



**TO: Acquired Brain Injury (ABI), Connecticut Homecare Program for Elders (CHC),
Personal Care Assistance (PCA) Waiver Providers and Home Health Providers**
**RE: Electronic Visit Verification (EVV) Compliance Update – Consecutive Services
Enhancement**

The Department of Social Services (DSS) recently announced the implementation of the EVV Consecutive Services Enhancement, which went into effect on August 3, 2018. This enhancement to Sandata Technologies Santrax system disabled the 3-call visit time capture process and replaced it with a new 2-call process for visits less than 24 hours in duration. Refer to Provider Bulletin PB2018-52 for more information on this enhancement.

Some providers who continued to use the 3-call process after it was disabled experienced an increase in visit exceptions which could negatively impact their EVV compliance rate for the month of August, 2018. In light of this unintended result, DSS has decided that providers will not be penalized for failure to reach the required compliance rate for the month of August 2018.

DSS appreciates the efforts by providers to reach and maintain the 90% EVV compliance rate. We apologize for the inconvenience the transition to the Consecutive Service Enhancement may have caused.