

## **At Your Fingertips Tip Sheet (by topic)**

### **Categories**

**Billing**

**Claims**

**Client**

**Compliance**

**FVV**

**MVV**

**Prior Authorization**

**Reports**

**Resources**

**SMC (NEW!!)**

**Telephony**

**Time Capture**

**Training**

## **Billing**

- [Tip #5](#) [OK to Bill](#) [Published 11/6/17](#)
- [Tip #11](#) [Not OK to Bill](#) [Published 1/23/18](#)

## **Claims**

- [Tip #17](#) [Common Reasons for a Claim Denial](#) [Published 5/7/18](#)
- [Tip #34](#) [What is the Medicaid Week?](#) [Published 8/19/19](#)
- [Tip #35](#) [Retroactive Prior Authorization Changes](#) [Published 12/16/19](#)
- [Tip #37](#) [EVV Program Changes Due to COVID-19](#) [Published 6/29/20](#)

## **Client**

- [Tip #2](#) [Where's my Client/ Prior Authorization?](#) [Updated 9/16/19](#)
- [Tip #10](#) [How do I Correct a Client's Telephone Number or Address?](#) [Published 1/8/18](#)

## **Compliance**

- [Tip #4](#) [Compliance](#) [Published 10/23/17](#)

## **FVV**

- [Tip #7](#) [The Fixed Visit Verification Device](#) [Published 12/14/17](#)

## **MVV**

- [Tip #23](#) [Sync MVV Prior to Client Visits](#) [Published 8/20/18](#)

## **Prior Authorization**

- [Tip #2](#) [Where's my Client/ Prior Authorization?](#) [Published 9/12/17](#)

## **Reports**

- [Tip #6](#) [Expiring Authorization Report](#) [Published 11/20/17](#)
- [Tip #8](#) [Client Insurances Report](#) [Published 12/18/17](#)
- [Tip #9](#) [On Hold and Pending Services Report](#) [Published 1/8/18](#)
- [Tip #12](#) [Prior Authorization Alerts](#) [Published 2/20/18](#)
- [Tip #31](#) [New and Changed Authorization Report](#) [Published 4/15/19](#)

## Resources

<u>Tip #1</u>	<u>Know Your Resources (Updated)</u>	<u>Published 6/19/19</u>
<u>Tip #3</u>	<u>Ticket Numbers</u>	<u>Published 10/19/17</u>
<u>Tip #14</u>	<u>Training and LMS</u>	<u>Published 3/19/18</u>
<u>Tip #15</u>	<u>Future Training Survey</u>	<u>Published 4/9/18</u>
<u>Tip #18</u>	<u>Delete Your Browser History</u>	<u>Published 5/21/18</u>
<u>Tip #20</u>	<u>Mass Editing Schedules</u>	<u>Published 7/9/18</u>
<u>Tip #23</u>	<u>Sync MVV Prior to Client Visits</u>	<u>Published 8/20/18</u>
<u>Tip #27</u>	<u>At Your Fingertips Directory</u>	<u>Published 12/17/18</u>
<u>Tip #32</u>	<u>Introducing the EVV Web Page</u>	<u>Published 5/20/19</u>
<u>Tip #36</u>	<u>At Your Fingertips Directory Update</u>	<u>Published 3/16/20</u>

## SMC

<u>Tip #38</u>	<u>Sandata Mobile Connect App</u>	<u>Published 9/7/20</u>
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## Telephony

<u>Tip #13</u>	<u>Telephony</u>	<u>Published 3/5/18</u>
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## Time Capture

<u>Tip #7</u>	<u>The Fixed Visit Verification Device</u>	<u>Published 12/14/17</u>
<u>Tip #13</u>	<u>Telephony</u>	<u>Published 3/5/18</u>
<u>Tip #29</u>	<u>Swap Caregiver Functionality</u>	<u>Published 2/19/19</u>

## Training

<u>Tip #19</u>	<u>New Provider Workshop</u>	<u>Published 6/4/18</u>
<u>Tip #21</u>	<u>Adding a Temporary Client in Santrax</u>	<u>Published 7/23/18</u>
<u>Tip #22</u>	<u>Client &amp; Caregiver Attributes Enhancement</u>	<u>Published 8/7/18</u>
<u>Tip #25</u>	<u>Training Opportunities</u>	<u>Published 10/15/18</u>
<u>Tip #26</u>	<u>Consecutive Services Enhancement</u>	<u>Published 11/19/18</u>
<u>Tip #28</u>	<u>Get to Know Your Remittance Advice</u>	<u>Published 1/21/19</u>
<u>Tip #30</u>	<u>Autism Waiver in EVV</u>	<u>Published 3/20/19</u>
<u>Tip #33</u>	<u>Entering and Updating Provider Billing Rates</u>	<u>Published 7/22/19</u>

