WHAT IS "AT YOUR FINGERTIPS"?

"At Your Fingertips" is a bi-monthly tip sheet to help providers navigate Electronic Visit Verification (EVV) by answering common questions and providing assistance for resolving common issues encountered by providers in their use of the EVV system.

This tip describes the telephony method of time capture, when it is appropriate to use this method and provides some troubleshooting methods.

Previously published tips can be found on the Electronic Visit Verification Important Message located under the subheading 'At Your Fingertips'.

Not sure who to contact when you have a question or issue, or if your issue needs to be escalated?

Contact DXC Technology via e-mail to: ctevv@dxc.com

Please only send client PHI in an encrypted/ secured email.

EVV TIP # 13

TELEPHONY METHOD OF TIME CAPTURE

There are three methods of time capture in EVV. Caregivers can use the toll-free telephony method, Mobile Visit Verification (MVV) application or the Fixed Visit Verification (FVV) device to capture check-in and check-out times. This tip sheet only discusses the telephony method of time capture. If you want more information on the FVV device or the MVV application, please reference the Electronic Visit Verification Implementation Important Message on the Connecticut Medical Assistance Program (CMAP) Web site, found at www.ctdssmap.com.

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WHAT IS TELEPHONY?

When using the telephony method of time capture the caregiver will use the client's home or cell phone to check-in or check-out of the visit. The caregiver will call a toll-free phone number at the check-in and again at the check-out where they will record the tasks that were performed in each visit. In their Welcome Kit each agency is assigned a unique account number and given an agency specific Call Reference Guide (CRG). Each agency is also provided with two (2) toll-free English phone numbers and two (2) Spanish phone numbers.

Providers can also use the telephony method to report the values generated by a Fixed Visit Verification (FVV) device. For more information regarding the FVV device, please see At Your Fingertips tip sheet #7- Fixed Visit Verification Device.

HOW DO MY CAREGIVERS USE THE TELEPHONY METHOD?

At Check-in:

1. The caregiver will dial one of the three telephony numbers at the start of their visit.
2. The caregiver will enter their 4- digit Santrax ID number.
3. Santrax will confirm the check-in time and prompt the caregiver to select * for a FVV call or select # to continue.
4. The caregiver will hang up the phone.

At Check-Out:

5. The caregiver will follow steps 1-3 as outlined above.
6. Santrax will prompt the caregiver to enter the number of tasks performed. The caregiver will enter the number of tasks performed and then the task ID for each service performed during their visit.
7. Santrax will repeat the task description for each task ID entered.
8. When the caregiver has entered all the tasks performed during the visit, they will then hang up the phone.

WHAT DO I DO WHEN THE TELEPHONY NUMBER DOES NOT WORK?

There may be times that the telephony number used by the caregiver is unavailable. The caregiver should use another of the three (3) toll-free phone numbers provided to their agency. If the caregiver is unable to use the telephone because the phone is unavailable (for example, the client is on the phone) and the MVV app is not an option for this caregiver, their agency should have an identified emergency method of time capture.

DID YOU KNOW...

... The check-in and check-out telephony calls by your caregivers are important and affect your compliance rate.

... The telephony phone numbers are toll-free. They do not incur a cost for the client when used by your caregivers.

... Telephony calls are quick. On average, a telephony call is less than 1 minute in duration.

HOW DO I USE TELEPHONY FOR CONSECUTIVE SERVICES?

Your caregivers can use a three (3) call method if they are performing **consecutive services for the same client.**

For example a client has the following schedule:

- 08:00 – 11:00 Personal Care
- 11:00 – 13:00 Homemaker

The caregiver will make the following calls.

1. The caregiver calls at 08:00 to begin the shift.
2. The caregiver calls at 11:00. This ends the first service and begins the second. During this call the caregiver will enter the tasks performed in the first visit, following the steps outlined above.
3. The caregiver calls at 13:00 to end the shift.

The EVV system requires one (1) call at the changeover of services if the visit time capture meets specific criteria. **The visit must be scheduled in Santrax and the check-in and check-out time must be captured within seven (7) minutes of the schedule. If the time captured is more than seven (7) minutes +- of the scheduled visit, the caregiver will have to capture a check-in and check-out value for all services performed**. If the caregiver chooses to use the three (3) call method of time capture, the second call will serve as both the check-out call for the first scheduled visit and the check-in call for the second scheduled visit.

It is important to note that there must be a minimum of six (6) minutes between the calls if a caregiver is utilizing either the 3 or 4 call process. If the caregiver cannot complete a visit and must leave earlier than scheduled, the calls must be made more than six (6) minutes apart. If the calls are not made more than six (6) minutes apart, the most recent call data will override the previous call data in the Santrax system.

HOW DO I USE TELEPHONY FOR SAME HOUSEHOLD CLIENTS WHO SHARE THE SAME TELEPHONE NUMBER?

There is an easy telephony solution if your caregivers are servicing more than one client in the **same household or if more than one client shares the same telephone number**. Santrax relies on the telephone number to uniquely identify the client. When more than one client is registered to the same telephone number, the caregiver must enter the client's Santrax ID on the call.

When a caregiver services two clients in the same home (for example, a husband and wife), the call process is as follows:

At Check-in:

1. The caregiver calls Santrax and enters their Santrax ID.
2. The caregiver will be prompted to enter the number of tasks performed and the caregiver will press ## to hear the client ID prompt.

3. The caregiver will enter the first client's Santrax ID**, and then enter zero (0) when prompted to enter the number of tasks performed. The caregiver will then enter the second client's Santrax ID and zero (0) when prompted to enter the number of tasks performed.

