

interChange Provider Important Message

Attention: Home Health, Acquired Brain Injury (ABI), Autism, Connecticut Home Care (CHC), Mental Health (MH), and Personal Care Assistant (PCA) Waiver Service Providers

Claim Denials for Electronic Visit Verification (EVV) Mandated Services

The Department of Social Services (DSS) would like to notify providers of an issue that has been reported concerning unexpected error messages received when submitting visits to the Sandata Aggregator for EVV mandated services.

As a precautionary measure, effective 10/15/2024, the following Explanation of Benefit (EOB) codes have been set back to *post and pay* for dates of service 7/1/2024 and forward:

For Non-Waiver Home Health Claims:

- EOB 3331 – Confirmed Visit Not Found

For Other Claims:

- EOB 3327 – Confirmed Visit Not Found

Gainwell Technologies will identify and reprocess the impacted claims once the root cause of the issue is identified and corrected. Providers are advised that they should not resubmit the claims.

Also, a provider experiencing billing issues from an Aggregator account should advise their Alternate EVV vendor to open a ticket with Sandata Technologies via telephone (1-855-399-8050) or email (ctcustomercare@sandata.com). A separate ticket should be submitted for each Aggregator account. Please ensure the vendor includes your Santrax account number when contacting Sandata.

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.

As a reminder, questions related to EVV can be submitted securely to ctevv@gainwelltechnologies.com.

