

interChange Provider Important Message

Electronic Visit Verification (EVV) Input and Feedback Requested

A soft launch of the EVV program was implemented on September 1, 2016. At this time all providers who had completed the mandatory training and received their Welcome Kit were able to use the Santrax Payer Management (SPM) software. The Department of Social Services (DSS) would like to thank those providers who have begun using the SPM software and encourage those providers who have not yet begun utilization of the software, to do so.

DSS values the opinions and experiences of providers in implementing this new system. Please review the list of caregiver roles, task list and schedule edit/cancellation reason codes located in the links below. Send your feedback with recommendations for additions or modifications to these lists to HPE at ctevv@hpe.com by 5 p.m. on November 14, 2016.

[Caregiver Roles](#)

[Schedule Edit/ Cancellation Reason Codes](#)

[Task List](#)