

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 second tip provides you with the criteria for clients to be uploaded to your Santrax system and what to do if a client or prior authorization is missing from your Santrax system.

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 DXC Technology via email to: ctevv@dx.com

Please only send client PHI in an encrypted/ secured email.



EVV TIP # 2: WHERE'S MY CLIENT/PRIOR AUTHORIZATION?

Two of the most frequent questions directed to the EVV mailbox found at ctevv@dx.com are: “I am missing a client in my Santrax system. Where are they?”, and “I see my PA on the DSS portal but it is not in the Santrax system. Where is it?” This tip sheet will help you understand why you may not see a client or prior authorization (PA) in your Santrax system and how to resolve the issue.

WHY AM I MISSING A CLIENT FROM MY SANTRAX SYSTEM?

Clients will be added to your Santrax system when the following two requirements are met:

1. Client is active on one of the following benefit plans as reported via an eligibility verification transaction response on the www.ctdssmap.com secure Web portal:
 - Personal Care Assistant Waiver
 - Acquired Brain Injury Waiver
 - ABI II Acquired Brain Injury
 - Connecticut Home Care Community Based Case Managed Waiver
 - Connecticut Home Care Community Based Case Managed St Funded1.
 - CHC Program for Disabled Adults Community Based Case Managed
 - Connecticut Home Care 1915i Case Managed
 - Connecticut Home Care 1915i Self Directed
 - Connecticut Home Care Self Directed Waiver
 - Connecticut Home Care Self Directed State Funded
2. Client has a prior authorization (PA) assigned to your agency in an **approved** status

If a client is missing one or both of the criteria they WILL NOT be in your Santrax system.

If you are expecting to see a client in your Santrax system and they are not there, first verify that the client is eligible on the appropriate waiver.

To verify the client's eligibility, log into the secure site at www.ctdssmap.com, select "Eligibility" and then enter applicable search criteria information. The benefit plan panel will display the benefit plan assigned to the client by the Department of Social Services. **If the client does not have one of the benefit plans listed above, the client will not be in your Santrax system.**

Client example with a valid Waiver benefit plan:

Benefit Plan				
Service Information	Benefit Month Effective Date	Effective Date	End Date	Message
CT Home Care Community Based Case Managed Waiver	08/01/2017	08/02/2017	08/02/2017	
Husky C. For Behavioral Health Services, call BHP at 877-552-8247.	08/01/2017	08/02/2017	08/02/2017	

Client example without a valid Waiver benefit plan:

Benefit Plan				
Service Information	Benefit Month Effective Date	Effective Date	End Date	Message
Husky C. For Behavioral Health Services, call BHP at 877-552-8247.	08/01/2017	08/02/2017	08/02/2017	

IMPORTANT: In order to resolve this issue, request that the client's eligibility be updated by sending an email to the Department of Social Services at the following e-mail address: HomeandCommunityBasedServices.dss@ct.gov. You should include the following information: The client's 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. Please **do not** send client Protected Health Information (PHI) without encrypting/securing your email. Please allow several weeks for eligibility resolution.

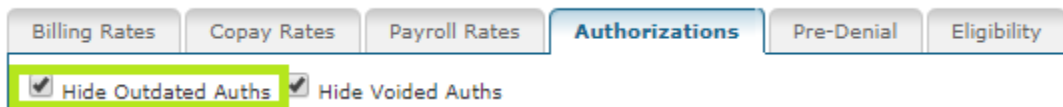
WHY AM I MISSING PAs FROM MY SANTRAX SYSTEM?

If you are missing a client in the Santrax system and the client does have the appropriate waiver eligibility, the next step would be to research the client's prior authorizations (PA). Log into the secure site at www.ctdssmap.com, from the "Prior Authorization" menu, select "Prior Authorization Search", then enter the client ID and click Search. The PA must be present in an "Approved" status in order to be present in Santrax. If the status is "In Process", the PA is currently under review at DSS. This may take a few days to resolve. Also, it takes approximately 48 hours to see a PA in Santrax based on the "Determination Date" on the PA.

Search Results									
Prior Authorization	Line Item	Authorized Effective date	Authorized End date	Authorized Units	Authorized Dollars	Status	Determination Date	PA Assignment	PA Assign
2017219001	01	08/01/2017	08/30/2017	5	\$0.00	Auto Approved for Care Plan	8/05/2017	Home Care Program for Elders	Initial

MY CLIENT HAS A PA AND IS ACTIVE ON THEIR WAIVER, WHY CAN'T I SEE THE PA IN SANTRAX?

If, after you have verified that the client has their benefit with an approved PA on the DSS portal, and you cannot see that PA in Santrax, make sure you remove the check mark beside "Hide Outdated Auths" in the Santrax system. This will reveal all authorizations uploaded to the Santrax system.



MY CLIENT HAS THE WAIVER, AND A PA ON THE DSS PORTAL IN AN APPROVED STATUS, AND I CHECKED SANTRAX, BUT I STILL CANNOT SEE THE PA OR CLIENT. WHAT DO I DO?

If you have performed all the troubleshooting tips detailed above and still cannot see the client, please send an email to the EVV mailbox at ctevv@dxc.com to ask for assistance. Please provide the client's PA number in your email request and state if you are missing the client or their PA from the Santrax system.