

interChange Provider Important Message

Attention: Home Health Providers

Post and Pay Status for Explanation of Benefit (EOB) Code 3328

As a follow-up to the Important Message posted on [4/5/2024](#), the Department of Social Services (DSS) is notifying providers of an issue that has been reported concerning claim denials for Electronic Visit Verification (EVV) mandated home health services with dates of service (DOS) 4/1/2024 and forward.

Effective 4/10/2024, the following EOB code is being set to *post and pay*:

For Waiver Home Health Claims:

- **EOB 3328 Confirmed Visit Units are Exceeded**

Gainwell Technologies advises ALL providers to rebill denied claims with EOB 3328. Please note, the guidance in the Important Message posted on 4/5/2024 regarding EOBs 3327, 3331, and 3332 remains unchanged at this time.

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 the abovementioned edits to be reactivated.