** The client Santrax ID is found on the Client Addresses report.

At Check-out:

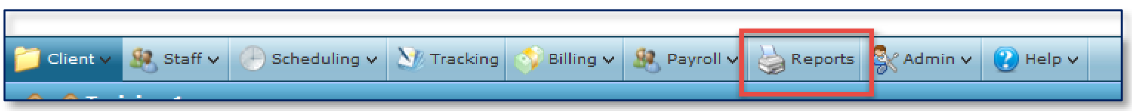
1. The caregiver calls Santrax and enters their Santrax ID.
2. The caregiver will be prompted to enter the number of tasks performed and the caregiver will press ## to hear the client ID prompt.
3. The caregiver will enter the first client's Santrax ID** and when prompted, enters the total number of tasks performed and then each task ID for all tasks performed. The caregiver will then enter the second client's Santrax ID, enters the total number of tasks performed and each task ID for all tasks performed.
4. When the caregiver enters all the tasks performed they will hang up to end the call.

** The client Santrax ID is found on the Client Addresses report.

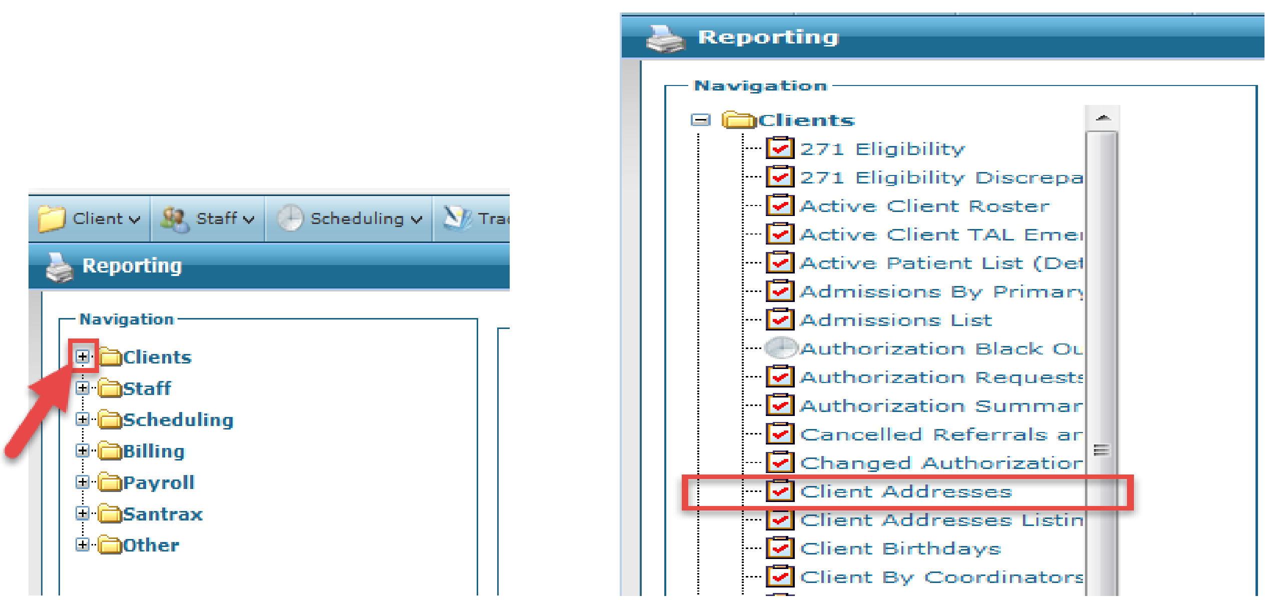
Please note: When capturing visit data for subsequent clients, there must be a minimum of six (6) minutes between the check-in and check-out calls for each client. If the calls are not made more than six (6) minutes apart, the most recent call data will override the previous call data in the Santrax system.

HOW DO I RUN THE CLIENT ADDRESSES REPORT?

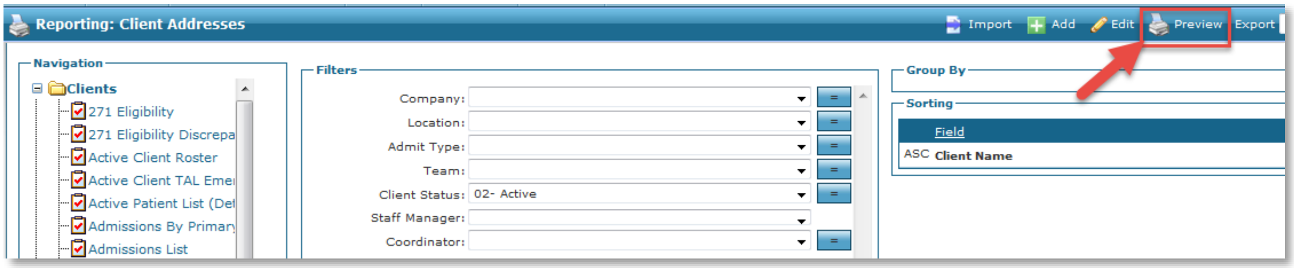
1. To access the "Client Addresses" report, navigate to the Reports tab in the Santrax header bar.



2. Click the "+" next to Clients to expand the list of reports found under this subheading, then select "Client Addresses".



3. Enter your search criteria and then "Preview". The Client Status field in the search is pre-populated with the value of active which can be changed if necessary.



5. In the report that is generated you will see the client's Santrax ID number in the "Stx ClientID" field.