

interChange Provider Important Message

How to Resolve Unexpected Clients in Your Santrax System

Providers have reported seeing clients in their Santrax system that do not belong to their agency. This Important Message is intended to help you understand how these clients get into your Santrax system and how to manage these clients when in your Santrax system.

A client is only uploaded to your Santrax system when they satisfy both of the following criteria:

- The client is active on the Acquired Brain Injury (ABI), Connecticut Home Care Program (CHC) or Personal Care Assistance (PCA) waiver
And
- The client has a prior authorization (PA) assigned to your agency

A client is only uploaded to your Santrax system if they have a PA assigned to your agency by an Access Agency. If the PA is in an active status and does not belong to your agency, it is recommended that you contact the Access Agency and request that the PA is voided and reassigned to the appropriate provider.

Voiding the PA will not remove the client from your Santrax system, however, there are several ways that these clients can be managed so that they do not affect the use of your Santrax system. The unknown clients can be found by viewing the “pending status” clients in the Client tab. Providers can choose to:

- leave the clients in the pending status and never activate the client
Or
- change the client status to “Discharged”
Or
- change the client status to “Cancelled”

If the client’s status is changed to “Discharged” or “Cancelled” the client will not be available for scheduling and will not be listed among the active clients. If the client is left in the pending status, the client will be able to be activated and scheduled. It is recommended that clients be changed to “Discharged” or “Cancelled” if they are not clients you are or will be servicing.

For assistance in changing a client’s status in the Santrax system, please contact Sandata Customer Care at 1-855-399-8050 or by email at ctcustomer@sandata.com.