

interChange Provider Important Message

Attention: Home Health Providers

- 1. Electronic Visit Verification (EVV) System Onboarding by 9/30/2023 and Home Health Claims Edit Enforcement starting 1/1/2024**
- 2. REMINDER: Sandata Agency Management (SAM) Training Dates and Registration Links for Existing & New Users**
- 3. Alternate EVV Online Training / Town Hall Recordings & Technical Specifications available on the Connecticut Medical Assistance Program (CMAP) Web site**

- 1. *EVV System Onboarding by 9/30/2023 and Home Health Claims Edit Enforcement starting 1/1/2024***

As previously communicated in [Provider Bulletin 2023-07](#), Section 12006 of the [21st Century Cures Act](#) established a requirement for all states to use an EVV system for Medicaid home health care services (HHCS). To support this federal mandate, the Department of Social Services (DSS) approved the use of an Open Vendor EVV model for the HHCS implementation to support both Medicaid waiver and non-waiver members. The Open Vendor EVV model allows home health providers the opportunity to utilize the State's EVV system, i.e., SAM, or a third-party ("Alternate") EVV system to capture visit data. The changes to accept all home health visit data from either SAM or an Alternate EVV system were implemented starting on **March 23, 2023**. Furthermore, edit 3327 (i.e., "Confirmed Visit Not Found") began to appear on home health claims in a *post and pay* status, which means the error was informational and would not affect payment of these claims.

Please be advised, home health providers are expected to onboard and begin to submit EVV production data for all HHCS either via SAM or an Alternate EVV system no later than **September 30, 2023**. Moreover, home health claims without a confirmed visit will result in a payment denial for dates of service effective **January 1, 2024, and forward**.

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2. REMINDER: SAM Training Dates and Registration Links for Existing & New Users

Gainwell Technologies would like to reiterate to home health providers to sign up for one of the two types of training regarding utilization of the State's EVV system, i.e., SAM, to capture home health visit data: a DELTA training geared towards home health providers currently using SAM; or the series of training sessions for new SAM users. These trainings are being hosted by Sandata Technologies to support the HHCS EVV implementation for non-waiver members.

DELTA Training (Client Data Entry/Upload Review):

Wednesday, June 7, 2023, 3PM EST (30 min) **(Repeat of the DELTA training held on Tuesday, April 11, 2023)**

Link to sign up:

<https://go.oncehub.com/CTSandataAgencyManagementDELTATRaining>

Please note, a recording of the DELTA training held on Tuesday, April 11, 2023, can be found on the Connecticut channel of the Sandata on Demand (SoD) Web site. To access the recording and other helpful information on the SoD Web site, please log into your account on <https://sandata.zendesk.com/>, click *Payer Programs*, followed by *Connecticut (CT DSS, DDS, MHW)*, then *Connecticut Instructional Videos*, and finally *Connecticut Home Health Non-Waiver Delta Training Sessions*.

New SAM User Trainings:

June 6, 2023, 2PM EST (90 min) System Overview

June 8, 2023, 2PM EST (75 min) Client Data Entry

June 13, 2023, 2PM EST (75 min) Staff Data Entry

June 14, 2023, 2PM EST (90 min) Visit Capture **(Even if you attend a DELTA training, you may want to attend this session because it will cover Telephonic Visit Verification)**

June 15, 2023, 2PM EST (90 min) Visit Maintenance

June 16, 2023, 11AM EST (60 min) Billing

Link to sign up: <https://go.oncehub.com/ConnecticutProviderTraining>



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3. Alternate EVV Online Training / Town Hall Recordings & Technical Specifications available on the CMAP Web site

Providers using their own EVV system, i.e., an Alternate EVV solution, to capture visit data will not need to attend the abovementioned trainings. The trainings for the Aggregator Learning Management System (LMS) sessions can be found here:

<https://www.sandatalearn.com?KeyName=CTAGGREGATOR>. For questions related to Alternate EVV support, providers can contact Sandata at the following email address: ctaltevv@sandata.com.

For additional information regarding the previous Town Hall sessions and a link for vendors to the Alternate EVV technical specifications, providers may go to the www.ctdssmap.com Web site. From the Home page, click on *Electronic Visit Verification*, then *Important Documentation*, and finally *Home Health Implementation Documentation*. The page can also be accessed via the following link: [Home Health Implementation Documentation](#). Additionally, providers may refer to [Provider Bulletin 2023-10](#). Questions related to EVV can be submitted securely to ctevv@gainwelltechnologies.com.