

interChange Provider Important Message

Attention: Home Health Providers

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

- 1) EVV Home Health Claims Enforcement Target Date for all Providers**
- 2) Guidance for Global Positioning System (GPS) Exceptions related to Errors on Google Maps**
- 3) Important Updates for Sandata Agency Management Users**
- 4) 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

Home health providers must prioritize onboarding and submission of EVV production data for all HHCS. Home health claims without a confirmed visit will result in a payment denial for dates of service **effective February 1, 2024, and forward.**

2. Guidance for GPS Exceptions related to Errors on Google Maps

For providers receiving GPS exceptions due to missing or incorrect location coordinates, such errors must be reported and corrected in Google Maps. The following link provides helpful instructions on how to report various data and content errors on Google Maps (e.g., adding or fixing an address):

<https://support.google.com/maps/answer/3094088>.



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3. Important Updates for Sandata Agency Management Users

Outstanding Visit Type Issue for Providers not using Schedules

For providers not using schedules, there is a known issue where the visit type is changing from "visit" to "hourly". The target resolution date for this particular issue is January 19, 2024. In the interim, it is important for providers to confirm the visit data is correct.

Group Visit Feature

Sandata Technologies continues to work on the implementation of a new feature to accommodate group visit functionality to better serve the needs of providers. This feature is expected to be available to all Sandata Agency Management users on January 19, 2024. Once the group visit functionality is released in the production environment, providers can refer to an instructional article about the new functionality on the Sandata on Demand (SoD) Web site. To access the article, please log into your account on [Sandata Technologies \(sandata.zendesk.com\)](https://sandata.zendesk.com), click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, HH)*, then *Connecticut Documents*, and finally *Group Visit Functionality*.

4. 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.