

interChange Provider Important Message

Attention: Electronic Visit Verification EVV Service Providers

Enhancement to Social Security Number (SSN) editing when updating the employee record in the Santrax Agency Management (SAM) system.

The Department of Social Services (DSS) is aware of enhanced editing when updating an employee record in SAM. This enhancement was put into place to ensure users are not entering an invalid SSN and will no longer allow 3 consecutive numbers to be used when entering the SSN. DSS' policy has not changed regarding the entry of the SSN. Only the last 5 digits of the SSN must be valid. To avoid this new edit, DSS recommends that the SSN be entered with the first 4 digits as 1234 followed by the actual last 5 digits of the staff member's SSN (Ex. SSN is 010-00-9121 you will enter 123409121). Please keep in mind that any future updates within SAM to an employee profile will require that you update the SSN to the above format.