



TO: Home Health Agencies, Community First Choice, Connecticut Home Care Program for Elders, Personal Care Assistance, and Acquired Brain Injury Providers
RE: Electronic Visit Verification (EVV) – New Schedule Edit Reason Code

The Santrax Electronic Visit Verification (EVV) system requires that office staff provide justification when visit data is modified after it has been captured. A list of reason codes has been developed and can be found at the www.ctdssmap.com Web site by clicking on the most recent Electronic Visit Verification Implementation Important Message and selecting “Finalized Reason Code List”.

Effective immediately, a new reason code, #70 – Blended Services Corrections, has been added to the current reason code list and is available for providers to use. Reason code #70 is intended to document visit times that do not match the schedule due to blended services. This reason code is not intended to replace the check-in and check-out requirement. If possible, caregivers must continue to capture the check-in and check-out time for all visits performed. The goal of this bulletin is to clearly communicate when this new code is appropriate for use and how it can be used in the EVV system.

You can also find the complete reason code list at the link [here](#).

What is a blended service?

A blended service is when the same caregiver performs consecutively scheduled services for the same client. This most often occurs when Companion and Homemaker services are provided by the same caregiver during the same visit. The following example schedule would be considered a blended visit because the services are scheduled and performed consecutively.

Example:

Caregiver Annie is scheduled to see Client Margo for:

- Companion service 9:00-10:00 am
- Homemaker service 10:00-11:00 am

Caregiver Annie performs the following via telephony, Mobile Visit Verification (MVV) or Fixed Visit Verification (FVV):

- Check-in at 9:00 am
- Check-out at 10:00 am and records the tasks performed during the visit. For telephony, this also serves as the check-in for Homemaker services.
- Check-out at 11:00 am for Homemaker services and records the tasks she performed during the visit.

In this example via telephony, the caregiver used the three (3) call process to capture visit times. The three (3) call process allows caregivers to check-in at the start of the first scheduled visit, check-out of the first visit which serves as the check-in for the second visit, and then check-out at the end of the second visit. **Important: The (3) call process will not automatically serve as the check-in for the next visit unless the check-out is within 7 minutes of the next scheduled visit. If the check-out is late, the caregiver must perform both the check-out of the first service and check-in for the second service in order to capture both visit start and end times.**

If there is a gap in the schedule, the visits would not be considered a blended service.

Example:

Caregiver James is scheduled to see Client Robert for:

- Companion service 8:00-9:00 am
- Homemaker service 3:00-4:00 pm

In this example because the visits are not consecutively scheduled and provided they are not considered to be blended services. The caregiver would have to make a total of four (4) telephony calls, one for each visit's check-in and check-out.

When is reason code #70 used?

The Department of Social Services (DSS) understands that there may be times when the caregiver is actively providing care during the scheduled service change. As a result, the check-in/-out call may not match the schedule created in the Santrax system. If the visit times performed do not match the schedule in the Santrax system an exception will set in Santrax that requires manual intervention from the office staff. If an exception sets because the visit times do not match the schedule and attach automatically to the blended services schedule, the office staff should use reason code #70 to justify any changes made to the visit.

Future Enhancements

DSS has approved a future enhancement to the time capture method for blended visits. Caregivers will be able to check-in upon arrival and check-out at departure to capture visit times for all visits in a blended service. The requirement for a call between services being performed will be eliminated.

For example,

Caregiver Annie is scheduled to see Client Margo for:

- Companion service 9:00-10:00 am
- Homemaker service 10:00-11:00 am

Caregiver Annie performs the following telephony calls:

- Check-in at 9:00 am upon arrival
- Check-out at 11:00 am upon departure and records the tasks she performed for **both** Companion and Homemaker services.

This enhancement will apply to all services provided by the same caregiver for consecutive services, for clients covered under the Connecticut Home Care (CHC), Acquired Brain Injury (ABI) and Personal Care Assistance (PCA) Waiver programs.

More information on this upcoming enhancement will be provided as it becomes available.