

# interChange Provider Important Message

## Attention: Home Health Providers

### Sandata Agency Management Auto-Confirm Solution Update

As a follow-up to the Important Message posted on October 6, 2023, Sandata Technologies continues to work on the deployment of a system resolution for the auto-confirm issue affecting non-waiver home health visits in the State's Electronic Visit Verification (EVV) system, i.e., Sandata Agency Management. The solution entered into production on October 11, 2023, was supposed to correct the following: service captured at the time of visit not displaying; and visits & schedules not merging. These issues are causing exceptions in the Visit Maintenance module that require providers to manually merge & correct the data in their systems in order to confirm & bill properly. While the service captured at the time of visit is now displaying appropriately, the schedule merging issue has not been resolved and visits are not correctly auto-confirming. Sandata is currently troubleshooting and working on a new solution. We apologize for the inconvenience and will post an update as soon as possible with an expected resolution date.

Please note, questions related to EVV can be submitted securely to [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com).

