

interChange Provider Important Message

Attention: Electronic Visit Verification (EVV) Service Providers – Intermittent Telephony Outage

The Department of Social Services (DSS) is aware of an intermittent issue that continues to affect some EVV service providers whose caregivers use telephony to check-in and check-out of their visits. As of Monday, May 7, 2019, the primary and secondary toll free 1-800 numbers associated to some EVV service providers are experiencing intermittent outages and are not able to be used to capture the start or end of a visit. Affected providers are advised to encourage those caregivers with smartphones to use the Mobile Visit Verification (MVV) app to check in or out of a visit. If an agency's caregivers do not have smartphones that can utilize the MVV app, providers are advised that they can manually enter their caregiver's check-in and check-out times in Santrax until this intermittent telephony issue is resolved.

Important: DSS will exclude all visits during this outage when calculating an agency's compliance rate for May 2019.

We apologize for the inconvenience this issue continues to cause. When this intermittent telephony issue has been resolved an updated Important Message will be published.