

interChange Provider Important Message

Attention: Acquired Brain Injury (ABI), Autism, Connecticut Home Care (CHC), Mental Health (MH), Personal Care Assistant (PCA) Waiver Service Providers

Electronic Visit Verification (EVV) Updates – as of May 31, 2024

1. System Go-Live Date for Accepting Personal Care Services (PCS) Visit Data via Alternate EVV
2. Reminder about the Alternate EVV Provider Registration Form
3. Presentation & Recording for all Three (3) Town Hall Sessions and Frequently Asked Questions (FAQ) Document available on the Connecticut Medical Assistance Program (CMAP) Web site
4. Transition from Sandata Mobile to Sandata Mobile Connect (SMC)
5. Resources

The purpose of this Important Message is to provide helpful information about the transition to an Open Vendor EVV model with an aggregator solution for the collection of PCS visit data. The Open Vendor EVV model will allow providers the opportunity to use either the State's existing external EVV vendor system (i.e., Sandata Agency Management) or their own third-party ("Alternate EVV" or "ALT EVV") system to capture visit data. **Please note, the transition to an Alternate EVV solution is optional. No action is required from those providers choosing to continue utilizing Sandata Agency Management.**

1. System Go-Live Date for Accepting PCS Visit Data via Alternate EVV

The changes to accept all PCS visit data from an Alternate EVV solution were implemented on **May 8, 2024**.

It is recommended that providers and their Alternate EVV vendors send PCS visit data daily to the Sandata Aggregator.

As a reminder, whether billing through Sandata Agency Management or an Alternate EVV solution, providers must allow time for the visits to be loaded into the Medicaid Management Information System (MMIS) prior to claim submission. For Sandata Agency Management, providers are generally advised that the visits will be available in the MMIS within 24 hours. For Alternate EVV, once the vendor has submitted a visit and it appears in the Sandata Aggregator, it may take an additional 24-48 hours for that visit to be available in the MMIS.



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2. Reminder about the Alternate EVV Provider Registration Form

Providers interested in transitioning to Alternate EVV can complete a registration webform created by Sandata. Those providers with multiple Automated Voice Response System (AVRS) IDs will need to register under each unique ID number. A link to the webform and other informational materials about Alternate EVV are available below:

- ALT EVV Open Model Webform [link](#)
- Instructions about filling out the ALT EVV Open Model Webform [link](#)
- Step-by-step overview of the ALT EVV Open Model registration, certification, and credentialing process [link](#)

3. Presentation & Recording for all Three (3) Town Hall Sessions and FAQ Document available on the CMAP Web site

The recording and associated presentation for the Alternate EVV - PCS Town Hall sessions can be found on the www.ctdssmap.com Web site. From the home page, click “Electronic Visit Verification”, followed by “Important Documentation”, and finally “[Open Vendor EVV Model Implementation for Personal Care Services](#)”. This page also includes a link to the Alternate EVV technical specification and previous provider communications.

A FAQ document has been created in response to provider queries made during the Town Hall sessions. The document can be found on the CMAP Web site by following the directions in the previous paragraph or by clicking the following link: [Open Vendor EVV Model Implementation for PCS FAQ](#).

4. Transition from Sandata Mobile to SMC

The new date by which all providers must be using the SMC application is **September 4, 2024**. For further details on this transition, please refer to the following SMC resources on the Sandata on Demand (SoD) Web site:

- [Sandata Mobile Connect \(SMC\) Version 2 - Sandata Technologies \(zendesk.com\)](#)
- [Downloading Sandata Mobile Connect - Sandata Technologies \(zendesk.com\)](#)
- [Log in to Sandata Mobile Connect \(SMC\) - Sandata Technologies \(zendesk.com\)](#)
- [SMC 2.0 application video library](#)

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5. Resources

Helpful and up-to-date information regarding the Alternate EVV - PCS implementation is available on the Connecticut Medical Assistance Program (CMAP) Web site. To access the current version of the CMAP Web site - [Open Vendor EVV Model Implementation for Personal Care Services](#) 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 pertaining 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.