

interChange Provider Important Message

Finalized Implementation Dates for Non-medical and Home Health Services

The Department of Social Services has finalized the implementation dates for the Electronic Visit Verification (EVV) program. The implementation date for non-medical services is January 1, 2017 and Home Health related services is February 1, 2017. Providers have been successfully using the EVV system and DSS strongly recommends that providers who have not yet begun to use it, do so prior to the implementation dates. This extension of the implementation dates has allowed DSS to implement the following improvements to the Santrax system:

- **Ability to schedule visits without a prior authorization in the Santrax system.** Providers will be able to schedule clients who do not have a prior authorization at the time of scheduling. Care often commences before the authorization is in place. A new administrative role has been created to allow a schedule to be created while waiting for the authorization to be submitted by the care manager. The ability to schedule without prior authorizations will reduce the number of exceptions providers see in their Santrax system due to an unscheduled event.
- **Flexibility in the scheduling of skilled visits.** DSS understands that some skilled services are not scheduled for a specific time. Such services are can be provided at any time during the day. The Santrax system requires that visits scheduled have a start and an end time. The system has been modified to allow skilled providers to schedule more openly and allow caregivers to maintain their schedule flexibility. Directions for scheduling Home Health visits will be made available prior to the Home Health implementation.
- **Addition of Home Health Aide tasks.** Providers have requested the addition of Home Health Aide tasks to the EVV task list. Based on feedback from the Home Health provider community, DSS has created a list of home health tasks that can be used by Home Health Aides to document tasks performed.
- **Modification of non-skilled tasks.** Based on provider feedback, DSS will modify the list of tasks to include more tasks that providers have identified their caregivers as performing.
- **Modification of staff roles.** DSS has received feedback that a single staff member may provide multiple services and the scope of services

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one can provide should be broader. To that end, DSS has updated the list of caregiver roles to provide more flexibility in scheduling.

- **Increased time tolerance to reduce check-in and check-out exceptions.** The exception “Outside Payer Tolerance” has been changed from seven (7) minutes to thirty (30) minutes. This exception alerts the non-skilled agency of an early or late caregiver arrival. This will allow more flexibility when delays occur due to traffic or other conditions that caregivers cannot predict.
- **Mobile Visit Verification (MVV) enhancements.** The MVV application will be enhanced to categorize the task list based on the service provided. Two future enhancements to the MVV application are underway. The service description will be added to the caregiver’s schedule and additional alternate client locations will be made available to support multiple service locations.

Aside from the future enhancements forthcoming to the MVV application, the improvements detailed above will be implemented and available to providers prior to the implementation dates of January 1, 2017 for non-medical services and February 1, 2017 for Home Health Services.

DSS continues to investigate additional enhancements to Sandata’s Santrax system and will update this IM when additional functionality is approved. **However, as a reminder, the payroll function is not a part of the CT DSS EVV program and no additional payroll modifications will be made to the Santrax system.** Agencies can purchase a payroll service from Sandata Technologies if they so desire. To do so please contact Sal Sparacino (ssparacino@sandata.com) at Sandata to get additional information.

Please Note - Use of a payroll service may incur fees from that payroll vendor that are not covered in the implementation of the EVV program and are not paid for by DSS.