



TO: Home Health Service Providers, Autism Waiver Service Providers and Access Agencies

RE: Autism Waiver Program and Electronic Visit Verification (EVV)

The Department of Social Services (DSS) is pleased to announce that effective February 1, 2019, the Autism waiver benefit plan will be implemented in the Electronic Visit Verification (EVV) program. The following services will be available for use in the EVV system as of February 1, 2019. These services will not be mandated to be serviced via EVV until March 3, 2019.

- 1302Z - Job Coach Agency per 15 minutes
- 1304Z - Life Skills Coach Agency per 15 minutes
- 1396Z - Community Mentor Agency per 15 minutes
- 1404Z - Respite Agency in Home Individual, per 15 minutes
- H2019 - Therapeutic Behavioral services, per 15 minutes

*Please note: If your agency **does not** provide one or more of the services above, your agency is not required to use the EVV system.*

This bulletin provides a brief background on EVV, the resources that providers can use to learn about the program and Santrax, a Sandata Technologies EVV system.

What is Electronic Visit Verification (EVV)?

Electronic Visit Verification (EVV) is a telephonic and computer-based system that documents the precise visit time(s) performed by your caregivers. DSS is implementing EVV in the Autism program to ensure that individuals with the Autism waiver benefit plan are receiving the services authorized and that claims submitted for payment contain the correct client, service provided and visit duration. To use EVV, caregivers are required

to check-in and check-out of their scheduled visit(s) using one of three (3) visit time capture methods. Caregivers will be able to use:

- 1) a toll-free telephony phone number,
- 2) the Mobile Visit Verification (MVV) app on a smartphone, or
- 3) the Fixed Visit Verification (FVV) device.

Please note that the FVV device is the time capture method of last resort. It will only be made available to clients whose caregivers are unable to capture their visit data using telephony or the MVV app. More information on all three (3) methods of visit time capture will be provided during training and can be found on the Electronic Visit Verification Implementation Important Message.

Autism Program Changes for Providers who Do Not Currently Use EVV

Autism service providers who perform the following services will be required to use Santrax to capture their visit times as of March 3, 2019.

- 1302Z - Job Coach Agency per 15 minutes
- 1304Z - Life Skills Coach Agency per 15 minutes
- 1396Z - Community Mentor Agency per 15 minutes
- 1404Z - Respite Agency in Home Individual, per 15 minutes
- H2019 - Therapeutic Behavioral services, per 15 minutes

If your agency does not currently use the Santrax system, your agency is required to complete the mandatory Santrax system

training in order to gain access to, and/or use, the Santrax system. Additional details regarding training on the Santrax system, including how to access the system, how to create schedules and capturing visit data, will be communicated to providers at a future date.

If you would like to familiarize your agency with EVV prior to the implementation, it is recommended that the Electronic Visit Verification Implementation Important Message be reviewed. This Important Message can be found by navigating to the Connecticut Medical Assistance Program (CMAP) Web site (www.ctdssmap.com) and selecting the 'Electronic Visit Verification Implementation' link under the Important Messages subheading of the home page.

EVV Program Changes for Home Health Providers

Home Health service providers who currently use EVV will soon see their clients with the Autism waiver benefit plan and the prior authorizations (PAs) for those clients in their Santrax system. Effective February 1, 2019, PAs for the EVV mandated services noted previously will be automatically fed into Santrax. Providers are not required to activate their Autism waiver clients in Santrax until the implementation date of March 3, 2019. However, providers who want to begin using EVV for their Autism clients may do as soon as the clients are present in Santrax.

Tasks to identify and capture services performed by caregivers servicing Autism waiver clients will be added to the Santrax system. When implemented, Autism tasks will be the first tasks on the task selector in MVV for all caregivers and will be identified by the prefix "AUT".

Claim Submission Guidelines

EVV service providers have the choice of submitting claims for EVV mandated services to DXC Technology for claim adjudication from their own system, via the www.ctdssmap.com secure Web site, from the Santrax system or any combination of these three methods. Claims submitted outside of the Santrax system are subject to visit validation requirements as those submitted from Santrax and must match a *confirmed* visit in Santrax that contains the same client ID, provider ID, date of service, service code and modifier(s).

Additionally, four (4) explanation of benefit (EOB) codes have been created to explain claim denials for EVV claims submitted outside of Santrax. Autism service providers will be subject to these EOB codes effective for dates of service March 3, 2019 and forward.

- *EOB code 3327 "Confirmed visit not found"* - This EOB code will post to a claim containing an EVV mandated service if there is no confirmed visit found that contains the *same* client ID, provider ID, date of service, service code and modifier(s). To resolve this claim denial, the visit must first be confirmed in the provider's Santrax® system prior to resubmittal of the claim.
- *EOB code 3328 "Confirmed visit units are exhausted"* - This EOB code will post to a claim containing an EVV mandated service where there is a confirmed visit that contains the same client ID, provider ID, date of service, service code and modifier(s), however, the visit units have been exhausted due to a previously paid claim. This claim denial can only be resolved if the confirmed visit units in Santrax are sufficiently increased prior to the resubmittal of the claim.
- *EOB code 0047 "Confirmed visit units are exceeded"* - This EOB code will post to a claim containing an EVV mandated service

where there is a confirmed visit found that contains the same client ID, provider ID, date of service, service code and modifier(s), however, the visit units on the confirmed visit are less than the units billed on the claim. This claim will pay, but it will cut back to the number of units on the confirmed visit. This EOB can only be resolved if the confirmed visit units in Santrax are sufficiently increased prior to resubmittal of the claim.

EOB code 0047 may also occur if there is more than one visit for the same client and same service on the same day and only one (1) visit is confirmed. The subsequent visit(s) must be confirmed in order for the claim to pay the total number of units billed for the day.

- *EOB code 3329 “Detail dates of service that span 31 days cannot be verified”* - Claims submitted from Santrax are limited to one date of service per claim detail. Claims submitted outside of Santrax may be submitted using spanned dates. These spanned dates cannot exceed 31 days. This denial is resolved by reducing the number of days submitted on the claim detail prior to the resubmittal of the claim.

Resources and Training

Training on the Santrax system will be offered to all providers, both new and current users of the Santrax system. Providers who are not currently using the Santrax system are **required** to complete training prior to receiving access to their Santrax system and will have the opportunity to attend a live in-person training. The EVV trainings educate providers on using the different methods of time capture, activating clients in their Santrax system, creating schedules and resolving exceptions in the Visit Maintenance panel of Santrax, among other topics.

Dates and instructions for registering for in-person and Webinar-based trainings will be forthcoming and announced in another communication to the provider community.

Current Resources

All EVV related materials, updates, and additional information regarding the program are available on the CMAP Web site (www.ctdssmap.com). Please select the ‘Electronic Visit Verification Implementation’ link under the Important Messages subheading of the Web page. Among the resources provided are At Your Fingertips tip sheets, provider bulletins, training videos in the use of the different methods of visit time capture methods and a Frequently Asked Questions (FAQ) document. Providers are encouraged to review the information on the Electronic Visit Verification Implementation Important Message prior to their training session so they are familiar with the EVV program and the Santrax system.

Contacts

For more information about the Autism waiver benefit plan implementation in EVV, please contact the EVV mailbox at ctevv@dxc.com.