interChange Provider Important Message

Attention: Home Health Providers

Electronic Visit Verification (EVV) Updates
   1) **Sandata Agency Management Auto-Confirm Issue**
   2) **COMING SOON: Sandata Agency Management Group Visit Feature and Visits Less than Eight (8) Minutes Update**
   3) **New Sandata Customer Support Web Forms**
   4) **Additional Resources**

The purpose of this Important Message is to notify home health providers about upcoming improvements to the Sandata Agency Management system, the availability of new web forms for submitting customer support requests to Sandata Technologies, and additional resources. 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. *Sandata Agency Management Auto-Confirm Issue*

There is a known auto-confirm issue that is affecting Sandata Agency Management users. Currently, in the Visit Maintenance module, visits and schedules are not merging. Also, the service captured at the time of visit is not displaying, causing exceptions in Visit Maintenance that require providers to manually merge & correct the data in their systems in order to confirm & bill properly. Sandata is developing a system resolution which is expected to be in production on October 11, 2023.

2. *COMING SOON: Sandata Agency Management Group Visit Feature and Visits Less than Eight (8) Minutes Update*

Sandata has been working on the implementation of two new features, i.e., group visit functionality and an update to visits less than eight (8) minutes, to better serve the needs of non-waiver HHCS providers. Both features are currently in progress and are on track to be available prior to January 1, 2024. Updates will be provided when available.

3. *New Sandata Customer Support Web Forms*

Sandata has announced the availability of new customer support web forms. The forms can be found at the following link: https://sandata.zendesk.com/hc/en-us/requests/new. Providers can use these forms to submit questions regarding home care support, EVV/Sandata Mobile Connect (SMC) payer support, or general customer support inquires. Also, the *CT DSS Client Bulk Upload Form* remains available for providers' usage. Please note, providers need to be logged into

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their Zendesk account and click "Submit a request" in order to see the correct web form dropdown options.

4. *Additional 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.

To access the current version of the Web page, click the refresh/reload icon near the address bar (also referred to as "location" or "URL" bar) in the Web browser.

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.