

interChange Provider Important Message

Attention: Home Health Providers

Claim Denials for Electronic Visit Verification (EVV) Mandated Home Health Services

The Department of Social Services (DSS) would like to notify providers of an issue that has been reported concerning claim denials for EVV mandated home health services with dates of service (DOS) 4/1/2024 and forward.

As an immediate measure, effective 4/5/2024, the following Explanation of Benefit (EOB) codes have been set back to *post and pay*:

For Non-Waiver Home Health Claims:

- EOB 3331 Confirmed Visit Not Found
- EOB 3332 Confirmed Visit Units are Exceeded

For Waiver Home Health Claims:

- EOB 3327 Confirmed Visit Not Found

Gainwell Technologies will identify and reprocess the impacted claims within the current financial claim cycle so these claims will pay next week. Providers are advised that they should not resubmit the claims.

Gainwell and DSS are actively researching the cause of this issue and apologize for any inconvenience. Impacted providers are asked to monitor the Connecticut Medical Assistance Program (CMAP) Web site for further communication on this issue and resolution as well as when to expect these edits to be reactivated.

