

interChange Provider Important Message

Attention: Home Health Providers

- 1. Client Bulk Upload Process Reminder for Home Health Providers Currently Utilizing Sandata Agency Management**
- 2. Important Electronic Visit Verification (EVV) Onboarding and Home Health Claims Edit Enforcement Dates**

1. Client Bulk Upload Process Reminder for Home Health Providers Currently Utilizing Sandata Agency Management

Gainwell Technologies and Sandata Technologies would like to remind existing home health providers who have chosen to utilize Sandata Agency Management for the EVV Home Health Care Services (HHCS) implementation to use caution when employing the client bulk upload process. Please be sure to review the clients in your EVV system against the clients on your bulk upload list prior to submitting the list to Sandata to prevent double entries within your system. When existing agencies submit a client bulk upload request, any current client data (i.e., Waiver client data) will be overlaid by the data from the imported list. This will create the need for extensive clean-up on the Sandata side for these clients and the agency will need to manually enter the client admissions. To reiterate, if a client already exists in your EVV system, the client should not be included in the bulk upload list.

The instructions and import specs (in CSV file format) for the client bulk upload process can be found on the Connecticut channel of the Sandata on Demand (SoD) Web site. To access the instructions and import specs on the SoD Web site, please log into your account on <https://sandata.zendesk.com/>, click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, MHW)*, then *Connecticut Documents*, and finally *Sandata Agency Management Client Bulk Upload Instructions*.

2. Important EVV Onboarding and Home Health Claims Edit Enforcement Dates

As a reminder, home health providers are expected to onboard and begin to submit EVV production data for all HHCS either via Sandata Agency Management or an Alternate EVV system no later than September 30, 2023. Moreover, home health claims without a confirmed visit will result in a payment denial for dates of service effective January 1, 2024, and forward.

Questions related to EVV can be submitted securely to ctevv@gainwelltechnologies.com.

