



TO: Acquired Brain Injury (ABI), Personal Care Assistance (PCA), Connecticut Home Care Program for Elders (CHC), Home Health Service Providers and Electronic Visit Verification (EVV) Service Providers
RE: Electronic Visit Verification (EVV) - Consecutive Services Enhancement

The Department of Social Services (DSS) is pleased to announce that, based on provider feedback, beginning August 3, 2018, Electronic Visit Verification (EVV) service providers will have additional functionality known as the Consecutive Services Enhancement to assist them in using the Santrax system. This enhancement allows caregivers who are performing consecutive services, also known as back-to-back services, to capture one (1) check-in at arrival and one (1) check-out at departure. Caregivers will not have to make calls at the change in service. This enhancement only applies to consecutive services that are provided by the same caregiver to the same client. This enhancement also requires the visits be scheduled in Santrax prior to the start of the first scheduled visit.

The Consecutive Services Enhancement will reduce the number of exceptions providers receive when caregivers are unable to perform a check-in and/ or check-out between consecutively scheduled visits.

Please note: At this time, the Consecutive Services Enhancement is not available for caregivers who use the Mobile Visit Verification (MVV). When this feature is available for MVV users, providers will be notified.

How does the enhancement work?

The Consecutive Services Enhancement requires one (1) check-in to begin services and one (1) check-out to conclude services. If the total duration of the visit performed matches the duration of the visit scheduled in Santrax, the

check-in and check-out times for the visits scheduled between the first visit and final visit will be assumed to have been completed as scheduled. If the duration of the visit equals the duration of the scheduled visits, all visits will auto-confirm and the missing visit times will automatically populate according to the schedule in place. Visits with assumed call values will be identified with an underline.

Effective August 17, 2018, visits with assumed visit call data will also set a new warning exception, "Assumed Call". The "Assumed Call" exception is informational only and does not require additional intervention from the provider.

For example,

A caregiver is scheduled for the following schedule for the same client:

10:00 - 11:00 Homemaker
11:00 - 12:00 Companion

In the Consecutive Services Enhancement, the caregiver will check-in at 10:00 to begin the shift and check-out at 12:00 to end the shift. The caregiver will enter the tasks performed during both visits at the final check-out call. At the conclusion of the call, Santrax will automatically assume and enter a check-out value of 11:00 for the first visit, a check-in value of 11:00 for the second scheduled visit and attach the captured tasks to all visits performed.

Who can use the enhancement?

Any provider that wants to use this Consecutive Services enhancement may do so when it becomes available. This feature will be automatically enabled for all providers that use the Santrax system for visit time capture. **If you do not want to use the Consecutive Services Enhancement, please contact Sandata Customer Care for assistance in disabling this enhancement.** Sandata Customer Care can be reached at 1-800-855-3990, Monday – Friday, 8:00 am-5:00 pm.

What types of visits do not apply to the Consecutive Services Enhancement?

The Consecutive Services Enhancement will not apply to visits that are 24 hours or more in duration. If a visit’s check-in and check-out is 24 hours or greater apart, the caregiver must use the traditional method of visit time capture (a check-in and check-out for each service performed) or the 3-call process. The 3-call process is when a provider checks-in at the start of care of the first visit, checks-out of the first visit which serves as the check-in for the second visit then checks-out of the second visit.

Will there be training?

Webinar-based training will be held to educate providers on the Consecutive Services Enhancement. To register, please select the appropriate link for the training you wish to attend. Providers are encouraged to register for training early because there are a limited number of seats available in each training.

| <u>Date</u> | <u>Time</u> | <u>Registration Link</u> |
|---------------------|----------------|---|
| Wednesday 8/8/18 | 10-10:30 AM | https://sandata.zoom.us/webinar/register/WN_WW6aLrmxQtK1dAW18-hfjQ |
| Wednesday 8/8/18 | 1-1:30 PM | https://sandata.zoom.us/webinar/register/WN_4qTTZjktSTS6-3nrjFMbVA |
| Friday 8/10/18 | 10-10:30 AM | https://sandata.zoom.us/webinar/register/WN_nGMEvm9OSG6U6FA8rdutAA |
| Friday 8/10/18 | 1-1:30 PM | https://sandata.zoom.us/webinar/register/WN_bDyEsAOVT2WeFfiLL5BxGg |

As a reminder, for the Consecutive Services Enhancement to be utilized:

- The services must be provided by the same caregiver to the same client.
- Scheduled visits must be in place prior to the start of the first scheduled visit.
- This enhancement is not valid for services that have more than 24 hours between the check-in and check-out.

For questions regarding the Consecutive Services Enhancement, please contact the EVV mailbox at ctevv@dx.com.

