

# interChange Provider Important Message

## Attention: Home Health Providers

### Skilled Nurse (SN) Prior Authorization Issue in Santrax **UPDATE**

The Department of Social Services (DSS) is aware of an issue affecting Home Health providers who are using the Santrax system to submit claims for skilled nursing (SN) services to Acquired Brain Injury (ABI), Autism (AUT), Connecticut Home Care Program (CHC) and Personal Care Assistance (PCA) waiver clients. Providers who received prior authorization (PA) for the SN proc/mod list may see service codes T1002 and T1003 inappropriately associated to the SN proc/mod list in Santrax. Additionally, providers may see that the unit of measure value for these services in Santrax is “unit” not “visit”. DSS, in conjunction with DXC Technology and Sandata Technologies, is working to correct these display issues in Santrax. While these display issues are being corrected, Home Health providers will be unable to use Santrax to confirm visit data and export claims for SN services.

**Update: DSS has scheduled the SN PA correction for Thursday, July 9, 2020 which will change the unit of measure to “visit” on all SN PA’s. Service codes T1002 and T1003 will be voided on any SN PAs on which they appear in Santrax. Providers will need to refresh their visits in Santrax in order to confirm the visit. Providers will then be able to bill their outstanding claims via Santrax or their own billing software.**

While this display issue is being corrected, providers are reminded that SN services are not required to be billed via Santrax. If a provider wants to submit a claim for SN services outside of Santrax, they are encouraged to do so. Providers are able to submit claims for SN services from their own billing software or via the Connecticut Medical Assistance Program (CMAP) secure Web site, [www.ctdssmap.com](http://www.ctdssmap.com).