



**TO: Mental Health Waiver Service Providers and Mental Health Waiver Fiscal Intermediary**

**RE: Mental Health Waiver Implementation of Electronic Visit Verification: Claim Edits Effective 07/01/2021**

Effective May 3, 2021, the Mental Health Waiver Program implemented Electronic Visit Verification (EVV). As a result, providers who service Mental Health Waiver clients can now see their clients in the Santrax system and are required to use Santrax for EVV mandated services provided to those clients. The mandated service codes noted below were made available for use in the EVV system as of May 3, 2021:

- 1206Z Chore Service, Agency per 15 min.
- 1213M Recovery Assistant, Agency, per 15 min.
- 1217M Recovery Assistant, Overnight, per 15 min.
- 1229Z Brief Episode Stabilization, per 15 min.
- G9012 Other Specified Case Management, Service not Elsewhere Qualified (Transitional Care Management)
- H0038 Self Help Peer Service, per 15 min.
- H2015 Comprehensive Community Support Services, per 15 min.
- H2023 Supported Employment, per 15 min.

As a reminder, EVV service providers have the choice of submitting claims for EVV mandated services to Gainwell Technologies for claim adjudication from their own system using the HIPAA compliant 837 claim format, via the [www.ctdssmap.com](http://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 the same 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, the three (3) explanation of benefit (EOB) codes noted below explain claim denials for EVV claims submitted outside of Santrax. Mental Health Waiver service providers who submit claims outside of Santrax will be subject to these EOB codes for services July 1, 2021 and forward:**

- *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.
- *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.

- *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.

EVV related materials, updates, and additional information regarding the program are available on the CMAP Web site [www.ctdssmap.com](http://www.ctdssmap.com). From the Home page, please select the “Electronic Visit Verification” menu. Providers are encouraged to review the information available to them on the Electronic Visit Verification page of the [www.ctdssmap.com](http://www.ctdssmap.com) Web site so they are familiar with the EVV program and the Santrax system. Please note that new Mental Health Waiver providers can access the training videos specific to the Mental Health Waiver by contacting Ann Marie Luongo at Advanced Behavioral Health via email at [aluongo@abhct.com](mailto:aluongo@abhct.com) or by phone at (860) 704-6211. Questions about the Mental Health Waiver benefit plan implementation in EVV should be submitted to the EVV mailbox at [ctevv@dx.com](mailto:ctevv@dx.com).