

WHAT IS “AT YOUR FINGERTIPS”?

“At Your Fingertips” is a 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 provides a directory of all previously published At Your Fingertips tip sheets for easy reference.

NOTE: Questions or issues containing client PHI must be sent via encrypted/secure e-mail to the resource addresses noted in this document.



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@dx.com

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



EVV TIP # 27 AT YOUR FINGERTIPS DIRECTORY

Effective September 1, 2017 Electronic Visit Verification (EVV) service providers have been provided with the At Your Fingertips tip sheets. These sheets were designed to assist your agency in the use of the Santrax system and the overall EVV program. Over the course of the last year you have received 25 tips that cover such topics as the telephony method of time capture, the Expiring Authorization Report and the Temporary Client Enhancement. This tip sheet provides a directory of the previously published tips to assist you and your staff in using EVV and the Santrax system.

AT YOUR FINGERTIPS TIP SHEET DIRECTORY

TIP 1: KNOW YOUR RESOURCES

This tip provides resource contact information for assistance when researching client eligibility, prior authorizations (PA), submitting claims, or in the use of the Santrax system. If you ever wonder, “Who do I call when...?” this document provides the answer.

TIP 2: WHERE’S MY CLIENT/ PRIOR AUTHORIZATION?

This tip provides the criteria that determines when a client or PA is uploaded to the Santrax system and what to do if a client or PA is missing from Santrax.

TIP 3: TICKET NUMBERS

This tip explains what a ticket is, why they are important and when it is appropriate to obtain a ticket number.

TIP 4: COMPLIANCE

This tip provides more information on provider bulletin 17-66 which addresses the EVV program compliance requirement. It defines what it means to be EVV compliant and how to determine compliance for your agency.

TIP 5: OK TO BILL

This tip explains how “OK to Bill” affects the claims process and what it means in the Santrax system. This tip explains which claims are able to be submitted for claim adjudication and which claims need additional information or intervention before they can be paid.

TIP 6: EXPIRING AUTHORIZATION REPORT

This tip addresses the Expiring Authorization report which is helpful in preventing lapses in a client’s care plan. Lapses in a client’s care plan can result in claims that are unable to be submitted to DXC Technology for payment.

TIP 7: THE FIXED VISIT VERIFICATION DEVICE

This tip sheet provides information on one of the three methods of time capture in EVV, the Fixed Visit Verification device (FVV), to capture check-in and check-out times. It provides instruction in how to request an FVV device, when it is appropriate to do so and when it is appropriate to return the FVV device.

TIP 8: CLIENT INSURANCES REPORT

This tip provides instruction on the Client Insurances Report which can be used to review a client’s current insurances and ranking. This information is helpful when creating claim exports from Santrax.

TIP 9: ON HOLD AND PENDING SERVICES REPORT

This tip provides information on the On Hold and Pending Services with Exceptions Report and provides direction on how to use the report to prepare visits for the claim export process.

TIP 10: HOW DO I CORRECT THE CLIENT’S TELEPHONE NUMBER?

This tip provides direction in how to correct a client’s telephone number or home address in Santrax to ensure that their data is correct and to prevent unnecessary exceptions.

TIP 11: NOT OK TO BILL

This tip explains how “Not OK to Bill” affects the claims process and what it means in the Santrax system. This tip explains how an agency determines which claims are able to be submitted for claim adjudication and which claims need additional information or intervention before they can be paid.

TIP 12: PRIOR AUTHORIZATION ALERTS

This tip provides more information on the PA alert function and how it assists in scheduling visits in the Santrax system.

TIP 13: TELEPHONY

This tip sheet provides information on one of the three methods of time capture in EVV, telephony, to capture check-in and check-out times. It provides direction on using telephony to capture visit times for consecutively scheduled visits and visit data for same household clients.

TIP 14: TRAINING AND LMS SYSTEM

This tip explains how to access the Learning Management Software (LMS) and utilizing the training videos available on the LMS in the use of the Santrax system.

TIP 16: ALTERNATE CLAIM SOLUTION

This tip addresses the Alternate Claim Solution which allows providers to bill or adjust EVV claims from their own billing system, via the www.ctdssmap.com secure website, from the Santrax system or any combination of those three (3) methods. This tip also explains the four (4) new explanation of benefit (EOB) codes that have been placed in use as a result of the Alternate Claim Solution.

TIP 17: COMMON REASONS FOR A CLAIM DENIAL

This tip explains some of the most common EOB codes that set on EVV claims and how to resolve them. It also provides resources for assistance in resolving issues that resulted in a denied claim.

TIP 18: DELETE YOUR BROWSER HISTORY

This tip provides information on the importance of and how to delete browser history when the Santrax Payer Management (SPM) is updated.

TIP 19: NEW PROVIDER WORKSHOP

This tip provides information on the New Provider Workshop, one of the many free trainings offered by DSS to the provider community. It explains what topics are covered at the New Provider Workshop and how to register for future workshops.

TIP 20: MASS EDITING SCHEDULES

This tip provides instruction in using the mass editing functionality in Santrax to make changes on multiple entries in the scheduling feature of Santrax.

TIP 21: TEMPORARY CLIENT ENHANCEMENT

This tip explains the Temporary Client Enhancement and provides direction in how to use the enhancement prior to a client's permanent record being available in Santrax. It provides direction in creating a temporary client.

TIP 22: CLIENT & CAREGIVER ATTRIBUTES ENHANCEMENT

This tip explains the Client & Caregiver Attributes enhancement and how to use the enhancement to create exclusions. This tip explains how exclusions affect scheduling in Santrax.

TIP 23: SYNC MVV PRIOR TO CLIENT VISITS

This tip helps caregivers enable their smartphone with the most recent Mobile Visit Verification (MVV) app version for client visits.