

interChange Provider Important Message

Electronic Visit Verification (EVV) – “At Your Fingertips” Tip Sheet

The Department of Social Services (DSS), DXC Technology and Sandata Technologies are pleased to announce the “At Your Fingertips” tip sheet. Starting soon, you will receive two different tip sheets per month in your email inbox.

What is “At your Fingertips”?

“At Your Fingertips” is a bi-monthly tip sheet designed to help providers navigate EVV by answering common questions and providing assistance for resolving common issues encountered by providers in their use of the EVV system. Topics will include who to contact when you need to resolve an issue, how to successfully perform visit maintenance, how to improve your claim submission experience and many others. The tip topics are generated by questions submitted to Sandata Customer Care, the EVV mailbox found at ctevv@dxc.com or in communications to DSS for assistance. These tip sheets reflect real questions and issues that providers have as they use the EVV system.

What topics can I look forward to?

Among the topics to be covered in future “At Your Fingertips” tip sheets are:

- Resource contact information
- Billing Reports
- Resolving clients missing from your Santrax system

What should I do with the tip sheet?

We recommend saving the tip sheet for easy access when EVV questions arise at your office. These sheets are designed to educate you and your staff and provide useful tips to successfully use EVV. We strongly encourage that these tip sheets be shared with the staff that use the EVV system.

We hope that you enjoy these tips and find them useful in your continued use of the EVV system. If you have suggestions for future tip topics, please email the EVV mailbox at ctevv@dxc.com.