencing intermittent outages and are not able to be used to capture the start or end of a visit. Affected providers are advised to encourage those caregivers with smartphones to use the Mobile Visit Verification (MVV) app to check in or out of a visit. If an agency's caregivers do not have smartphones that can utilize the MVV app, providers are advised that they can manually enter their caregiver's check-in and check-out times in Santrax until this intermittent telephony issue is resolved.

Important: DSS will exclude all visits during this outage when calculating an agency's compliance rate for May 2019.

We apologize for any inconvenience this issue may have caused.