

interChange Provider Important Message

Attention: Home Health Providers

Electronic Visit Verification (EVV) Updates – as of February 9, 2024

- 1) EVV Home Health Claims Enforcement Target Date for all Providers**
- 2) Important Updates for Sandata Agency Management Users**
- 3) Resources**

The purpose of this Important Message is to provide key updates to **all** home health providers, whether using the State's EVV system (i.e., Sandata Agency Management system) or a third-party ("Alternate") EVV solution to capture visit data. Please note, the information below is related to the federal mandate in Section 12006 of the [21st Century Cures Act](#) that requires all states to use an EVV system for Medicaid home health care services (HHCS).

1. EVV Home Health Claims Enforcement Target Date for all Providers

All home health providers should now be utilizing EVV to capture HHCS visit data in accordance with the federal mandate in the 21st Century Cures Act. As a result, providers will begin to receive the following Explanation of Benefits (EOB) codes on claims **effective April 1, 2024, and forward**:

For Non-Waiver Home Health Claims:

- Claims without a confirmed visit will result in a payment denial with EOB 3331 (i.e., Confirmed Visit Not Found) for **dates of service effective April 1, 2024, and forward**.
- Claims with confirmed visit units that are exceeded will set EOB 3332 (i.e., Confirmed Visit Units are Exceeded) for **dates of service effective April 1, 2024, and forward**.



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For Waiver Home Health Claims:

- Claims without a confirmed visit will result in a payment denial with EOB 3327 (i.e., Confirmed Visit Not Found) for **dates of service** effective **April 1, 2024, and forward**.
- Claims with confirmed visit units that are exceeded will set EOB 3328 (i.e., Confirmed Visit Units are Exceeded) for **dates of service** effective **April 1, 2024, and forward**.

Please note, home health claims will continue to pay while posting the above EOBs through dates of service March 31, 2024.

2. Important Updates for Sandata Agency Management Users

Outstanding Visit Type Issue for Providers not using Schedules

For providers who are not using schedules and are experiencing an issue with the visit type changing from “visit” to “hourly”, Sandata Technologies is still evaluating the issue. Updates concerning this issue will be communicated in a future Important Message.

Sandata Mobile Connect (SMC) 2.0 Application

In a previous Important Message (posted on August 4, 2023), it was noted that Sandata released a new SMC mobile application with enhanced features. All providers must be using the “NEW SMC 2.0” version by June 15, 2024, as the previous application will no longer be supported after June 30, 2024. Please use the following Sandata on Demand (SoD) link to download the SMC 2.0 application as well as review articles (e.g., Introduction, Language Support, Offline Mode) and screenshots of the different application screens (e.g., Visits Screen, Clients Screen, Settings Screen):

<https://sandata.zendesk.com/hc/en-us/sections/18037326015635-Sandata-Mobile-Connect-SMC-Version-2>.

Providers are also encouraged to review the SMC 2.0 application video library at the following SoD link:

<https://sandata.zendesk.com/hc/en-us/articles/21560498569491--Sandata-Mobile-Connect-2-0-Video-Library>.



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3. Resources

Helpful and up-to-date information regarding the EVV HHCS implementation is available on the Connecticut Medical Assistance Program (CMAP) Web site – EVV [Home Health Implementation Documentation](#) Web page including [Alternate EVV Specifications](#), [Alternate EVV Frequently Asked Questions](#), Provider Bulletins, Important Messages, Town Hall materials, and training requirements.

For questions related to Alternate EVV support, providers can contact Sandata at the following email address: ctaltevv@sandata.com. As a reminder, questions related to EVV can be submitted securely to ctevv@gainwelltechnologies.com.