WHAT IS "AT YOUR FINGERTIPS"?

"At Your Fingertips" is a bi-monthly tip sheet to help providers navigate Electronic Visit Verification (EVV) by answering common questions and providing assistance for resolving common issues encountered by providers in their use of the EVV system.

This first tip has been updated to provide you with the most current resource contact information for client eligibility, Prior Authorization (PA), claim or EVV navigation and functionality issues.

NOTE: Questions or issues containing client PHI must be sent via encrypted/secure e-mail to the resource addresses noted in this document.

Not sure who to contact when you have a question or issue, or if your issue needs to be escalated?

Contact Gainwell Technologies via e-mail to:
ctevv@gainwelltechnologies.com

Please only send client PHI in an encrypted/secured email

EVV TIP # 1 KNOW YOUR RESOURCES

CLIENT ELIGIBILITY

Set-up of a secure Web account allows access to interactive client eligibility via the secure Web account Home page. For more information go to the www.ctdssmap.com Web site Home page > Publications > Provider Manuals Chapter 10.

WHO TO CONTACT… IF CLIENT IS NOT ELIGIBLE:

Client eligibility issues related to Medicaid waiver clients should be directed via an encrypted/secure e-mail to the Department of Social Services at the following e-mail address: Waiver.DSS@ct.gov.

Eligibility issues regarding State-funded clients with a CT Home Care Community Based Case Managed State Funded Benefit plan, (CBCMS), CT Home Care Community Based Program for Disabled Adults (CBCMD) and CT Home Care Self Directed State Funded (SDIRS) benefit plan should be directed to the following e-mail address: ACUFinancial.DSS@ct.gov.

Providers should include the following information:
The client name, client ID and the date service began or is scheduled to begin. Place the words "ABI, CHC or PCA Client Eligibility Issue" in the subject line of the email.

…WHEN CLIENTS ARE MISSING OR UNFAMILIAR CLIENTS ARE IN YOUR SANTRAX SYSTEM:

Providers should contact Gainwell Technologies via a secure email to: ctevv@gainwelltechnologies.com

…NEED TO MAKE CHANGES TO A CLIENT'S PHONE NUMBER:

All updates to the client's home telephone number must be requested by the client or client representative by contacting the DSS Benefit Center at 1-855-626-6632. The three (3) additional telephone lines in Santrax can be used to store alternate phone numbers for the client, which can be used to validate visit data and reduce the number of exceptions due to a bad phone number used in a telephony check-in or check-out.

…NEED TO MAKE CHANGES TO A CLIENT'S ADDRESS:

Corrections to a client's address should be directed to the Access Agency responsible for managing the client's care plan. The additional address

fields can be used to store alternate addresses for the client, such as a work or family member address. These alternate addresses are used to validate visit data via MVV and will reduce exceptions due to invalid GPS locations used in a check-in or check-out.

CARE PLAN /PRIOR AUTHORIZATION

… FOR CARE PLAN / PRIOR AUTHORIZATION (PA) ISSUES RELATING TO CASE MANAGED CLIENTS:

When PAs are missing or are not correct on the www.ctdssmap.com portal:

If providers need assistance accessing the www.ctdssmap.com provider portal, please contact the Gainwell provider assistance center (PAC) at 1-800-842-8440

Providers should contact the applicable Access/Case Management Agency utilizing the following information:

Connecticut Community Care (CCCI) - serviceauthissues@ctcommunitycare.org

Providers must include the following information if applicable, when submitting service authorization issues to **CCCI**: provider name, client name, Medicaid client id number, CCCI number, EOB code on rejecting claim at Gainwell Technologies, from and to dates of service, type of service (SNV, Companion, PCA etc.), frequency of service (spanned dates, monthly or weekly), number of units needed, CCCI service order number, if available, and any comments the provider wishes to communicate to CCCI.

South Western Connecticut Area on Aging (SWCAA) - SWCAABillings@swcaa.org

Providers must include the applicable following information when contacting **SWCAA:** client name, Medicaid client id number, type of service, frequency of service and the number of units or hours per visit. Please go to www.swcaa.org for a directory of care managers by zip code, frequently asked questions and SWCAA's provider inquiry form.

Agency on Aging of South Central CT (AASCC) -

Service order / billing inquires contact providers@aoascc.org (secure emails only). Companies without secure email, fax #(866)-644-1929.

Service Order inquires: Providers must include, on an Excel spreadsheet, the applicable following information when contacting AASCC: client name, Medicaid client id number, type of service (procedure code), dates of service (from/to), frequency of service and the number of units or hours per visit.

Please visit www.aoascc.org/providers for a request form and instructions. Providers must submit a request form with their email or fax.

Western Connecticut Area on Aging (WCAAA)

Western Connecticut Area Agency on Aging (WCAAA) - Billing @wcaaa.org

Billing inquiries should be sent through secure email or faxed to 203-465-1030. Please include the following information when contacting WCAAA: client name, Medicaid client id number, procedure code, units and frequency of service, dates of services, any applicable error messages or findings to help resolve the issue.

… WHEN THE PRIOR AUTHORIZATION (PA) IS ON THE WWW.CTDSSMAP.COM PORTAL BUT NOT IN THE SANTRAX SYSTEM:

Providers should be aware that it can be up to 48 hours before a PA that is present on the www.ctdssmap.com portal is present in Santrax. Is a PA has been present on the CMAP portal for greater than 48 hours and is still not present in Santrax, providers should contact **Gainwell Technologies** via a secure email to ctevv@gainwelltechnologies.com and provide the applicable PA number in the email. A member of the EVV team will review the PA and advise why the PA is not visible in Santrax.

… FOR ISSUES RELATED TO THE SANTRAX (EVV) SYSTEM AND ITS FUNCTIONALITY:

Contact **Sandata Technologies, LLC -** Customer Care: 1-855-399-8050 or ctcustomercare@sandata.com
Monday through Friday 8:00 AM – 6:00 PM.

CLAIMS

… FOR ALL MEDICAL AND NON-MEDICAL WAIVER CLAIM DENIALS OR OTHER RELATED CLAIM QUESTIONS CONTACT: Gainwell Technologies

Provider Assistance Center (PAC) - 1-800-842-8440 or CTDSSMAP-ProviderEmail@gainwelltechnologies.comMonday thru Friday, 8:00 AM – 5:00 PM (EST), excluding holidays.

This should be your first call resource to answer all enrollment and billing related questions. Issues that require a higher level of research will be escalated to your provider representative. Please be sure to ask the PAC representative for your call tracking number for future call reference.

… FOR ALL NON EVV RELATED ELECTRONIC CLAIM SUBMISSION ISSUES CONTACT: Gainwell Technologies

Electronic Data Interchange (EDI) Help Desk - 1-800-688-0503 – Monday through Friday, 8:00 AM to 5:00 PM (EST), excluding holidays.