

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 information on how to correct a client’s telephone number or home address in your Santrax system. It is important to ensure this data is correct to avoid unnecessary exceptions.



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

Contact DXC Technology via e-mail to: ctevv@dx.com

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



EVV TIP #10

HOW DO I CORRECT THE CLIENT’S TELEPHONE NUMBER OR ADDRESS?

HOW DO I CORRECT A CLIENT’S TELEPHONE NUMBER?

In the Santrax system there are four (4) total telephone lines for each client in the “Personal” tab of a client’s record, as illustrated below. The “Home” telephone line is populated by the data feed from DXC Technology and, while the information can be altered, any changes made to the “Home” line made by the provider are not permanent. The information in the “Home” telephone line will refresh nightly and reflect the information reported by the Department of Social Services (DSS) to DXC Technology. Corrections to a 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.

While the “Home” telephone number is being updated, the remaining three (3) telephone number lines (Mobile, Work, Fax) can be used to capture the correct home telephone number to validate visit information. These telephone number lines may also be used to store alternative service sites such as a family member’s home or work location.

A screenshot of a web form titled "Phone Numbers, Etc.". It contains several input fields: "Home:" with a dropdown for area code (790) and a text box; "Mobile:" with a dropdown for area code (203) and a text box; "Work:" with a dropdown for area code (203), a text box, and an "Ext" field; "Fax:" with a dropdown for area code and a text box; "GPS:" with a text box containing "41.389950, -73.4456"; and "Email:" with a text box and a "Mobile:" checkbox.

HOW DO I CORRECT A CLIENT’S HOME ADDRESS?

Corrections to a client’s home address should be communicated to the Access Agency responsible for managing the client’s care plan. The Access Agency will request the necessary address corrections from DSS. Additional addresses can also be added to the client’s record, found in the same “Personal” tab, by clicking on the plus sign. These additional addresses identify alternative service sites, such as a medical provider’s office or work location. Addresses are used by the Mobile Visit Verification (MVV) application to validate GPS coordinates captured at check-in/check-out.

A screenshot of a web form titled "Current/Billing Address". It has a plus sign icon in the top right corner. The form contains several input fields: "Name:" with a text box; "Address:" with a text box containing "470"; "APT:" with a dropdown and "Apt.:" with a text box; "City:" with a dropdown containing "HARTFORD"; "State:" with a dropdown containing "CT"; and "Zip:" with a dropdown containing "06106".