

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 explains what a ticket is, why they are important, and when you need to have one.

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 e-mail to: ctevv@dxc.com

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



EVV TIP # 3

TICKET NUMBERS

WHAT IS A TICKET NUMBER?

When you call or email Sandata Customer Care because you have a question related to your Santrax system and its functionality, the call or email is logged into their Tracker intake system and a ticket number is generated. This ticket consists of two (2) letters followed by a series of numbers. The letters represent the initials of the call center representative who handled the intake request. The numbers are generated sequentially based on next inquiry via the Tracker intake system. These numbers perform an important function, as they record necessary information such as who, what, when, why and how an inquiry was created and resolved. Providers should always ask for a ticket number when they contact Sandata.

WHY DO I NEED A TICKET NUMBER?

Ticket numbers are necessary to log all inquiries as well as to track the progress of an open issue when it cannot be immediately resolved. When calling back to follow up on the status of an issue, providing the ticket number to the call center representative helps them locate your information faster so they can best serve you. Also, if there are additional concerns you would like to have documented in regards to your issue, that information can be added to the open ticket so the representative working on resolving your issue has the most up-to-date information.

IS THIS TICKET NUMBER ONLY FOR SANDATA OR DOES DXC TECHNOLOGY USE IT AS WELL?

The ticket number you receive from the Sandata Call Center is used for tracking issues within their organization. The DXC Provider Assistance Center has their own system of tracking customer questions and issues via Contact Tracking Numbers (CTN). However, if you need to contact DXC Technology for an EVV related issue and you already have an active ticket with Sandata regarding the issue, providing DXC with your Sandata ticket number assists them in finding the correct representative at Sandata to contact in order to assist with the issue's resolution.

WHEN DO I NEED A TICKET NUMBER?

It is always a good idea to request a ticket number for your records, regardless of the issue. Here are a few examples of times when you may need a ticket number:

- If your issue is not immediately resolved and will require follow up.
- If your ticket was closed but you feel you need additional support to resolve your issue.

Remember: Do not hang up until you receive a ticket number.