

interChange Provider Important Message

Update: Tasks Required for Non-skilled Service Providers in the EVV Santrax System

Effective June 19, 2017, all EVV mandated or optional services performed by Connecticut Home Care (CHC), Personal Care Assistance (PCA) and Acquired Brain Injury (ABI) waiver providers, are required to enter at least one (1) task associated with a visit in order for a claim to be exported from the Santrax system to DXC Technology for adjudication. Please note: caregivers who use the consecutive call process (also known as the 3-call process) to document visit times for consecutive visits must enter tasks in each of the visits performed. Please see the example below.

Example:

08:00-11:00 Homemaker

11:00 - 13:00 Companion

- Caregiver checks-in at 08:00 to begin the visit.
- Caregiver checks-out at 11:00 and enters task(s) performed during the visit. This check-out ends the first scheduled visit and starts the second visit.
- Caregiver checks-out at 13:00 and enter task(s) performed during the second visit. This check-out ends the second visit.

Any visits without tasks attached will receive a “task exception” error message and be put into a “hold” status which will prevent the claim from being exported from the Santrax system, including visits performed prior to date of service June 19, 2017. Only after tasks have been added to the visit will the visit be able to be exported from the Santrax system to DXC for claims processing.

Home Health agency caregivers, including Home Health Aides, are not required to enter tasks performed during a visit in the Santrax system.