

interChange Provider Important Message

UPDATE: Electronic Visit Verification (EVV) – Claim Denials for EOB 3327 and EOB 3328

The Department of Social Services (DSS) is aware that some visits confirmed in the Santrax system on or after November 21, 2018 may have inappropriately denied for Explanation of Benefit (EOB) code 3327 - "Confirmed Visit Not Found" or EOB code 3328 - "Confirmed visit units are exceeded" when submitted outside of the Santrax system. These EOB codes set on claims even though the visits had been confirmed in Santrax. Providers were advised that while this issue was being researched they were able to submit claims via Santrax.

UPDATE: This issue has been resolved as of December 5, 2018. The impacted claims will either be resubmitted or adjusted and will appear on your December 11, 2018 Remittance Advice (RA) with an Internal Control Number (ICN) beginning with region code 52 or 27.

We apologize for any inconvenience this may have caused.