

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 explains the Consecutive Services Enhancement. It provides information on how this feature is used to capture visit data for back-to-back services.

Previously published tips can be found on the Electronic Visit Verification (EVV) Important Message located under the subheading ‘At Your Fingertips’, found at www.ctdssmap.com.



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



EVV TIP # 26

CONSECUTIVE SERVICES ENHANCEMENT

The Department of Social Services (DSS) is pleased to announce that, based on provider feedback, beginning on August 3, 2018, Electronic Visit Verification (EVV) service providers have additional functionality known as the Consecutive Services Enhancement to assist them in using the Santrax system.

WHAT IS THE CONSECUTIVE SERVICES ENHANCEMENT?

The Consecutive Services Enhancement allows caregivers who are performing consecutive services, also known as back-to-back services, to capture one (1) check-in at arrival and one (1) check-out at departure. Caregivers will not have to make calls at the change in service. **This enhancement only applies to consecutive services that are provided by the same caregiver to the same client that are less than 24 hours in duration.** This enhancement requires that the visits are scheduled in Santrax prior to the start of the first scheduled visit. The Consecutive Services Enhancement will reduce the number of exceptions providers receive when caregivers are unable to perform a check-in and/ or check-out while transferring between consecutively scheduled visits.

As a result of the Consecutive Services Enhancement implementation the 3-call process has been disabled for those providers who use the Consecutive Services Enhancement. The 3-call process is when the caregiver checks-in at the beginning of the start of the first visit, checks-out of the first visit (and records the tasks performed) which serves as the check-in of the next visit. At the conclusion of the final visit the caregiver checks-out and enter the tasks performed.

The 3-call process cannot be used in a Santrax system where the Consecutive Services Enhancement has been enabled. As a result, the 3-call process has been disabled for all Santrax systems. If a caregiver uses the 3-call process and their agency has the Consecutive Services Enhancement enabled the office staff will see exceptions in their Santrax system that will need to be resolved prior to exporting claims. If a provider wishes to continue to use the 3-call process they should contact Sandata Customer Care and request that the Consecutive Services Enhancement be disabled for their agency.

At this time, the Consecutive Services Enhancement cannot be used by caregivers who check-in/-out using the Mobile Visit Verification (MVV) app. When this enhancement becomes available for use in the MVV app, providers will be notified. This enhancement can be used with FVV visits.

HOW DOES THIS ENHANCEMENT WORK?

The Consecutive Services Enhancement requires one (1) check-in to begin services and one (1) check-out to conclude services. If the same caregiver performs consecutively scheduled visits for the same client, the check-in and check-out times for the visits scheduled between the first visit and final visit will be assumed to have been completed as scheduled. If the duration of the performed visits match the duration of the scheduled visit, all visits will auto-confirm and the missing visit times will automatically populate according to the schedule in place.

The visits with assumed check-in or check-out values will be identified with an underline in Visit Maintenance and a new warning exception, "Assumed Call". The "Assumed Call" information exception is a warning and does not require additional intervention from the provider.

For example,

A caregiver is scheduled for the following schedule for the same client:

9:40 pm - 10:00 pm Homemaker

10:00 pm - 10:30 pm Companion

Sch Start	Sch End	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs
21:40	22:00	0.33	21:44	<u>22:03</u>	0.32	0.25	0.25
22:00	22:30	0.50	<u>22:03</u>	22:30	0.45	0.50	0.50

In the Consecutive Services Enhancement, the caregiver checks-in at 9:44 to begin the shift and checks-out at 10:30 to end the shift. The caregiver enters the tasks performed during both visits at the final check-out call. At the conclusion of the call, Santrax automatically enters a check-out value of 10:03 for the first visit, a check-in value of 10:03 for the second scheduled visit and attaches the captured tasks to all visits performed.

WHAT IF THE VISIT DURATION DOESN'T MATCH THE SCHEDULE?

When the duration of a visit either exceeds or is less than the scheduled visit the first visit is assumed to be completed as scheduled and the final visit will assume the overage or shortage. For example,

A caregiver is scheduled for the following schedule for the same client:

10:45 am - 11:30 am Homemaker

11:30 am - 12:30 pm Companion

Sch Start	Sch End	TZ	Sch Hrs	Call Start	Call End	Act Hrs	Bill Hrs	Pay Hrs
10:45	11:30		0.75	10:54	<u>11:39</u>	0.75	0.75	0.75
11:30	12:30		1.00	<u>11:39</u>	12:30	0.85	0.75	0.75

The caregiver checks-in at 10:54 am to begin the shift and checks-out at 12:30 pm to end the shift. The caregiver enters the tasks performed during both visits at the final check-out call. At the conclusion of the call, Santrax will automatically enter a check-out value of 11:39 for the first visit, a check-in value of 11:39 for the second scheduled visit, a check-out value of 12:30 for the second visit and attach the captured tasks to all visits performed. The second visit will have exception "Actual Hours Less Than Scheduled Hours" set on the visit.

WHO CAN USE THE ENHANCEMENT?

Any provider that wants to use this Consecutive Services Enhancement is able to do so. This feature was automatically enabled for all providers with access to the Santrax system. **If you do not want to use the Consecutive Services Enhancement, please contact Sandata Customer Care for assistance in disabling this enhancement.** Sandata Customer Care will provide the steps required to disable the Consecutive Services Enhancement. Sandata Customer Care can be reached at 1-800-855-3990, Monday – Friday, 8:00 am-5:00 pm.

WHEN WOULD IT NOT BE APPROPRIATE TO USE THE CONSECUTIVE SERVICES ENHANCEMENT?

The Consecutive Services Enhancement cannot be utilized by caregivers whose check-in and/or check-out value is more than 24 hours apart. If there are more than 24 hours between a visit's check-in and check-out, the caregiver will need to use a modified method of visit time capture. If a caregiver is performing a service either before or after the 24 hours service, the caregiver will need to check-in at the start of care and check-out at the conclusion of the first service. The caregiver will not check-in for the next scheduled service, but, they will check-out at the conclusion of the second service. An exception will set for the second services check-in field, and the office staff will have to enter the missing time to resolve the exception. For example,

A caregiver is scheduled for the following schedule for the same client:

8 am Monday – 8 am Tuesday Live-in Services
8 am – 11 am Tuesday Homemaker

The caregiver will make 3 calls. The caregiver will check- in at 8 am on Monday and check- out at 8 am on Tuesday. The caregiver will NOT check-in for the homemaker service but will check-out at 11 am on Tuesday to conclude the service. The homemaker visit will have an exception of “No In Call” in Santrax and will need to be manually confirmed before it can be exported.

As a reminder, for the Consecutive Services Enhancement to be utilized:

- The services must be provided by the **same caregiver to the same client**.
- Scheduled visits must be in place **prior to the start** of the first scheduled visit.
- This enhancement is **not valid** for services that have more than 24 hours between the check-in and check-out.
- The “Assumed Call” exception is a **warning** and does not require intervention from the provider.

For questions regarding the Consecutive Services Enhancement, please contact the EVV mailbox at ctevv@dx.com.