

# interChange Provider Important Message

## Attention: Home Health Providers

- 1. REMINDER: Electronic Visit Verification (EVV) System Onboarding by 9/30/2023 and Home Health Claims Edit Enforcement starting 1/1/2024**
- 2. Notification of Updated Alternate EVV Technical Specifications**
- 3. Alternate EVV Frequently Asked Questions (FAQ) Document Posted on the Connecticut Medical Assistance Program (CMAP) Web site**
- 4. Recordings of DELTA Training and First Four Sandata Agency Management Trainings for New Users available on Sandata on Demand (SoD) Web site**
- 5. Update on Rescheduling Final Two Sandata Agency Management Trainings for New Users**

- 1. REMINDER: EVV System Onboarding by 9/30/2023 and Home Health Claims Edit Enforcement starting 1/1/2024**

As communicated in [Provider Bulletin 2023-07](#) and previous Important Messages, Section 12006 of the [21<sup>st</sup> Century Cures Act](#) established a requirement for all states to use an EVV system for Medicaid home health care services (HHCS).

To support this federal mandate, the Department of Social Services (DSS) approved the use of an Open Vendor EVV model for the HHCS implementation to support both Medicaid waiver and non-waiver members. The Open Vendor EVV model allows home health providers the opportunity to utilize the State's EVV system, i.e., Sandata Agency Management, or a third-party ("Alternate") EVV system to capture visit data. Alternate EVV specifications have been published and a series of Town Hall sessions have been conducted for providers that wish to transition to the capturing of HHCS in an Alternate EVV solution.

The changes to accept all home health visit data from either Sandata Agency Management or an Alternate EVV system were implemented starting on **March 23, 2023**. Furthermore, edit 3327 (i.e., "Confirmed Visit Not Found") began to appear on home health claims in a *post and pay* status, which means the error was informational and would not affect payment of these claims. Please be advised, 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.



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## **2. Notification of Updated Alternate EVV Technical Specifications**

An updated version of the Alternate EVV Vendor Specifications (v1.3) is available on the *Home Health Implementation Documentation* Web page of the CMAP Web site. Providers may go to the [www.ctdssmap.com](http://www.ctdssmap.com) Web site. From the Home page, click on *Electronic Visit Verification*, then *Important Documentation*, and finally *Home Health Implementation Documentation*. Alternatively, providers may use the link below:

[HH EVV Vendor Specification v1.3](#)

## **3. Alternate EVV FAQ Document Posted on the CMAP Web site**

A FAQ document has been created based on the provider inquiries made during the Alternate EVV Town Hall sessions. The FAQ document can be found on the *Home Health Implementation Documentation* Web page of the CMAP Web site by following the directions in the previous section, or by selecting the link below:

[Home Health Providers Only: Non-Waiver and Open Model Alternate EVV Implementation FAQ](#)

## **4. Recordings of DELTA Training and First Four Sandata Agency Management Trainings for New Users available on SoD Web site**

For current Sandata Agency Management users who will continue using the system to submit EVV HHCS data for Medicaid non-waiver members, a recording of the DELTA training held on April 11, 2023, can be found on the Connecticut channel of the SoD Web site. To access the recording and other helpful information on the SoD Web site, please log into your account on [Sandata Technologies \(sandata.zendesk.com\)](http://sandata.zendesk.com), click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, MHW)*, then *Connecticut Instructional Videos*, and finally *Connecticut Home Health Non-Waiver Delta Training Sessions*.

Additionally, the first four Sandata Agency Management trainings for new users (i.e., “System Overview”, “Client Data Entry”, “Staff Data Entry”, and “Visit Capture”) are available on the SoD Web site. To access these recordings, please log into your account on [Sandata Technologies \(sandata.zendesk.com\)](http://sandata.zendesk.com), click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, MHW)*, then *Connecticut Instructional Videos*, and finally *Connecticut Home Health Non-Waiver Training Sessions 2023*.

Please note, you will need to sign up for a Zendesk account to access the SoD content. If you have not yet signed up or have questions about the process,



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Sandata has created the following helpful article: "[Sign In Assistance - First Time User](#)".

## **5. Update on Rescheduling Final Two Sandata Agency Management Trainings for New Users**

Sandata has been working on securing new dates for the final two Sandata Agency Management training sessions for new users, i.e., "Visit Maintenance" and "Billing". As soon as these new dates are determined, Gainwell Technologies will immediately publish an Important Message. Again, we apologize for the inconvenience and appreciate your understanding.

The trainings hosted by Sandata pertain to the HHCS EVV implementation for Medicaid non-waiver members. Acquired Brain Injury (ABI), Connecticut Home Care (CHC), Personal Care Assistance (PCA), Autism, and Mental Health (MH) waiver service providers do not need to attend these trainings.

**Please note, for providers using the Sandata Agency Management system, training is required to receive the EVV Welcome Kit.**

**As for providers utilizing an Alternate EVV solution, Sandata self-paced online aggregator training must be completed once providers have received their EVV production credentials. The trainings for the Aggregator Learning Management System (LMS) sessions can be found here:**

<https://www.sandatalearn.com?KeyName=CTAGGREGATOR>.

For questions related to Alternate EVV support, providers can contact Sandata at the following email address: [ctaltevv@sandata.com](mailto:ctaltevv@sandata.com).

As a reminder, questions related to EVV can be submitted securely to [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com).