



State of Connecticut
Department of Developmental Services

DDS

Ned Lamont
Governor

Jordan A. Scheff
Commissioner

Peter Mason
Deputy Commissioner

Operations Center Memo 2021-14

TO: DDS Qualified Providers

FROM: David David, Director of Service Development and Support, Operations Center

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: March 24, 2021

SUBJECT: Electronic Visit Verification (EVV)

September 24, 2020 marked the day DDS began the roll out of Electronic Visit Verification (EVV) to comply with the federal mandate identified in the 21st Century Cures Act. The mandate requires the utilization of EVV for personal care and home health services delivered in an individual's home under Medicaid state plan and waiver services.

Over the past six months most DDS providers have trained and began using EVV to collect visit data for identified services. This implementation has not been without challenges. Thank you for your patience and understanding. At this point, all support visits to individuals identified in the EVV system with an applicable authorization should be recorded in the Sandata EVV system.

Beginning April 19th visit data is required in the EVV system prior to payment.

Providers who submit billing through WebResDay need to continue and work towards eliminating WebResDay data input through the compare process.

DDS is working to identify an electronic process to submit visit data in lieu of invoices to the Fiscal Intermediaries (FI). The Sandata EVV Provider System does not contain a method for providers to approve the visit data for billing. Provider's need to continue their current practice of invoicing the FI for payment until DDS identifies a solution.

For EVV system questions, please contact Customer Support at 1-855-399-8050 or email: ctcustomercare@sandata.com

For EVV questions that pertain to DDS Policy or Procedures email DDS.EVV@ct.gov

Thank you for your ongoing efforts.

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