TO: Home Health Agencies, Community First Choice, Connecticut Home Care Program for Elders, Personal Care Assistance, and Acquired Brain Injury Providers

RE: Electronic Visit Verification Reporting a Change in Client Condition

The Santrax Electronic Visit Verification (EVV) system requires that caregivers who provide non-medical services document services provided to their clients by entering tasks at the time of check-out using one of three time capture systems. A list of task codes has been developed and can be found at the www.ctdssmap.com website by clicking on the most recent Electronic Visit Verification Important Message. Among the tasks identified on the Electronic Visit Verification (EVV) task list is task ID number "99 – Client has had a change in status" found under the "Health Assessment" tab. The goal of this bulletin is to clearly communicate when this code is appropriate for use and who receives notification of a change in a client's condition which warrants a case manager's intervention.

Task ID number "99" is a task code intended to communicate to the client's access or case management agency that there has been a change in the client status. The access or case management agency who manages the client's care plan will receive a HIPAA compliant email stating that there has been a change in the clients' status.

When Should Caregivers use Task ID "99"?

Upon check-out, a caregiver would enter task ID Number "99" in the following situations:

- Client was hospitalized

- Client visited the emergency department
- Client has had a change in mental status
- Client had a fall
- Client has a change in Activity of Daily Life (ADL) needs
- Client has had a change to informal support
- Client's skin condition has deteriorated
- Client refused services

Task ID Number "99" is not intended to take the place of calling 911 when the client requires urgent care. If the client needs urgent care please call 911 or other appropriate emergency services.

How Can Caregivers Use Task ID "99"?

Task ID number "99" can be utilized by caregivers in use of the telephony and Fixed Visit Verification (FVV) device time capture by keying the number "99" during visit check-out. Mobile Visit Verification (MVV) application users must check the "Change in Client Condition" task to create a notification. At this time caregivers utilizing the MVV app can also enter notes documenting the specific client issue. After caregivers have entered code task "99" or checked the "Change in Client Condition" task in the MVV app, there is nothing else the caregiver must do. A notification will be created regarding the client's change in status and communicated to the appropriate agencies and/ or persons.

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Need assistance? Call the Sandata Customer Care Number at 1-855-399-8050 Mon. – Fri. 8:00 a.m. – 6:00 p.m. or you can email Sandata at ctcustomercare@sandata.com. Program information is available at www.ctdssmap.com.

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Who is Notified When Task ID "99" is Entered?

The Santrax system will generate a notification email to the access or care management agency when task ID "99" is entered or the "Change in Client Condition" is checked in the MVV app. The Department encourages each notified access or care management agency to conduct an assessment of the client affected by the notification.

Provider agencies are, also, able to receive code task "99" notifications. In order to receive these notifications, provider agencies will need to assign a coordinator to their clients in the Santrax system. In the event of a notification the coordinator will receive a HIPAA compliant email stating that the client, identified by First Name and Last Initial, has had a change in condition. For further details the coordinator will need to access the "Notes by Category" report found in the "Reports" section of the Santrax system. The "Notes by Category" report will contain all notes created for the client(s) and can be refined by date and other modifiers.

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