

interChange Provider Important Message

Electronic Visit Verification (EVV) Santrax System Important Updates

Based on provider feedback, the Department of Social Services (DSS), in conjunction with Sandata Technologies and Hewlett Packard Enterprise (HPE), will implement the following enhancements to the Santrax system. These system improvements will be made available to all providers beginning on April 1, 2017.

Multiple Address Fields

Providers have expressed a need for additional address fields in the Santrax system to record addresses where care is provided to the client outside of their home. Providers communicated the need to capture a client's work address, the address of relative's homes, and volunteer service locations in the Santrax system.

Effective April 1, 2017 the Santrax system will allow providers to enter multiple addresses for individual clients. There is no limit to the number of addresses that can be added for a client. The addition and use of the multiple address fields when validating the visit will reduce the number of GPA Distance exceptions that result when a caregiver checks-in or checks-out from a location not identified in the client's record.

MRN Field Changes

Providers have had the ability to use the MRN field to record agency-specific data that was transferred on the 837 electronic claim and returned in the 835 electronic remittance advice. The data in this field also included the Santrax assigned invoice number created in Santrax. Effective April 1, 2017 the MRN field will only contain the agency-specific data, populated by the agency. If an agency does not enter data into the MRN field, this field will reflect the Santrax invoice number for that claim on the 837 electronic claim and on the returned 835 electronic remittance advice.

Additional ABI Service Codes

Based on provider feedback 1560P - Pre-Vocational Service and 1572P - Supported Employment service codes were recently added to the list of optional services in EVV. While it is not mandatory that these services be billed through EVV, it is recommended for the many benefits that EVV provides.

Updated Reason Code List

The reason code list has been updated to include schedule edit reason #29- Extended Shift. Please use this schedule edit reason code in the event that a caregiver's scheduled shift is extended in duration.