

interChange Provider Important Message

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

Alternate Electronic Visit Verification (EVV) Files created 4/20/2026 – 4/22/2026

The purpose of this Important Message is to notify providers about an issue that has been reported to the Department of Social Services (DSS) and Gainwell Technologies. Please note, the reported issue only pertains to providers who are billing through an Alternate EVV vendor, **NOT** those that use the Sandata Agency Management (a.k.a. Santrax) system.

Visits created from the evening of 4/20/2026 through 4/22/2026 at 5:50 pm were not being successfully transmitted from your Alternate EVV vendor to Sandata Technologies (now part of HHAeXchange) due to an extremely large file that caused a backlog in processing and ultimately made the system unavailable. As a result, providers may not see these visits in the Sandata Aggregator today. If claim files were sent to the Medicaid Management Information System (MMIS) without validating them in the Aggregator, claims may be denied or partially paid as the visits may not have been confirmed.

Impacted providers are asked to review their visits in their Alternate EVV vendor's system. Any visits that had an error of "***Services Unavailable***" should work with their vendor to resubmit those visits.

For claims sent before the visits were in the Sandata Aggregator, providers will need to resubmit the visits to the Aggregator by following the steps below:

- Visits must be received by Sandata no later than **midnight tonight, 4/23/2026**, in order to be included in the visit file that is sent to Gainwell by 4:00 am on Friday, 4/24/2026.
- Providers may then start submitting claims associated with these visits **after 7:00 am on Friday, 4/24/2026**. *NOTE: This is later than our normal Thursday cutoff time for claims.*
- Claim files must be received **no later than 5:00 pm on Friday, 4/24/2026**, to be included in the financial cycle. Files received after 5:00 pm are not guaranteed to be included. Claims submitted on the provider's secure Web portal will be accepted up to 11:00 pm, 4/24/2026.



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Sandata corrected the issue yesterday at 5:50 pm and notified all Alternate EVV vendors to send files after the system was back up. Furthermore, Sandata is determining mitigation steps in an effort to avoid this issue in the future.

We apologize for any inconvenience. As a reminder, questions related to EVV can be submitted securely to ctevv@gainwelltechnologies.com.