# State of Connecticut
# Department of Developmental Services

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**Operations Center Memo  FY22-01**

**TO:**      DDS Qualified Providers

**FROM:**    Scott McWilliams CFO

**CC:**      Jordan Scheff, Commissioner, Peter Mason, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Regional Directors, Assistant Regional Directors, Resource Administrators, Case Manager Supervisors

**DATE:**    July 9, 2021

**SUBJECT:** Electronic Visit Verification (EVV) Update

The purpose of this memo is to provide an update on the implementation of EVV.

## Provider Billing

**WebResDay** - DDS IT continues to work on the various discrepancies between the Sandata and WebResDay system. Please continue to send any variances between the two systems to DDS.EVV@ct.gov. Due to these issues, DDS has not yet targeted a date for providers to be paid directly from their EVV data. Until a date is announced, please continue to enter WebResDay attendance, as payments for the services will continue to be based on the data entered directly into WebResDay.  DDS IT has made progress towards resolving the issues with the dual report andwe expect to see the corrections very soon.  Sandata is working on the Overlap Provider issue that has prevented DDS from receiving visits from the SAM system.

**Invoicing the Fiscal Intermediary** – DDS determined that the reports provided through the Sandata EVV system cannot be used as a stand-alone invoice.  DDS is working to create a usable report that providers will access through WebResDay.  DDS is developing the billing process with the Fiscal Intermediaries. We anticipate this process to be finalized in the coming weeks at which point directions regarding  billing will be provided.

**Virtual Visits** – The Virtual Visit reason code has been added to the EVV system.
   a. To enter Virtual Visits, you must have been authorized to provide virtual visits to the DDS individual.
   b. Visits are entered as a manual visit. (There are instructions to enter a manual visit on the DDS website under EVV)
   c. The reason code "Virtual Visit" is selected in Visit Maintenance.

d. Overlap providers will not have access to the Virtual Visit code. It will be used in DDS EVV system only.

**Provider Profile EVV Contact** – If you have not submitted contact information for your EVV contact person, please complete the Provider Profile Correction form as soon as possible.

Once all providers using EVV have updated their profile, DDS and Sandata will send EVV correspondences and updates directly to the EVV contact. Correction Form: [https://portal.ct.gov/-/media/DDS/qpap/DDS-Provider-Profile-Correction-Form.docx](https://portal.ct.gov/-/media/DDS/qpap/DDS-Provider-Profile-Correction-Form.docx)  Send to: [DDS.Provider.Profiles@ct.gov](mailto:DDS.Provider.Profiles@ct.gov)

**Group Functionality** – The Group Visit functionality will enable caregivers to start and end an IHS group visit using Sandata Mobile Connect (SMC) or start and end an IHS group visit using Telephonic Visit Verification (TVV).
- In order to use the group function in EVV providers must have an IHS Group 1 staff 2 individuals' authorization or an IHS Group 1 staff 3 individuals' authorization in place.
- Sandata will provide training to providers.
- A definite date for completion has not been determined.  We estimate the work to be completed this summer.
- Questions regarding IHS Group can be directed to Resource Management.

**Audit Pilot** – The names of two volunteer agency providers have been submitted to DSS Audit Unit.  They are putting together a plan to review the information in EVV system to provide guidance.

**Notice of EVV Requirement on future authorizations** – DDS heard providers and agree that a notice of EVV requirement needs to be printed on authorizations.  DDS IT currently reviewing and working through the request. Additional updates on this item will be shared as they are received.

Thank you.