



TO: Acquired Brain Injury (ABI), Connecticut Home Care Program for Elders (CHC), Personal Care Assistance (PCA) and Home Health Service Providers

RE: Electronic Visit Verification (EVV) Enhancement Training – Using the Temporary Client and Attributes Enhancements

Based on provider feedback, the Department of Social Services (DSS) will be implementing some enhancements to the Electronic Visit Verification (EVV) program. Among the enhancements to be implemented in the next Santrax update are the ability to add a temporary client to the Santrax system and the addition of new client and caregiver attributes to assist in scheduling.

To assist providers in using the new enhancements, webinar based training will take place as outlined below. Providers may register for each enhancement topic to learn how to use the specified enhancement. There is a limit of registrants to *two (2)* employees per agency. Each attendee from the same provider office must register separately.

Providers are encouraged to register as soon as possible to secure a reserved seat in the session of their choice.

Temporary Client Enhancement

The temporary client enhancement will allow providers to schedule visits and resolve visit exceptions for clients who are not yet present in Santrax because the client does not have the appropriate waiver benefit eligibility or prior authorization (PA) prior to service. During the webinar training providers will learn how to add a temporary client into Santrax and about the automatic merge process when the permanent client record is uploaded to the Santrax system. Providers will also learn how to resolve any issues that do not result in the automatic merging with the temporary client record when the new client is uploaded into Santrax.

Training in the Temporary Client Enhancement will take place as outlined below. Please select the registration link next to the date of the training you wish to attend to be directed to the registration page. Registration for the Temporary Client Enhancement training must be completed by **5 pm on Tuesday, May 1, 2018.**

<u>Date</u>	<u>Time</u>	<u>Registration Link</u>
Thursday, May 3, 2018	2-3 pm	https://sandata.zoom.us/webinar/register/WN_ui45nmuUStu7QzAY_UvDNw
Friday, May 4, 2018	10-11 am	https://sandata.zoom.us/webinar/register/WN_B15O7BrjRfSLiaCwF0oKhg

Client and Caregiver Attributes Enhancement

The new client and caregiver attributes enhancement will allow providers to create exclusions in the client and/or caregiver records to assist in the scheduling process. During the new client and caregiver attributes training providers will learn how to create warnings and preventions to prevent inappropriate scheduling pairs in Santrax. Among the attributes added to Santrax are several new languages, gender preferences and specialized equipment specifications. This training will also show providers how to use the exclusion feature already available in Santrax.



Questions? Need assistance? Call the Provider Assistance Center Mon–Fri 8:00 am – 5:00 pm
Toll free 1-800-842-8440 or write to DXC Technology, PO Box 2991, Hartford, CT 06104
Program information is available at www.ctdssmap.com

Training in the Client and Caregivers Attribute Enhancement will take place as outlined below. Please select the registration link next to the date of the training you wish to attend to be directed to the registration page. Registration for the Client and Caregiver Enhancement training must be completed by **5 pm on Tuesday, May 8, 2018.**

<u>Date</u>	<u>Time</u>	<u>Registration Link</u>
Thursday, May 10, 2018	2-3 pm	https://sandata.zoom.us/j/85ET1yZTej8Zgw9MQ
Friday, May 11, 2018	10-11 am	https://sandata.zoom.us/j/7GIJF7o8SZ2bN7UKw1p3ow