



TO: Acquired Brain Injury, Autism Waiver, Connecticut Home Care, Personal Care Assistance and Mental Health Waiver Agencies
RE: Electronic Visit Verification (EVV) – Compliance Requirement Update

As announced in Provider Bulletin [2017-66 \(Electronic Visit Verification \(EVV\) Compliance\)](#), published October 2017, the Department of Social Services (DSS) established standards by which Electronic Visit Verification (EVV) service providers must adhere in order to be considered compliant in their use of visit validation in Sandata Technologies' Sandata Agency Management (SAM) system. On March 27, 2020, a suspension of EVV compliance requirements was announced due to the Federal COVID-19 Public Health Emergency (PHE). **This bulletin serves to notify providers that compliance requirement standards will be re-instated due to the ending of the Federal COVID-19 PHE on May 11, 2023.** DSS and the Department of Mental Health and Addiction Services (DMHAS) considers a provider to be compliant if 75% of the visits performed are validated by both a check-in and a check-out which is documented by the caregiver via telephony, Sandata Mobile Connect (SMC) or a Fixed Visit Verification (FVV) device. Moreover, this bulletin will provide further clarification and guidelines on the compliance requirement in EVV.

What is a Compliant Visit?

A compliant visit is a visit where the check-in and check-out is performed by the caregiver via telephony, SMC or FVV, regardless if the visit times are early or late according to the schedule. If the visit data is *manually* entered into Santrax, the visit is not considered compliant.

How Can My Agency Verify Our Compliance Rate?

At Your Fingertips tip sheet #4 – Compliance provides instruction in calculating an agency's compliance rate. *At Your Fingertips tip sheets* can be located on the Connecticut Medical Assistance Program (CMAP) Web site – Electronic Visit Verification Web page at [Electronic Visit Verification \(ctdssmap.com\)](#) or [At Your Fingertips Tip Sheets \(ctdssmap.com\)](#).

What Happens if my Agency is Not Compliant?

DSS will notify those Acquired Brain Injury (ABI), Autism, Connecticut Home Care (CHC) and Personal Care Assistance (PCA) waiver providers who are not achieving the 75% compliance rate by **August 31, 2023**, that an improvement plan must be in place by **October 1, 2023**. Advanced Behavioral Health, Inc. (ABH) will notify Mental Health Waiver (MHW) providers who are not achieving the 75% compliance rate by **August 31, 2023**. If a provider does not create an improvement plan and demonstrate progress in increasing their compliance rate by **December 1, 2023**, DSS will direct the Access Agencies (and ABH will direct MHW clinicians) to stop referring new clients to the agency until the compliance rate of 75% is reached. Any agency not achieving the compliance rate of 75% may also be referred to the Office of Quality Assurance at DSS for follow-up.

Questions

For questions related to visit validation, please contact Sandata Customer Care at 1-855-399-8050 or by e-mail at ctcustomercare@sandata.com.

For questions related to calculating an agency's compliance rate, please send an e-mail to ctevv@gainwelltechnologies.com.

For questions related to DSS or DMHAS EVV compliance requirement standards, please email:

- DSS: melva.cooper@ct.gov or amy.dumont@ct.gov
- DHMAS/ABH: aluongo@abhct.com