



TO: Home Health Providers

RE: Update to ABN Instructions for the EVV Santrax System

Sandata Technologies has modified their Santrax system to automate the application of Advanced Beneficiary Notice (ABN) data to the electronic claim submitted to DXC Technology. This enhancement has reduced the level of effort necessary to enter ABN data for clients who have Medicare coverage.

As a result, effective July 1, 2017, Home Health service providers who are mandated to use Electronic Visit Verification (EVV) for their Personal Care Assistant (PCA), Acquired Brain Injury (ABI) or Connecticut Home Care (CHC) waiver clients will have to enter the appropriate Medicare denial/ABN information into the Santrax system **prior** to exporting claims. If the ABN information is not present on the claim prior to export, the claim will deny for Explanation of Benefit (EOB) code 2522 - "Bill Medicare First or Provide Appropriate Adjustment Reason Code and Date of ABN or NOMNC".

Please note that beginning July 1, 2017, ABN information needs to be entered into the Santrax system for all clients who have Medicare coverage. All claims submitted to DXC Technology July 1, 2017 and forward, with dates of service April 3, 2017 and onward will deny for EOB code 2522 if they do not contain the appropriate ABN information.

Documentation to assist in entering ABN data into Santrax can be found on the Electronic Visit Verification Important Message by going to www.ctdssmap.com > Information > Important Messages > Electronic Visit Verification Important Message then choose "TPL" in the Job Aid Subheading. Refresher training in entering ABN data in the Santrax

system will be announced soon via Sandata Technologies.

Providers are strongly encouraged to update each client's record in Santrax by adding the Medicare Payer and completing the Pre-Denial (ABN) by July 1, 2017 to avoid unnecessary claim denials.

For assistance in entering the ABN information into Santrax, please contact Sandata Customer Care at 1-855-399-8050 or by email at ctcustomer@sandata.com.