

## 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 direction in how to enter and update billing rates into the Santrax system.

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](mailto:ctevv@dxc.com)

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



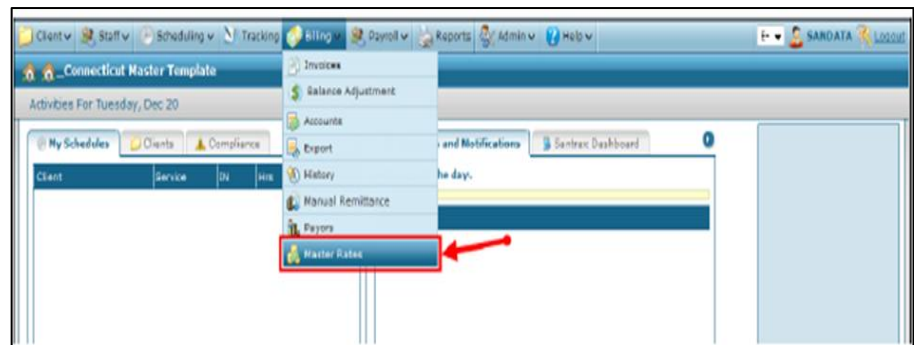
## EVV TIP # 33 ENTERING AND UPDATING PROVIDER BILLING RATES

This tip sheet is targeted to providers who are new and must add their Usual and Customary billing rates into the Santrax system or are current providers who must update their existing rates in Santrax to ensure Connecticut Home Care Program for Elders (CHC), Personal Care Assistant (PCA), Acquired Brain Injury (ABI) and Autism waiver claims submitted out of Santrax are submitted with the correct billed amount.

### ENTERING AND UPDATING USUAL AND CUSTOMARY RATES

New providers, as part of their database pre-go-live checklist, must enter their Usual and Customary billing rates into their version of the Santrax system. Existing providers must clone current rates to capture updated rates and effective dates. Both new and current providers should follow the steps below to enter or change their rate information.

1. Go to the Billing Menu > Master Rates.



2. The **Rates** and **Effective Date** are the two editable columns in the Billing Rates table below. Data in the other columns are pre-populated and remain read-only. To enter the **Rate**:
  - A. Double click in the **Rate** cell on a Service line to enter your specific billing rate for that Service.
  - B. Press the Enter key or click outside of the cell to close the field.
  - C. Click Save

To enter the **Effective Date**:

- Double click in the Effective Date cell on a Service line to enter the bill rates's effective date for that Service.
- Press the Enter key or click outside of the cell to close the field
- Click **Save**

Service	Event	SHR	PSC	TSC	RevCode	HCPCS	Misc	Modifiers	Type	Week Rate	Weekend Modifiers	Weekend Rate	Contract Type	Contract Amount	Cap	Rank	Effective Date
421	ZZ	DEF- Default Value			0421				Visit	\$0.00		\$0.00	0- None	\$0.00	-	-	06/01/2016
431	ZZ	DEF- Default Value			0431				Visit	\$0.00		\$0.00	0- None	\$0.00	-	-	06/01/2016
441	ZZ	DEF- Default Value			0441				Visit	\$0.00		\$0.00	0- None	\$0.00	-	-	06/01/2016
H0033	TT	DEF- Default Value			0580	H0033		TT	Visit	\$0.00		\$0.00	0- None	\$0.00	-	-	06/01/2016
H0033	U2	DEF- Default Value			0580	H0033		U2	Visit	\$0.00		\$0.00	0- None	\$0.00	-	-	06/01/2016

## UPDATING RATES

Billing Rate entries must be cloned to capture updated rates and effective dates. To clone an existing rate follow the steps below:

- Click to highlight a line entry in the Billing Rates table
- Right click on the highlighted line.
- Click the Clone button that appears on the screen.

Service	Event	PSC	TSC	RevCode	HCPCS	Misc	Modifiers	Type	Week Rate	Weekend Rate	Contract Type	Contract Amount	Cap	R
H0033	U2			0580	H0033		U2	Visit	\$0.00	\$0.00	0- None	\$0.00	-	
H0033	U2TT			0580	H0033		U2:TT	Visit	\$0.00	\$0.00	0- None	\$0.00	-	
H0033	ZZ			0580	H0033			Visit	\$0.00	\$0.00	0- None	\$0.00	-	
S9123	TT			0580	S9123		TT	Visit	\$0.00	\$0.00	0- None	\$0.00	-	
S9123	U2			0580	S9123		U2	Visit	\$0.00	\$0.00	0- None	\$0.00	-	
S9123	U2TT			0580	S9123		U2:TT	Visit	\$0.00	\$0.00	0- None	\$0.00	-	
S9123	ZZ			0580	S9123			Visit	\$0.00	\$0.00	0- None	\$0.00	-	
S9124	TT			0580	S9124		TT	Visit	\$0.00	\$0.00	0- None	\$0.00	-	
S9124	U2			0580	S9124		U2	Visit	\$0.00	\$0.00	0- None	\$0.00	-	

- Select the effective date for the new entry and click Submit as noted in the screen shot below.

The screenshot displays the 'Master Rates: Billing' application. On the left, a tree view shows 'Standard' with sub-items: 'Billing', 'Copay', 'Payroll', 'LUPA', and 'Other'. The main area is a table of billing rates. The table has columns: Service, Event, PSC, TSC, RevCode, HCPCS, Misc, Modifiers, Type, Week Rate, Weekend Rate, Contract Type, Contract Amount, Cap, and R. The table contains several rows of data, including services like H0033, S9123, S9124, T1001, and TDU2. A 'Date Selection - Mozilla Firefox' dialog box is open, showing the URL 'https://ct.sandata.com/Global/DatePrompt.a' and a 'Select Effective Date' prompt. The dialog box has a text input field with '12/20/2016' and 'Submit' and 'Cancel' buttons.

- E. The new line will appear at the bottom of the rates table where the new rate can be entered for that effective date.