



**TO: Acquired Brain Injury (ABI), Autism Waiver, Connecticut Home Care (CHC), Community First Choice (CFC), Personal Care Assistance (PCA), and Mental Health Waiver (MHW) Providers**  
**RE: Electronic Visit Verification (EVV) - Task to Service Enhancement**

Effective November 3, 2021, as a result of provider input, the Department of Social Services (DSS) and the Department of Mental Health and Addiction Services (DMHAS) will implement the Task to Service enhancement which will create a new visit exception titled “Invalid Task” for Sandata Agency Management (SAM) and the Sandata Mobile Connect (SMC) app. This exception will appear on any visit where a task selected is not valid for the service selected. If the exception is present, the user must acknowledge the exception before the improper task can be updated to the correct task.

The SMC update for the enhancement will be released beginning October 14, 2021 but please note that, once the update has been released, it may take up to two (2) weeks to appear in Google Play or App Store. The SMC app will then need to be upgraded in order for the Task to Service enhancement to be applied.

### How will this affect SAM and SMC?

Currently, after a service has been selected, a list of all available tasks is presented for the user to select from. This enhancement will limit the list of available tasks to only those tasks associated to the assigned service. Please see Attachment 1 for a screenshot of how SAM will look with the new enhancement in place and, also, a screenshot of how the error will appear in SAM if a task is selected that is not valid for the service.

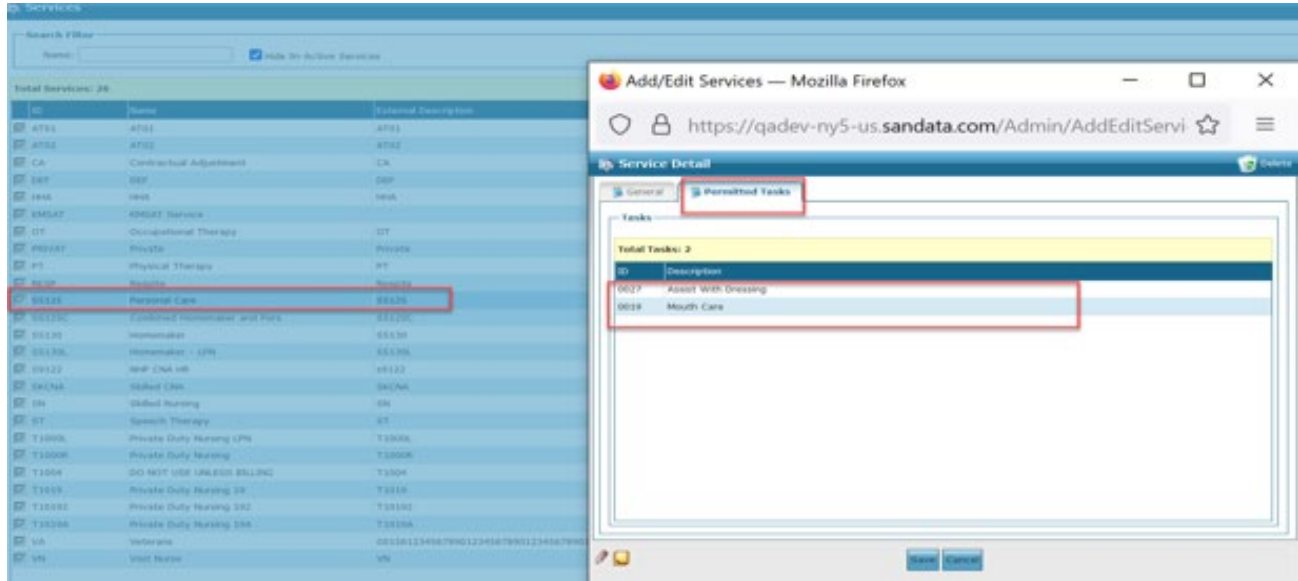
### Additional Information

The following link contains 3 tables encompassing up-to-date task to service charts for DSS and DMHAS agencies encompassing

both mandated and non-mandated services: [Task to Service Code Charts](#). These charts can also be found under the New Provider Information section on the EVV Web page. 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. Questions related to EVV should be submitted securely to the EVV mailbox at [ctevv@dx.com](mailto:ctevv@dx.com).

Attachment 1

**Example of Permitted Tasks for Service (view of enhancement in SAM):**



**Example of how error code will appear in SAM:**

Total Shown: 1

Date	Coord	Client	Service	Staff	Sch Start	Sch End	TZ	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs	Auth	Tasks	P->A	Ovrd	Memo	Payer	Exceptions	ISRW Enabled
09/22/21-Wed		Sanchez, Carol	SS125	Lopez, Jennifer	08:20	08:30		0.17	08:20	08:33	0.22	0.22	0.22	N	3				Medicaid	Unmatched Client, Task not valid for service	