

# interChange Provider Important Message

## Attention: Home Health Providers

### Electronic Visit Verification (EVV) Updates – as of January 18, 2024

- 1) **EVV Home Health Claims Enforcement Target Date for all Providers**
- 2) **Important Updates for Sandata Agency Management Users**
- 3) **Resources**

The purpose of this Important Message is to provide key updates to **all** home health providers, whether using the State's EVV system (i.e., Sandata Agency Management system) or a third-party ("Alternate") EVV solution to capture visit data. Please note, the information below is related to the federal mandate in Section 12006 of the [21<sup>st</sup> Century Cures Act](#) that requires all states to use an EVV system for Medicaid home health care services (HHCS).

#### **1. EVV Home Health Claims Enforcement Target Date for all Providers**

It is crucial that home health providers continue to prioritize onboarding and submission of EVV production data for all HHCS. Home health claims without a confirmed visit will result in a payment denial for dates of service **effective February 15, 2024, and forward.** Any change to the claims enforcement date will be communicated in a future Important Message.

#### **2. Important Updates for Sandata Agency Management Users**

##### **Outstanding Visit Type Issue for Providers not using Schedules**

For providers not using schedules, Sandata Technologies continues to work on correcting the issue where the visit type is changing from "visit" to "hourly". The target resolution date for this issue is early to mid-February 2024, prior to the claims enforcement date. Confirmation of the actual resolution date will be provided as soon as available. In the interim, please continue to use EVV for your HHCS and make manual adjustments to confirm the visit data is correct.



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## **Group Visit Feature**

This feature is now in production and available to all home health Sandata Agency Management users as of January 17, 2024. Providers can refer to the following instructional article about the new functionality on the Sandata on Demand (SoD) Web site: [Group Visit Functionality – Sandata Technologies \(zendesk.com\)](#). To access the article, please log into your account on [Sandata Technologies \(sandata.zendesk.com\)](#), click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, HH)*, then *Connecticut Documents*, and finally *Group Visit Functionality*.

## **3. Resources**

Helpful and up-to-date information regarding the EVV HHCS implementation is available on the Connecticut Medical Assistance Program (CMAP) Web site – EVV [Home Health Implementation Documentation](#) Web page including [Alternate EVV Specifications](#), [Alternate EVV Frequently Asked Questions](#), Provider Bulletins, Important Messages, Town Hall materials, and training requirements.

For questions related to Alternate EVV support, providers can contact Sandata at the following email address: [ctaltevv@sandata.com](mailto:ctaltevv@sandata.com). As a reminder, questions related to EVV can be submitted securely to [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com).