



State of Connecticut  
Department of Developmental Services

DDS

Ned Lamont  
Governor

Jordan A. Scheff  
Commissioner

Peter Mason  
Deputy Commissioner

**Operations Center Memo FY22-04**

**TO:** DDS Qualified Providers

**FROM:** Scott McWilliams CFO

**CC:** Jordan Scheff, Commissioner, Peter Mason, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Regional Directors, Assistant Regional Directors, Resource Administrators, Case Manager Supervisors

**DATE:** July 23, 2021

**SUBJECT:** EVV Missing Authorizations / No units available

An issue has been identified that impacts EVV authorizations rolled over in the POS Contract System only. When entering EVV data you may have noticed you are missing authorizations or have run out of units in EVV for some individuals.

The issue is that the annual support units identified on the authorizations in the Sandata's system, must be reset at the beginning of each fiscal year. Individuals with unused units left on the authorization from the previous fiscal year will continue to appear on the system until all support units have been provided to the individual and recorded in EVV. To resolve this issue, DDS is working on a process to reset all annual authorizations for each fiscal year. Since add-hour authorizations are considered a one-time allocation, these all terminate at the end of the fiscal year. Any continuance of add hours must be reauthorized by the region annually.

We apologize for any inconvenience you may have and please know that DDS is working to remedy the situation as quickly as possible.

***In the mean time staff need to continue to enter visits even though there is a visit exception.***

This issue will not interrupt your WebResDay payments or cause any POS Contract reporting issues.

Questions should be directed to [DDS.EVV@ct.gov](mailto:DDS.EVV@ct.gov). Thank you