

# interChange Provider Important Message

## Reporting a Change in Client Condition Functionality Update

As a reminder, with the implementation of Electronic Visit Verification (EVV) providers have had the ability to alert the access or care management agency in charge of the client's care plan to a change in the client's status. When task ID number 99 - "Client has had a change in status" is entered by a caregiver during a telephony check-out call or selected in the Mobile Visit Verification (MVV) app at the time of check-out by the caregiver, the Santrax system generates a notification email to the access or care management agency. Effective April 26, 2018, the HIPAA compliant message that an access or care management agency receives has been updated to provide more information.

The notification email now reads:

The following program participant under your supervision has been reported as having a condition change:

First Name Last Initial

Last 4 digits of Medicaid ID (If found, otherwise 'Unknown')

PA # (If found, otherwise 'Unknown')

Please review this participant's case record for further information.

This updated message will allow the access or care management agency to more easily identify the client who requires their attention without having to contact the provider for assistance.

As a reminder, a caregiver would enter task ID Number "99" or "Change in Client Condition" task upon check-out in the following situations:

- Client was hospitalized
- Client visited the emergency department
- Client has had a change in mental status
- Client had a fall
- Client has a change in Activity of Daily Life (ADL) needs
- Client has had a change to informal support
- Client's skin condition has deteriorated
- Client refused services

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Please remember: Task ID Number "99" is not intended to take the place of calling 911 when the client requires urgent care. If the client needs urgent care please call 911 or other appropriate emergency services.