

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 information on the Electronic Visit Verification (EVV) Website, the resources it provides and its many features from which providers will benefit.



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.



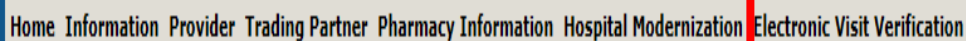
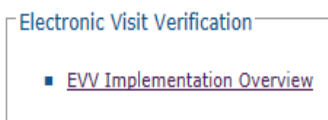
EVV TIP #32

INTRODUCING THE ELECTRONIC VISIT VERIFICATION (EVV) WEB PAGE

Effective May 8, 2019, an Electronic Visit Verification (EVV) Web page was added to the www.ctdssmap.com Web site. This EVV Web page allows EVV service providers and their office staff to more easily locate and reference EVV resources to assist them in using the EVV system. All of the information currently housed on the Electronic Visit Verification Implementation Important Message, currently found on the www.ctdssmap.com Home Page, has been relocated to the newly added EVV Web page and categorized for easy navigation.

HOW DO I ACCESS THE EVV WEB PAGE?

The EVV Web page can be found on the www.ctdssmap.com header, or in the Electronic Visit Verification quick links box on the far left of the CMAP Home page. Once on the EVV Overview Implementation Page, a user can navigate to the subpage of their choice.



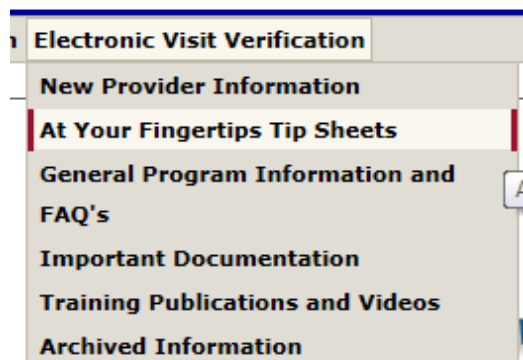
WHAT INFORMATION CAN I FIND ON THE EVV WEB PAGE?

The EVV Web page houses all the resources needed to successfully navigate EVV. On this Web page you will find training documentation and videos, previously published Provider Bulletins and Important Messages, the list of EVV mandated and optional services, and information to help providers meet the compliance requirement.

The EVV Web page is divided into six (6) sections: New Provider Information, At Your Fingertips Tip Sheets, General Program Information and FAQ's, Important Documentation, Training Publication and Videos and Archived Information.

The **New Provider Information Page** helps new EVV service providers or

office staff become familiar with the EVV program. Among the resources on this page



are the EVV Service Code Listing, which identifies which service codes are EVV mandated and which are optional, the Finalized Reason Code List that providers should reference when justifying changes made to visit data in Santrax, and non-provider specific documents that are found in all Welcome Kits issued to EVV service providers.

The **At Your Fingertips Tip Sheets** page houses all of the published At Your Fingertips tip sheets. At Your Fingertips tip sheets are designed to help providers navigate EVV by answering common questions and resolving common issues encountered by providers in their use of the EVV system. The tip topics are generated by questions submitted to Sandata Customer Care, the EVV email box ctevv@dxc.com, or in communications to DSS for assistance.

The **General Program Information and FAQ's** page has program information all providers should be familiar with prior to using EVV. The links on this page include the EVV Service Code Listing, which provides a list of the EVV mandated and optional service codes, and the Frequently Asked Questions document, which has over 200 questions about the EVV program and Santrax functionality and their responses.

The **Important Documentation** page contains important messages and notifications published to assist agencies in their use of the Santrax system. The documentation is categorized by purpose and/or functionality and includes a listing of EVV related Provider Bulletins and Important Messages, specifications to set up a third-party interface and a historical listing of Santrax App messages.

The **Training Publications and Videos** page contains all the documents and videos that can be used to train new staff and refresh current staff in their use of the EVV system. The page contains a link to instructions for enrolling in the Learning Management System (LMS), a Web-based learning platform that provides the training a new agency must complete in order to request and receive their Welcome Kit.

The **Archived Information** page contains information that should be referenced for historical purposes only and should not be referenced while using the current EVV system.

We encourage all providers and their office staff to familiarize themselves with the new EVV Web page and the many resources it provides for EVV service providers. For more information regarding the EVV Web page, please contact the EVV mailbox at ctevv@dxc.com.