interChange Provider Important Message

Electronic Visit Verification Implementation Status Update

As the Electronic Visit Verification (EVV) soft launch implementation phase for non-medical providers is coming to a close, the Department of Social Services wants to remind agencies that the mandated use date of January 1, 2017 for non-medical services, and February 1, 2017 for medical services is on target, including claim editing changes. Non-medical claims with a date of service on or after January 1, 2017 that contain services for mandated EVV use, will deny for Explanation of Benefit code 630 - "Claims Must Be Submitted Via The EVV System".

Agencies should be focused on activating clients, adding staff, creating or importing schedules for those who have successfully tested their schedule interface. Caregivers should be trained and actively checking-in and checking-out during client visits. EVV claims should be submitted via the Santrax system directly to Hewlett Packard Enterprise. Many providers have successfully completed this transition and are receiving claim payment.

As we move into mandatory use, our support phase for implementing a scheduling interface, also, comes to an end. Sandata will continue to support those agencies who are in the final stages of testing their interface through January 31, 2017.

Additional refresher training will be offered in January, 2017 for any provider who wishes to attend. Training invitations will be distributed shortly.

It is important to understand who to contact for questions. For questions and issues related to Prior Authorizations or claims please send an email to the following e-mail address: ctevv@hpe.com or contact the Provider Assistance Center at 1-800-842-8440. For questions and issues related to the Santrax software please contact Sandata at 1-855-399-8050 or by email at ctcustomercare@sandata.com.

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