



**TO: Acquired Brain Injury (ABI), Autism Waiver, Connecticut Home Care (CHC), Community First Choice (CFC), Personal Care Assistance (PCA), and Home Health Agencies**  
**RE: Electronic Visit Verification (EVV) – Compliance Requirement Update**

As announced in provider bulletin 2017-66 - Electronic Visit Verification (EVV) Compliance, published October 2017, the Department of Social Services (DSS) established standards by which Electronic Visit Verification (EVV) service providers must adhere in order to be considered compliant in their use of visit validation in Sandata Technologies' Santrax system. **DSS considers a provider to be compliant if 90% of the visits performed are validated by both a check-in and a check-out which is documented by the caregiver via telephony, Mobile Visit Verification (MVV) or a Fixed Visit Verification (FVV) device.** This provider bulletin will provide further clarification and guidelines on the compliance requirement in EVV.

### What is a Compliant Visit?

A compliant visit is a visit where the check-in and check-out is performed by the caregiver via telephony, MVV or FVV, regardless if the visit times are early or late according to the schedule. If the visit data is *manually* entered into Santrax, the visit is not considered compliant.

### How Can My Agency Verify Our Compliance Rate?

[At Your Fingertip tip sheet #4 - Compliance](#) provides instruction in calculating an agency's compliance rate. At Your Fingertip tip sheets can be located on the Electronic Visit Verification Implementation Important

Message at [www.ctdssmap.com](http://www.ctdssmap.com), under the At Your Fingertips subheading.

### I am an Autism Service Provider. What are my Compliance Requirements?

Autism was successfully implemented into the EVV program on March 3, 2019. As such, Autism providers are expected to meet the compliance requirement as defined below. Autism service providers are expected to achieve the mandated 90% compliance rate by September 1, 2019. If a provider does not achieve the 90% compliance rate by September 1, 2019 DSS will direct the Autism Case Managers to stop referring new clients to the agency until the compliance rate of 90% is reached. Any agency not achieving the compliance rate of 90% may also be referred to the Office of Quality Assurance at DSS for follow up.

### What Happens if my Agency is Not Compliant?

DSS will soon begin to notify those ABI, CHC and PCA waiver providers who are not achieving the 90% compliance rate that an improvement plan must be in place by July 1, 2019. If a provider does not create an improvement plan and demonstrate progress in increasing their compliance rate by September 1, 2019 DSS will direct the Access Agencies to stop referring new clients to the agency until the compliance rate of 90% is reached. Any agency not achieving the compliance rate of 90% may

also be referred to the Office of Quality Assurance at DSS for follow up.

For questions related to visit validation, please contact Sandata Customer Care at 1-855-399-8050 or by e-mail at [ctcustomercare@sandata.com](mailto:ctcustomercare@sandata.com).

For questions related to this bulletin, please send an e-mail to [ctevv@dx.com](mailto:ctevv@dx.com).



Questions? Need assistance? Call the Provider Assistance Center Mon. – Fri. 8:00 a.m. - 5:00p.m.  
Toll free 1-800-842-8440 or write to DXC Technology, PO Box 2991, Hartford, CT 06104  
Program information is available at [www.ctdssmap.com](http://www.ctdssmap.com)