

interChange Provider Important Message

Updated EVV Implementation Date for Home Health Services

The EVV implementation date for Home Health services has been moved from February 1, 2017 to April 1, 2017. DSS encourages skilled agencies who have begun to use the EVV system to continue to do so. Many providers have been successfully using the EVV system and DSS strongly recommends that skilled providers who have not yet begun to use it, do so well before the April 1, 2017 implementation date. This postponement does not impact the non-skilled agencies who implemented EVV on January 1, 2017.

If you have questions related to your Santrax system, such as setting up staff, activating clients, creating schedules, visit maintenance, Mobile Visit application or creating invoices within your Santrax software, please contact Sandata at 1-855-399-8050 or by email at ctcustomer@sandata.com.

If you have questions related to prior authorizations, claims submitted to Hewlett Packard Enterprise, or if you wish to escalate a Santrax related question to Hewlett Packard Enterprise or to the Department of Social Services, please contact Hewlett Packard Enterprise at ctevv@hpe.com.