

Electronic Visit Verification (EVV)

Santrax App Messages

This section contains current and past messages that were posted on the Santrax Application Manager (SAM) home page. These messages contain important information and reminders. Please remember to read the Santrax app messages frequently to see any important notices posted for your review.

Requesting a Phone Number Change Rule Update (Posted: 4/20/17): Effective immediately, all updates to the 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. Please do not contact the Access Agency for assistance in changing the Home telephone number. Corrections to a client's address should continue to 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.

ATTN: Home Health Providers - Skilled Service Duration (Posted 4/21/17): In an effort to reduce duration exceptions, some Home Health providers have been scheduling visits closer to the expected visit duration. Please note: **visits should not be scheduled for less than 15 minutes in duration.** Visits scheduled for less than 15 minutes in duration will receive a duration warning in the Santrax system.

Client Searches in MVV (Posted 10/17/17): Did you know that the search for a client by chart ID is no longer case specific?

You may also search for a client by their 4-digit Santrax ID. This ID is found on either the Schedules by Staff Report or the Client Address Report.

Now Available: TPL Instruction Videos (Posted 11/13/17): Need a TPL refresher? New videos have been added to the (Learning Management Software) LMS on TPL processing. The video topics are:

- A General Overview of TPL
- How to Manually Add a Payer
- Adding Payers to Client Charts/Re-rank your payers
- Enter Medicare Pre-Denials.

You can access these videos using the LMS link at:
<https://www.sandatalearn.com/#/login>



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You will need to enter your LMS login and password to access the training videos.

New Option in FVV Device Request - Lost (Posted 11/14/17): A new option has been added to the FVV Device Request form. Providers will now be able to use the “Lost” option to report an FVV device placed in the home that has been misplaced and has no reasonable expectation of retrieval. This option can be used to request a replacement FVV device, if one is necessary. For more information, please refer to the Electronic Visit Verification Implementation Important Message on the www.ctdssmap.com Home page.

MVV App Update (Posted 1/2/18): Sandata has released version 4.4.3 of the iOS Mobile Visit Verification (MVV) App which will be available in the Apple Play Store after Apple's review and approval process of the app is complete (ETA: The week of January 12, 2018). This upgrade repairs an issue with incorrect visit times. We strongly recommend that your field staff update the app as soon as it becomes available. We apologize for any inconvenience this has caused.

Provider Future Training Survey (Posted 4/4/18): The Department of Social Services (DSS) is exploring future training opportunities and would like your feedback on the areas that you need support as well as which method(s) of training best suits your needs. Please share the survey link below with all staff who use EVV. Click on the link below to complete the survey by 5:00 pm (EST) on Friday, April 27, 2018. Providers who have questions may contact the EVV email box at ctevv@gainwelltechnologies.com.

[Future Training Survey](#)