

interChange Provider Important Message

Welcome to the Connecticut Medical Assistance Program Electronic Visit Verification Implementation Important Message

(Last updated on **01/24/2017**) **Please note: Revised data will appear in red.**

EVV Implementation Overview

The Department of Social Services (DSS), their MMIS contractor Hewlett Packard Enterprise (HPE) and Sandata Technologies Inc. are working to implement Electronic Visit Verification (EVV) in the CT Medical Assistance Program (CMAP). The goal of EVV is to ease caregiver burdens by eliminating the use of manual time sheets, facilitate real-time communications about changes in client health and other status between clients, caregivers and care managers and ensure that the clients receive the services they are authorized to receive. DSS has been, and will continue to be, transparent with its rationales, intent and dissemination of information in and around this program. DSS further welcomes comments and feedback from the provider community to make this implementation successful.

This Important Message will provide up to date information on the implementation. Providers are encouraged to visit this site often to obtain the most current information published to the provider community.

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Finalized Implementation Dates for Non-medical and Home Health Services

The Department of Social Services has finalized the implementation dates for the Electronic Visit Verification (EVV) program. The implementation date for **non-medical services is January 1, 2017** and **Home Health related services is February 1, 2017**. Providers have been successfully using the EVV system and DSS strongly recommends that providers who have not yet begun to use it, do so prior to the implementation dates. This extension of the implementation dates has allowed DSS to implement the following improvements to the Santrax system:

- **Ability to schedule visits without a prior authorization in the Santrax system.** Providers will be able to schedule clients who do not have a prior authorization at the time of scheduling. Care often commences before the authorization is in place. A new administrative role has been created to allow a schedule to be created while waiting for the authorization to be submitted by the care manager. The ability to schedule without prior authorizations will reduce the number of exceptions providers see in their Santrax system due to an unscheduled event. Please note, a schedule may only be created for active clients in the absence of an authorization. If the client has not yet been activated in the Santrax system, a schedule cannot be created.
- **Flexibility in the scheduling of skilled visits.** DSS understands that some skilled services are not scheduled for a specific time. Such services can be provided at any time during the day. The Santrax system requires that visits scheduled have a start and an end time. The system has been modified to allow skilled providers to schedule more openly and allow caregivers to maintain their schedule flexibility. Directions for scheduling Home Health visits will be made available prior to the Home Health implementation.
- **Addition of Home Health Aide tasks.** Providers have requested the addition of Home Health Aide tasks to the EVV task list. Based on feedback from the Home Health provider community, DSS has created a list of home health tasks that can be used by Home Health Aides to document tasks performed.
- **Modification of non-skilled tasks.** Based on provider feedback, DSS will modify the list of tasks to include more tasks that providers have identified their caregivers as performing.

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- **Modification of staff roles.** DSS has received feedback that a single staff member may provide multiple services and the scope of services one can provide should be broader. To that end, DSS has updated the list of caregiver roles to provide more flexibility in scheduling.
- **Increased time tolerance to reduce check-in and check-out exceptions.** The exception “Outside Payer Tolerance” has been changed from seven (7) minutes to thirty (30) minutes. This exception alerts the non-skilled agency of an early or late caregiver arrival. This will allow more flexibility when delays occur due to traffic or other conditions that caregivers cannot predict.
- **Mobile Visit Verification (MVV) enhancements.** The MVV application will be enhanced to categorize the task list based on the service provided. Two future enhancements to the MVV application are underway. The service description will be added to the caregiver’s schedule and additional alternate client locations will be made available to support multiple service locations.

Aside from the future enhancements forthcoming to the MVV application, the improvements detailed above will be implemented and available to providers prior to the implementation dates of January 1, 2017 for non-medical services and February 1, 2017 for Home Health Services.

DSS continues to investigate additional enhancements to Sandata’s Santrax system and will update this IM when additional functionality is approved. ***However, as a reminder, the payroll function is not a part of the CT DSS EVV program and no additional payroll modifications will be made to the Santrax system.*** Agencies can purchase a payroll service from Sandata Technologies if they so desire. To do so please contact Sal Sparacino (ssparacino@sandata.com) at Sandata to get additional information.

Please Note - Use of a payroll service may incur fees from that payroll vendor that are not covered in the implementation of the EVV program and are not paid for by DSS.

For questions and issues related to prior authorizations, claims and the EVV implementation please send an email to the following e-mail address: ctevv@hpe.com or contact the Provider Assistance Center at 1-800-842-8440. For questions and issues related to the Santrax software please contact Sandata at 1-855-399-8050 or by email at ctcustomercare@sandata.com.

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IMPORTANT INFORMATION FOR NEW PROVIDERS: A survey has been created to better understand the needs and capabilities of your agency to support EVV. All providers who deliver services identified as mandated on the list of mandated and optional EVV service codes (CHC, PCA and ABI clients only) are required to complete this survey. If your agency provides services identified as optional on the list of mandated and optional EVV service codes, and decides to participate in the EVV system then you should complete this survey as well. Please complete this survey prior to requesting your Santrax system. [Click here to complete the survey.](#)

Before you proceed, please have the following information available to complete this survey:

- Primary and secondary contact for your locations, including their address, phone, email address.
- The contact information for the primary technical contact or systems administrator in your office who is knowledgeable with your current hardware and software resources.
- The number of caregiver and administrative staff in your agency.

