



TO: Home Health Agencies, Connecticut Home Care Program for Elders, Personal Care Assistance, and Acquired Brain Injury Providers
RE: Electronic Visit Verification (EVV) Compliance

The Department of Social Services (DSS) successfully implemented the Electronic Visit Verification (EVV) program for both non-medical service agencies and Home Health agencies. Non-medical service agencies implemented EVV on January 1, 2017 and Home Health agencies implemented EVV on April 3, 2017.

This bulletin serves to establish standards by which agencies must adhere to in order to be considered compliant in the use of visit validation within Sandata Technologies' Santrax system. DSS considers a provider to be compliant if 90% of the visits performed are validated by a check-in and a check-out documented by the caregiver via telephony, Mobile Visit Verification (MVV) or a Fixed Visit Verification (FVV) device. **Providers must be compliant by December 1, 2017.** Providers who fail to reach this 90% threshold may be subject to audit, suspension of referrals or claim recoupments until the provider becomes compliant.

Providers may find training materials regarding the three (3) visit validation methods located on the Electronic Visit Verification Implementation Important Message at www.ctdssmap.com, under the Training Publications and Videos subheading.

For questions related to visit validation, please contact Sandata Customer Care at 1-855-399-8050 or by e-mail at ctcustomercare@sandata.com.

For questions related to this bulletin, please send an e-mail to ctevv@dx.com.



Need assistance? Call the Sandata Customer Care Number at 1-855-399-8050. Mon. – Fri. 8:00 a.m. – 6:00 p.m. or you can email Sandata at ctcustomercare@sandata.com. Program information is available at www.ctdssmap.com.