



TO: Acquired Brain Injury (ABI), Connecticut Home Care Program (CHC), Personal Care Assistance (PCA), Autism Waiver and Home Health Service Providers
RE: Introducing the Electronic Visit Verification (EVV) Web Page

The Department of Social Services (DSS) is pleased to announce that, effective May 8, 2019, an Electronic Visit Verification (EVV) Web page has been added to the www.ctdssmap.com Web page. This EVV Web page allows providers to more easily locate and reference EVV resources to assist in using the EVV system to service clients with an EVV mandated waiver. As a result, all of the information currently housed on the Electronic Visit Verification Implementation Important Message, currently found on the www.ctdssmap.com Home Page, will be relocated to the newly added EVV Web page and categorized for easy navigation.

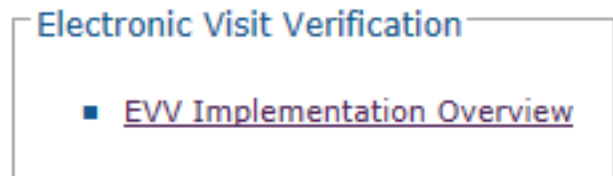
Who Should Use the EVV Web page?

The EVV Web page is designed to be used by all agencies and their office staff that service clients with an EVV mandated waiver. It has information for new users, including newly enrolled agencies, and for persons who may just want a refresher on the EVV system and its functionality. All persons who use EVV, including schedulers, billers and office staff, are encouraged to familiarize themselves with the EVV Web page.

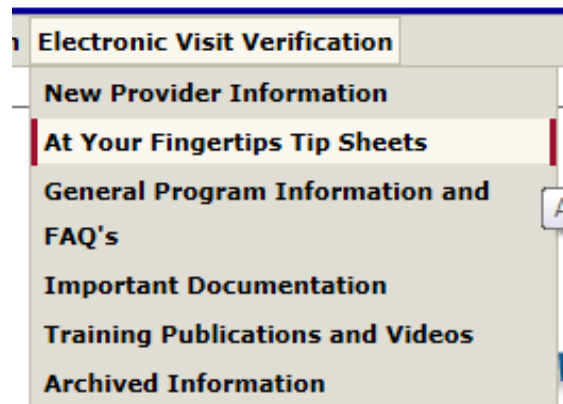
How Do I Access the EVV Web page?

To access the EVV Web page, navigate to www.ctdssmap.com and select Electronic Visit Verification in the header, or EVV Implementation Overview in the Electronic Visit Verification quick links box. From the

EVV Overview Implementation Page, a user can navigate to the subpage of their choice.



Once the EVV Web page has been accessed, users can navigate to one of six (6) nested pages for more specific information.



What Information Can Be Found on the EVV Web page?

The EVV Web page houses all the resources needed to successfully navigate the EVV program. Among the many resources on the Web page are training documentation and videos, instructions for new providers to obtain and use the EVV system, the list of EVV mandated and optional services, and information on the compliance requirement.

The EVV Web page is divided into six (6) sections: New Provider Information, At Your Fingertips Tip Sheets, General Program Information and FAQ's, Important Documentation, Training Publication and Videos and Archived Information.

The **New Provider Information Page** will assist in familiarizing an agency with the EVV program. Among the resources on this page are the EVV Service Code Listing, which identifies which service codes are EVV mandated and which are optional, and the Finalized Reason Code List, identifying a list of approved reason codes to justify editing visit call data in Santrax.

The **At Your Fingertip Tip Sheets** page houses all of the published At Your Fingertips tip sheets. At Your Fingertips tip sheets are designed to help providers navigate EVV by answering common questions and providing assistance for resolving common issues encountered by providers in their use of the EVV system. The tip topics are generated by questions submitted to Sandata Customer Care, to the EVV email box ctevv@dxc.com, or in communications to DSS for assistance.

The **General Program Information and FAQ's** page has program information all providers should be familiar with prior to using EVV. The links on this page include the EVV Service Code Listing, which provides a list of the EVV mandated and optional service codes, and the Frequently Asked Questions document, which has over 200 questions about the EVV program and Santrax functionality and their responses.

The **Important Documentation** page contains important messages and notifications published

to assist agencies in their use of the Santrax system. The documentation is categorized by purpose and/or functionality and includes a listing of EVV related provider bulletins and important messages, specifications to set up a third-party interface and a historical listing of Santrax App messages.

The **Training Publications and Videos** page contains all the documents and videos that can be used to train new staff and refresh current staff in their use of the EVV system. The page contains a link to instructions for enrolling in the Learning Management System (LMS), a Web-based learning platform that provides the training a new agency must complete in order to request and receive their Welcome Kit.

The **Archived Information** page contains information that should be referenced for historical purposes only and should not be referenced while using the current EVV program.

For more information regarding the EVV Web page, please contact the EVV mailbox at ctevv@dxc.com.