IMPORTANT NOTICE REGARDING STAFF SETUP IN SANTRAX SYSTEM: DSS has received feedback from the Home and Community agency based provider community regarding the requirement to add staff social security number (SSN) information in Sandata's EVV software. DSS has decided to require only the last 5 digits of the staff member's SSN. Please use the example below as a reference when entering staff SSN.

Example:

Staff SSN is 123-45-6789

Providers will enter into Santrax: 000-05-6789

In the unlikely situation that a provider agency has multiple staff members that share the same last 5-digits of their social security numbers, the provider would enter the second staff member's SSN and increment the first digit of from a 0 to a 1.

Example:

Staff Member #1 SSN is: 123-45-6789

Provider will enter into Santrax: 000-05-6789

Staff Member #2 SSN is: 987-65-6789

(note- the last 5 digits are the same as Staff Member #1)

Provider will enter into Santrax: 100-05-6789

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IMPORTANT NOTICE REGARDING EVV RESOURCES: Hewlett Packard Enterprise and Sandata have developed a Frequently Asked Questions (FAQ) document which provides answers to many questions received since the initial provider workshop was held in November 2015. Links to the FAQ and workshop presentations are located below. This document is updated frequently and has the most up-to-date implementation information.

DSS has finalized the list of services, located in the link below, which will be implemented into EVV. This list includes both mandated and optional services. The list of mandated services will require providers to utilize EVV. The list of optional services are not mandated, however, DSS encourages providers to use EVV for these services due to the many benefits it provides.

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Important Documentation

Interface Specifications

[CT DSS EVV Interface Specification Data Mapping](#)

[CT DSS EVV 3rd Party Interface Specification Connecticut Data Mapping](#)

[CT DSS EVV Interface Testing Process](#)

[CT DSS EVV Sandata Standard Interface Specification Schedules](#)

[CT DSS EVV Sandata Standard Interface Specification Schedules -JSON Samples](#)

[CT DSS EVV 3rd Party Interface Specification Schedules](#)

[CT DSS EVV Sandata Standard Extract Completed Visits](#)

[CT DSS EVV Sandata Standard Extract Payroll](#)

Training Publications and Videos:

If you have not begun and/or completed the mandatory EVV training, please follow the directions below to enroll in the Learning Management System (LMS). LMS is a web-based learning system that will provide the training and documentation needed to request and receive your Welcome Kit. Additional training videos are also available for your convenience.

Learning Management System Enrollment Instructions

Learning Management System Website -

[Provider Webinar Recording – Part 1](#)

[Provider Webinar Recording – Part 2](#)

[Provider Webinar Recording – Part 3](#)

[FVV Device Call Process Video](#)

[MVV Check In & Out Process Video](#)

[EVV Call Process Video](#)

If you have already attended and completed training and require a refresher, the PowerPoint slides are below:

[Program Introductory](#)

[Telephony, MVV and FVV](#)

[System Overview](#)

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[Staff Module, Client Module, Scheduling](#)

[Visit Maintenance, Billing and Reports](#)

[Skilled Services](#)

Welcome Kit

[What to do when you get your Database](#)

[CT DSS EVV Caregiver Message to Clients](#)

[Billing Rates](#)

[Provider Checklist](#)

General Information and Questions

[EVV Service Code Listing](#)

[Frequently Asked Questions](#)

[Finalized Task List](#)

[Finalized Reason Code List](#)

[Electronic Visit Verification \(EVV\) Input and Feedback Requested](#)

[Santrax Payer Management System Important Message](#)

[EVV Guidance When Multiple Clients Reside in the Same Household](#)

FVV

[FVV User Guide](#)

[FVV Fact Sheet](#)

[FVV Acknowledgement Form](#)

[FVV Request Form](#)

MVV

[CT DSS MVV Supplement](#)

[CT DSS EVV MVV User Guide](#)

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Job Aid

[New Event](#)

[TPL](#)

[Billing Resubmission](#)

[Staff Maintenance](#)

Publications

[PB16-98 - Updated: Electronic Visit Verification Refresher Training Invitation](#)

[PB16-56 - Electronic Visit Verification Reporting a Change in Client Condition](#)

[PB16-54 - EVV Caregiver Time Capture Best Practices FVV Request Form](#)

[PB16-44 - Electronic Visit Verification Notification to Clients](#)

[PB16-43 - CT DSS EVV Webinar Based Training](#)

[PB16-41 - EVV Training Important Information](#)

[PB16-33 - EVV Third Party Interface Support](#)

[PB16-29 - EVV Introductory Webinar Registration Now Open](#)

[PB16-23 - Introduction to the Department of Social Services' Electronic Visit Verification Implementation](#)

Archival Information

[Important EVV Implementation Date Update](#)

[EVV - Service Code 1546P Issue Resolved](#)

Workshop Presentations

[Introductory Webinar](#)

[Introduction to Electronic Visit Verification](#)