

# interChange Provider Important Message

## **Electronic Visit Verification (EVV) – Claim Denials for EOB 3327 and EOB 3328**

The Department of Social Services (DSS) is aware that some visits confirmed in the Santrax system on or after November 21, 2018 may have inappropriately denied for Explanation of Benefit (EOB) code 3327 - "Confirmed Visit Not Found" or EOB code 3328 - "Confirmed visit units are exceeded" when submitted outside of the Santrax system. These EOB codes are setting on claims even though the visits have been confirmed in Santrax. Providers are advised that while this issue is being researched they are able to submit claims via Santrax. Providers will be notified as soon as a resolution has been implemented.

We apologize for the inconvenience.

