

## 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 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 Gainwell Technologies via email to:

[ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com)

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



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

Two of the most frequent questions directed to the EVV mailbox found at [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.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](http://www.ctdssmap.com) secure Web portal:
  - Personal Care Assistant Waiver
  - Acquired Brain Injury Waiver
  - Autism Waiver
  - ABI II Acquired Brain Injury
  - Connecticut Home Care Community Based Case Managed Waiver
  - Connecticut Home Care Community Based Case Managed St Funded
  - 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

Important: 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](http://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
Acquired Brain Injury Waiver		08/01/2019	08/02/2019	08/02/2019
Husky C. For Behavioral Health Services, call BHP at 877-552-8247.	08/01/2019		08/02/2019	08/02/2019

**Client example without a valid Waiver benefit plan:**

Benefit Plan				
Service Information	Benefit Month	Effective Date	Effective Date	End Date
Husky D. For Behavioral Health Services, call BHP at 877-552-8247.	04/01/2019		04/01/2019	04/30/2019

**IMPORTANT:** Providers who identify an eligibility issue that has not been resolved after some time should first contact the access agency in charge of the clients care plan for assistance. You should check with the care manager to see if the Medicaid redetermination and required financial verifications have been submitted. For clients with a state managed benefit plan, if the redetermination and required documentation have been received and the access agency is unable to render assistance, the provider should send an encrypted email to the following e-mail address: [Waiver.DSS@ct.gov](mailto:Waiver.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.

For clients with a state funded benefit plan, including CHC Case Managed State Funded, CHC Self Directed State Funded and CHCH Program for Disabled Adults, if the redetermination and required documentation have been received and the access agency is unable to render assistance, the provider should send an encrypted email to the following e-mail address: [ACUFinancial.DSS@ct.gov](mailto:ACUFinancial.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 "**CHC 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](http://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. For assistance with an "In Process" PA please contact the access agency responsible for the clients care plan. Also, it takes approximately 48 hours to see a PA in Santrax based on the "Determination Date" on the PA as viewed via the secure Web account.

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

Also, please make sure that the PA you are reviewing is an EVV mandated service. To determine if a service is EVV mandated, please navigate to the New Provider Information page on the Electronic Visit Verification Web page found at [www.ctdssmap.com](http://www.ctdssmap.com) and access the EVV Service Code Listing.

## 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, you cannot see that PA in Santrax, make sure you remove the check mark beside “Hide Outdated Auths” and “Hide Voided Auths” in the Santrax system. This will reveal all authorizations uploaded to the Santrax system.

Billing Rates
Copoly Rates
Payroll Rates
**Authorizations**
Pre-Denial
Eligibility

☒ Hide Outdated Auths
☒ Hide Voided Auths

## 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@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com) to ask for assistance. Please provide the client's PA number as displayed on the CMAP secure site and the eligibility verification number in your email request and state if you are missing the client or their PA from the Santrax system.

Please note: If you have a service order number but do not have a PA number, please contact the access agency or DSS Autism Case Manager responsible for the clients care plan for assistance. A service order does not mean that a PA has been transferred to the CMAP secure site. Neither Gainwell Technologies nor Sandata can enter a PA into the CMAP portal on behalf of an access agency or DSS Case Manager.

## AT YOUR FINGERTIPS TIP SHEET UPDATE

In September 2017 Electronic Visit Verification (EVV) service providers began receiving bimonthly “At Your Fingertips” tip sheets. Providers have reported that the tip sheets have been very helpful when using EVV and we are pleased to continue providing them. Effective September 2019 the “At Your Fingertips” tip sheets will move to a new publication schedule and will be published only **once per quarter** to the EVV provider community.

Previously published At Your Fingertips tip sheets are available for review on the At your Fingertips tip sheet page on the Electronic Visit Verification Web page found at [www.ctdssmap.com](http://www.ctdssmap.com). The tips sheets are categorized by date and, on the attached supplement, by topic.

We encourage users of EVV to submit ideas for future tip topics to the EVV email box [ctevv@gainwelltechnologies.com](mailto:ctevv@gainwelltechnologies.com)