

# interChange Provider Important Message

## **Tasks Required for Non-skilled Service Providers in the EVV Santrax System**

Effective June 19, 2017, all EVV mandated or optional services performed by the Connecticut Home Care (CHC), Personal Care Assistance (PCA) and Acquired Brain Injury (ABI) waiver providers, must have at least one task associated with the visit in order for a claim to be exported from the Santrax system to DXC Technology for adjudication. Visits without tasks attached will receive a “task exception” error message and be put into a “hold” status which will prevent the claim from being exported from the Santrax system. Only after tasks have been added to the visit will the visit be able to be exported from the Santrax system to DXC Technology for claims processing.

Home Health agency caregivers, including Home Health Aides, are not required to enter tasks performed during a visit in the Santrax system.