



TO: Mental Health Waiver Service Providers and Mental Health Waiver Fiscal Intermediary
RE: Mental Health Waiver Program Implementation of Electronic Visit Verification

In response to the federal requirements set forth in the 21st Century Cures Act (Cures Act), the Department of Social Services (DSS), in partnership with the Department of Mental Health and Addiction Services (DMHAS) and Advanced Behavioral Health (ABH), is pleased to announce that effective **May 3, 2021**, the Mental Health Waiver Program will implement Electronic Visit Verification (EVV).

When can Mental Health Waiver Service providers begin using the EVV System?

New EVV providers may begin using EVV as early as **April 19, 2021**, to start entering visit data, if they have taken the required training, received their Welcome Kit and have obtained access to their instance of the Sandata EVV System (SAM).

Existing EVV providers may begin using EVV as early as **April 16, 2021**, to start entering visit data, if their members and authorizations are in SAM.

Both new and existing EVV providers should begin using SAM by **May 3, 2021**, to ensure they meet mandated compliance via EVV for dates of service effective **July 1, 2021** and forward for the following services.

***Please Note:** If your agency **does not** provide one or more of the services indicated above, your agency **is not required** to use the EVV system.*

Procedure Code	Service Description
1206Z	Chore Service, Agency per 15 min.
1213M	Recovery Assistant, Agency, per 15 min.
1217M	Recovery Assistant, Overnight, per 15 min.
1229Z	Brief Episode Stabilization, per 15 min.
G9012	Other Specified Case Management, Service not Elsewhere Qualified,
H0038	Self Help Peer Service, per 15 min.
H2015	Comprehensive Community Support Services, per 15 min.
H2023	Supported Employment, per 15 min.

This bulletin further provides a brief background on EVV, as well as the resources that providers can use to learn about the program and Santrax, a Sandata Technologies EVV system.

What is Electronic Visit Verification (EVV)?

Electronic Visit Verification (EVV) is a telephonic and computer-based system that documents the precise visit time(s) performed by your caregivers. DSS, in partnership with DMHAS and ABH, is implementing EVV in the Mental Health Waiver program to ensure that individuals with the Mental Health Waiver benefit plan are receiving the services authorized and that claims submitted for payment contain the correct client, service provided and visit duration. To use EVV, caregivers are required to check-in and check-out of their scheduled visit(s) using one of two (2) visit time capture methods. Caregivers will be able to use:

- 1) a toll-free telephony method using a toll-free phone number,
- 2) the Sandata Mobile Connect (SMC) app on a smartphone

More information on the two (2) methods of visit time capture will be provided during training and can be found on the www.ctdssmap.com Web site under the Electronic Visit Verification menu.

Mental Health Waiver Program Changes for Providers who do not Currently Use EVV

Mental Health Waiver service providers who perform the above services should begin using Santrax to capture their visit times as of **May 3, 2021**.

If your agency does not currently use the Santrax system, your agency is required to complete the mandatory Santrax system training in order to gain access to, and/or use, the Santrax system. Additional details

regarding training on the Santrax system, including how to access the system, how to create schedules and capture visit data, will be communicated to providers at a future date.

If you would like to familiarize your agency with EVV prior to the implementation training, it is recommended that you access the Connecticut Medical Assistance Program (CMAP) Web site www.ctdssmap.com and select the “Electronic Visit Verification” menu from the Home page.

Claim Submission Guidelines

EVV service providers have the choice of submitting claims for EVV mandated services to Gainwell Technologies for claim adjudication from their own system, via the www.ctdssmap.com secure Web site, from the Santrax system or any combination of these three methods.

Claims submitted outside of the Santrax system are subject to the same visit validation requirements as those submitted from Santrax and must match a **confirmed** visit in Santrax that contains the same client ID, provider ID, date of service, service code and modifier(s). Additionally, the three (3) explanation of benefit (EOB) codes noted below explain claim denials for EVV claims submitted outside of Santrax. Mental Health Waiver service providers, who submit claims outside of Santrax, will be subject to these EOB codes effective for dates of service July 1, 2021 and forward.

- *EOB code 3327 “Confirmed visit not found”* - This EOB code will post to a claim containing an EVV mandated service if there is no confirmed visit found that contains the *same* client ID, provider ID, date of service, service code and modifier(s). To resolve this claim denial,