

interChange Provider Important Message

Attention: Home Health Providers

- 1) Incorrect Prior Authorization (PA) Effective Date Displaying in the Sandata Agency Management (SAM) System**
- 2) Potential Duplicate Home Health Procedure Codes on Master Rates**

Incorrect PA Date Displaying in the SAM System

Gainwell Technologies is aware of an issue with home health PAs in SAM causing the effective date to incorrectly display as *05/12/2023*. This issue is related to a change made in the Gainwell Technologies system in response to the federal declaration ending the COVID-19 Public Health Emergency (PHE) on May 11, 2023.

The issue appears to be affecting new or updated PAs from *03/30/2023*, and forward for the following procedure codes: G0151, G0152, G0153, G0162, S9123, S9124, T1002, T1003, T1502, and T1503. A fix is being made to address this issue. It is anticipated that the PA effective dates should return to the correct dates in SAM no later than Wednesday, April 26, 2023. If the issue is not resolved by next Wednesday, a follow-up message will be transmitted to providers with the new resolution date.

Also, please refer to Provider Bulletin [2023-24](#) for updated guidance regarding the ending of temporary flexibilities for specified home health and hospice services effective for dates of service May 12, 2023, and forward.

Potential Duplicate Home Health Procedure Codes on Master Rates

Sandata recently updated SAM to support the EVV Home Health Care Services (HHCS) implementation, in accordance with the [21st Century Cures Act](#). As a result of this update, it has come to our attention that some home health procedure codes may have been duplicated in error. To avoid having any claims appear in your SAM system in a status of “Not OK to Bill”, please go into your *Master Rates* and verify each procedure code has a rate attached.

As a reminder, questions related to EVV can be submitted securely to ctevv@gainwelltechnologies.com.

