State of Connecticut
Department of Developmental Services

Ned Lamont
Governor

Jordan A. Scheff
Commissioner

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Deputy Commissioner

Operations Memo 2024-18

TO: DDS Qualified Providers

FROM: Sean Bannon, Director, Operations Center

CC: Jordan Scheff, Commissioner, Elisa Velardo, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Nicholas Jerard, CFO, Regional Directors, Private ARDs, Resource Administrators, The Alliance, The ARC CT

DATE: April 11, 2024

SUBJECT: Electronic Visit Verification updates

The purpose of this memo is to provide updates on Electronic Visit Verification (EVV):

-Visit Rounding Rule
-Sandata Mobile Connect Version 2 application

EVV Visit Rounding Rule

The Department of Developmental Services (DDS) has moved from a per day to per visit rounding method for EVV visit processing during the last week of January 2024. DDS receives the minute values that correspond to each visit and divides that total by 15-minute increments, rounding to billable units. If subsequent visits are documented for the same day, service, and individual, the minutes for that visit would be rounded to units and then aggregated to yield daily units. Any visits and/or units submitted before the release of this memo are not required to be shifted to the new rounding rule.

15 minutes = 1 billing unit

Example #1 –
EVV clock in - 9:10
EVV clock out - 11:12
= 122 minutes/15-minute increments = 8.13 units rounded to 8 billable units

Example #2 –
EVV clock in – 9:10
EVV clock out – 11:18
=128 minutes/15-minute increments = 8.53 units rounded to 9 billable units

Sandata Mobile Connect (SMC) Version 2 Application

The Sandata Mobile Connect (SMC) Version 2 application was released in application (app) stores in July 2023. In addition to simplifying navigation, this update includes a simplified login and reset process. The old app can no longer be used to document visits past June 30, 2024. **Please be sure all Direct Support Professionals download the Sandata Mobile Connect Version 2 application prior to June 30, 2024.** For information on downloading SMC 2.0, please visit: https://sandata.zendesk.com/hc/en-us/sections/18037326015635-Sandata-Mobile-Connect-SMC-Version-2

Questions should be directed to DDS.EVV@ct.gov