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 first tip provides you with resource contact information for client eligibility, Prior Authorization (PA), claim or EVV navigation and functionality issues.

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 # 1

KNOW YOUR RESOURCES—UPDATED

CLIENT ELIGIBILITY

Set-up of a secure Web account allows access to interactive client eligibility via the secure Web account Home page. For more information go to the www.ctdssmap.com Web site Home page > Publications > Provider Manuals Chapter 10.

WHO TO CONTACT... IF A CLIENT IS NOT ELIGIBLE:

Client eligibility issues related to waiver clients should be directed via an encrypted/secure e-mail to the Department of Social Services at the following e-mail address: HomeAndCommunityBasedServices.dss@ct.gov.

Providers should include the following information:
The client's name, client ID and the date service began or is scheduled to begin. Place the words **"ABI, CHC or PCA Client Eligibility Issue"** in the subject line of the email.

...WHEN CLIENTS ARE MISSING OR UNFAMILIAR CLIENTS ARE IN YOUR SANTRAX SYSTEM:

Providers should contact DXC Technology via a secure email to: ctevv@dxc.com.

...NEED TO MAKE CHANGES TO A CLIENT'S PHONE NUMBER:

All updates to the client's home telephone number must be requested by the client or client representative by contacting the DSS Benefit Center at 1-855-626-6632. The three (3) additional telephone lines in Santrax can be used to store alternate phone numbers for the client, which can be used to validate visit data and reduce the number of exceptions due to a bad phone number used in a telephony check-in or check-out.

...NEED TO MAKE CHANGES TO A CLIENT'S ADDRESS:

Corrections to a client's address should be directed to the Access Agency responsible for managing the client's care plan. The additional address fields can be used to store alternate addresses for the client, such as a work or family member address. These alternate addresses are used to validate visit data via MVV and will reduce exceptions due to invalid GPS locations used in a check-in or check-out.

CARE PLAN /PRIOR AUTHORIZATION

... FOR CARE PLAN / PRIOR AUTHORIZATION (PA) ISSUES RELATING TO CASE MANAGED CLIENTS:

When PAs are <u>missing</u> or are <u>not correct</u> on the www.ctdssmap.com portal:

Providers should contact the applicable Access/Case Management Agency utilizing the following information:

Connecticut Community Care (CCCI) -

serviceauthissues@ctcommunitycare.org

Providers must include the following information if applicable, when submitting service authorization issues to **CCCI**: provider name, client name, client EMS number, CCCI number, EOB code on rejecting claim at DXC, from and to dates of service, type of service (SNV, Companion, PCA etc.), frequency of service (spanned dates, monthly or weekly), number of units needed, CCCI service order number, if available, and any comments the provider wishes to communicate to CCCI.

*South Western Connecticut Area on Aging (SWCAA) - SWCAABillings@swcaa.org

Providers must include the applicable following information when contacting **SWCAA**: client name, client EMS number, type of service, frequency of service and the number of units or hours per visit.

Please go to www.swcaa.org for a directory of care managers by zip code, frequently asked questions and SWCAA's provider inquiry form.

*Agency on Aging of South Central CT (AASCC) - chcbilling@aoascc.org (*secure emails only*)

Companies without secure e-mail, please fax service order inquiries to **AASCC** at: (203) 528-0455. All other provider information may be faxed to (203)752-3064.

Service Order inquires: Providers must include, on an Excel spreadsheet, the applicable following information when contacting AASCC: client name, EMS#, type of service (procedure code), dates of service (from/to), frequency of service and the number of units or hours per visit.

CLAIMS

... FOR ALL MEDICAL AND NON-MEDICAL WAIVER CLAIM DENIALS OR OTHER RELATED CLAIM QUESTIONS CONTACT: DXC Technology

Provider Assistance Center (PAC) - 1-800-842-8440 or CTDSSMAP-ProviderEmail@dxc.com Monday thru Friday, 8:00 AM – 5:00 PM (EST), excluding holidays.

This should be your first call to answer all enrollment and billing related questions. Issues that require a higher level of research will be escalated to your provider representative. Please be sure to ask the PAC representative for your call tracking number for future call reference.

... FOR ALL NON EVV RELATED ELECTRONIC CLAIM SUBMISSION ISSUES CONTACT: DXC Technology

Electronic Data Interchange (EDI) Help Desk - 1-800-688-0503 – Monday through Friday, 8:00 AM to 5:00 PM (EST), excluding holidays.

Western Connecticut Area on Aging (WCAA) - contact **WCAA** directly at (203) 465-1000

Providers must include the applicable following information when contacting **WCAA**: client name, client EMS number, type of service, dates of service, frequency of service and the number of units or hours per visit.

* indicates updated information

FOR PA ISSUES RELATED TO CARE PLANS FOR SELF - DIRECTED CLIENTS ON THE CHCPE PROGRAM:

Contact Melva Cooper, RN at the Department of Social Services (DSS):
 (860) 424-5863 or melva.cooper@ct.gov

... WHEN THE PRIOR AUTHORIZATION (PA) IS ON THE WWW.CTDSSMAP.COM PORTAL BUT NOT IN THE SANTRAX SYSTEM:

Providers should be aware that it can be up to 48 hours before a PA that is present on the www.ctdssmap.com portal is present in Santrax. If a PA has been present on the CMAP portal for greater than 48 hours and is still not in Santrax, providers should contact DXC **Technology** via a secure email to ctevv@dxc.com and provide the applicable PA number in the email. A member of the EVV team will review the PA and advise why the PA is not visible in Santrax.

... FOR ISSUES RELATED TO THE SANTRAX (EVV) SYSTEM AND ITS FUNCTIONALITY:

Sandata Technologies, LLC - Customer Care:
1-855-399-8050 or ctcustomercare@sandata.com
Monday through Friday 8:00 AM – 6:00 PM.