

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 announces the Autism waiver program implementation into EVV.

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?

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

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



EVV TIP # 30 **AUTISM WAIVER IN EVV**

This tip sheet is targeted to providers who are currently using Santrax to service their Connecticut Home Care Program for Elders (CHC), Personal Care Assistant (PCA) and Acquired Brain Injury (ABI) waiver clients. If you are new to the Electronic Visit Verification (EVV) program, please reference provider bulletin PB18-80 “Autism Waiver Program and Electronic Visit Verification (EVV)” for information that will help you begin using EVV.

Effective February 1, 2019, the Autism waiver benefit plan was implemented into the EVV program. As a result, providers who service Autism waiver clients can now see those clients in the Santrax system and are required to use Santrax for EVV mandated services provided to those clients. The service codes outlined in the section below were made available for use in the EVV system as of February 1, 2019 but are not mandated to be serviced via EVV until March 3, 2019. Providers with clients on the Autism waiver benefit plan are encouraged to begin servicing those clients using EVV as soon as they see their clients in Santrax.

WHAT AUTISM SERVICES ARE EVV MANDATED?

The following Autism waiver services are mandated to be serviced through EVV as of March 3, 2019. Prior authorizations (PA) for autism waiver clients who receive the following services will be loaded into the Santrax system beginning on February 1, 2019.

- 1302Z - Job Coach Agency, per 15 minutes
- 1304Z - Life Skills Coach Agency, per 15 minutes
- 1396Z - Community Mentor Agency, per 15 minutes
- 1404Z - Respite Agency in Home Individual, per 15 minutes

Providers have the option to use EVV to service the following service code. While they are not mandated to use EVV to capture visit data for this service code, providers are encouraged to do for the many benefits EVV provides.

- H2019 Therapeutic Behavioral Services, per 15 minutes

HOW DOES AUTISM AFFECT PROVIDERS CURRENTLY USING EVV?

If you are currently using the Santrax EVV system, you will soon see your clients with the Autism waiver benefit plan and the PAs for those clients in your Santrax system. Effective February 1, 2019, PAs for the EVV mandated services noted previously will be automatically added into Santrax. You are not required to activate your Autism waiver clients in Santrax until the implementation date of March 3, 2019. However, if you want to begin using EVV for your autism clients, you may do so as soon as the client is present.

Tasks to identify and capture services performed by caregivers servicing Autism waiver clients have been added to Santrax. The Autism tasks are now the first tasks on the task selector in Mobile Visit Verification (MVV) for all caregivers and are identified by the prefix "AUT".

DO I NEED ATTEND AUTISM EVV TRAINING?

No, if you are currently using the Santrax system you are not required to attend training again for the Autism waiver clients. The training documentation and videos have been updated to address the program enhancements implemented since 2016. If you or your staff would like to refresh yourself on Santrax functionality, you are encouraged to use the Learning Management System (LMS) or one of the many resources housed on the Electronic Visit Verification Implementation Important Message. To access LMS, please navigate to <https://www.sandatalearn.com/?KeyName=CTDSSEVV> and follow the enrollment instructions. Among the topics covered are:

- Telephony
- Mobile Visit Verification (MVV)
- Fixed Visit Verification (FVV)
- Santrax System Overview
- Creating Staff in Santrax
- Scheduling and Visit Maintenance
- Billing in the Santrax system

I HAVE AN AUTISM WAIVER CLIENT THAT I DO NOT SEE IN SANTRAX. WHAT DO I DO?

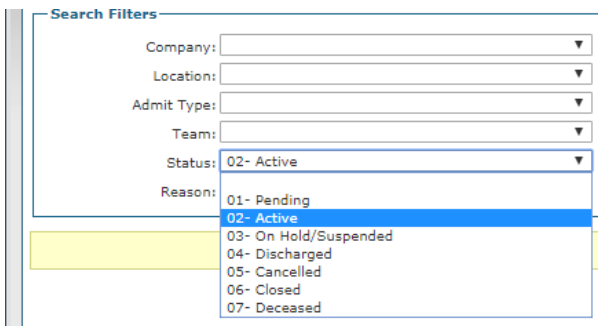
For a client to be in Santrax, they must meet two criteria. The client must be active on their EVV mandated waiver (CHC, ABI, PCA and Autism) and they must have an approved prior authorization for an EVV mandated or optional service on the provider secure Web portal, www.ctdssmap.com. If the client is not active on their waiver benefit plan or does not have an approved prior authorization, the client will not be loaded into Santrax.

If you have an EVV mandated waiver benefit client that you do not see in Santrax, please perform the following:

1. Verify that the client is eligible on their waiver benefit plan using www.ctdssmap.com. If the client is not eligible on their EVV mandated waiver, the client should contact their local benefits center for assistance.

Verify that the client has an approved prior authorization (PA) assigned to your agency. A service order from a DSS Autism Care Manager does not equate to a PA on the www.ctdssmap.com secure Web portal. If you have a written or verbal service order that is not present on the www.ctdssmap.com secure Web portal, please contact the DSS Autism Case Manager responsible for the client's care plan and request that the PA be uploaded to the www.ctdssmap.com secure Web portal.

If the client is active on their waiver and has an approved PA on the CMAP secure site, most likely the client is in your Santrax system and needs to be activated. In order to see the client in the client search panel, you will need to change the selection in the status field from the default of “02-Active” to the blank space or “01-Pending” and then refresh your screen.



Search Filters

Company:

Location:

Admit Type:

Team:

Status:

Reason:

02- Active

03- On Hold/Suspended

04- Discharged

05- Cancelled

06- Closed

07- Deceased

If the client is not in your Santrax system, because they are not active on their appropriate waiver or do not have an approved prior authorization, then a temporary client can be created so that you can create a schedule and your caregivers are able to check-in and check-

out of the visits they performed. For more information regarding the temporary client solution, please refer to At Your Fingertip tip sheet #21 - Adding a Temporary Client in Santrax on the Electronic Visit Verification Implementation Important Message on the www.ctdssmap.com Home page.